



Our Ref: 002825/21

Your Ref:

Address Correspondence to: Information Management

Date 30 September 2021

### **Freedom of Information Act 2000**

I write further to your request for information received 11/05/2020.

I note you seek access to the following information:

*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. 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. 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. For each of the categories above can you please provide me with the relevant contract information listed below:*

- 1. Software Category: ERP, CRM, HR, Payroll, Finance*
  - 2. Software Supplier: Can you please provide me with the software provider for each contract?*
  - 3. Software Brand: 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.*
  - 4. Contract Description: 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 also include any modules included within the contract as this will support the categories you have selected in question 1.*

5. *Number of Users/Licenses: What is the total number of user/licenses for this contract?*
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 provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.*
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).*
- If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters. If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary.*

Following receipt of your request, searches were conducted within Leicestershire Police to locate information relevant to your request.

**Your request for information has now been considered and the information asked for is as follows: -**

Leicestershire Police do not have ERP or CRM. Leicestershire utilise Derbyshire Police's HR system, therefore the information you have requested relating to HR would need to be redirected to Derbyshire Police's FOI department ([FOIP@derbyshire.pnn.police.uk](mailto:FOIP@derbyshire.pnn.police.uk)).

Most information relating to Leicestershire Police's contracts is available on the Blue Light Procurement Database:

<https://www.blpd.gov.uk/foi/foi.aspx>

Below is the information you have requested in relation to Payroll and Finance:

1. Software Category
  - a. Payroll
  - b. Finance
2. Name of Supplier: Can you please provide me with the software provider for each contract?
  - a. Kier Business Services
  - b. Agresso
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.
  - a. iTrent
  - b. Agresso
4. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.  
Please also include any modules included within the contract as this will support the categories you have selected in question 1.

- a. The Force use the iTrent software through Kier Business Services, who provide support for the service.
  - b. This contract incorporates modules GL, AP, AR, cash management and logistics. Agresso provide the support for this system.
5. Number of Users/Licenses: What is the total number of user/licenses for this contract?
  - a. N/A
  - b. 50
6. Annual Spend: What is the annual average spend for each contract?
  - a. N/A – the Force pays per payslip.
  - b. £40,100
7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
  - a. 7 years
  - b. 25 years
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.
  - a. 11/2015
  - b. 10/2014
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.
  - a. 11/2022
  - b. 10/2039
10. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.
  - a. N/A this contract is not able to be reviewed at present
  - b. 10/2022 approx.
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).
  - a. Head of Finance – Ruth Gilbert  
[ruth.gilbert@leicestershire.pnn.police.uk](mailto:ruth.gilbert@leicestershire.pnn.police.uk)
  - b. Head of Finance – Ruth Gilbert  
[ruth.gilbert@leicestershire.pnn.police.uk](mailto:ruth.gilbert@leicestershire.pnn.police.uk)

Leicestershire Police provides you the right to ask for a re-examination of your request under its review procedure. Letters should be addressed to Information Manager, Corporate Services Department at the above address. If you decide to request such a review and having followed the Force's full process you are still dissatisfied, then you have the right to direct your comments to the Information Commissioner who will give it consideration.

Freedom of Information Officer  
Leicestershire Police

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