



Disclosure ref: 34 Sent: 25th June 2020

Freedom of Information Act 2000 Request

Information on the CPS' corporate software/enterprise applications

Request and Responses:

I require the organisation's to provide me with the following contract information relating to the following corporate software/enterprise applications:

A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main ERP system and may include service support, maintenance and upgrades.

B. Primary Customer Relationship Management (CRM) Solution-this is the organisation's main CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firmstep

C. Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main HR/payroll system and may include service support, maintenance and upgrades. In some cases the HR contract maybe separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resourcelink.

D. The organisation's primary corporate Finance Software Solution-this is the organisation's main

Finance system and may include service support, maintenance and upgrades. Example of finance systems the organisation may use could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP

In some cases you may come across contracts that provides service support maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.

1 Software Category: ERP, CRM, HR, Payroll, Finance

The department's main HR, Finance and Procurement solutions are delivered through an Enterprise Resource Planning (ERP) solution. This information is withheld from disclosure under section 21 'Information accessible by other means' of the FOI Act and the attached S.17 refusal notice explains this in more detail.



However, details of our ERP contract can be located within Contracts Finder via the following link:

<https://www.contractsfinder.service.gov.uk/Search>

2 Name of Supplier: Can you please provide me with the software provider for each contract?

The supplier is Oracle.

3 The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.

The software is Oracle Cloud.

4 Description of the contract: Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included.

Please see the information on Contracts Finder as highlighted in question 1 and covered by the S.17 refusal notice.

5 Number of Users/Licenses: What is the total number of user/licenses for this contract?

This applies to all CPS users, so in the region of 6,500.

6 Annual Spend: What is the annual average spend for each contract?

7 Contract Duration: What is the duration of the contract please include any available extensions within the contract.

8 Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

9 Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

10 Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provided please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.

In response to questions 6-10 details regarding our contracts can be located via the Contracts Finder link provided in our response to Question 1 and again covered by the S.17 refusal notice.

11 Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

In response to your request for the detail of the persons responsible for IT contracts, including their names, job titles and direct contact numbers the department claims an exemption under section 40 'personal information' of the FOI Act 2000. Please refer to the attached S.17 refusal notice.

Our procurement team email address is: dpu@cps.gov.uk

Information Management Unit

020 3357 0788

IMU@cps.gov.uk