

FOI Reference Number: FOI/033/2425

Date: 14 May 2024

Thank you for your information request received by the Policy team at Mid and East Antrim Borough Council (MEABC) on 15th April 2024 which has been processed under the Freedom of Information Act 2000 (FOIA).

Your request:

'This is an email to request information under the FOI Act.

I want to apologise in advance for the length of this request, the first part is just an outline of the request bellow (A-D) I have added this for clarification so you know exactly what I am referring to. Can you please read all the information within the request this is an urgent request so if you could please provide me with the information before the 20 working days this will be greatly appreciated.

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the following.

The information I require relates to the organisation's software contract, please send me the organisation's primary contract around the types of contracts below.

I require the organisations 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, Firm step

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, Resource link.

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

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.

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.

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 provided, 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).'

Our response:

This information is regarded as *held* for the purposes of the Freedom of Information Act 2000. Please see below:

Please see the table attached to this response as Appendix 1.

Contact information:

E ICT.Contracts@midandeantrim.gov.uk

T 0300 124 5000

Please quote the reference number FOI/033/2425 on any related communications.

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within forty working days of the date of receipt of the response to your original email/letter, and should be sent by email to FOI@midandeantrim.gov.uk or by post to:

Policy Team,
The Braid,
1-29 Bridge Street,
Ballymena,
BT43 5EJ.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. You must make your complaint to the ICO within 40 working days of you receiving your response or the date of your last contact with the Council.

The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,

Cheshire,
SK9 5AF.

Alternatively, a complaint may be made via the ICO website at:

<https://ico.org.uk/make-a-complaint>

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at:

<https://www.midandeantrim.gov.uk/>

If we publish our response to your request, your personal data will be removed to protect your privacy.

Appendix 1

	Category			
	CRM	HR	Finance	Payroll
Supplier	Tascomi	Hallmark	Technology One	Total Mobile
Brand	iDox	PAMS	CI Anywhere	
Description	As attached - Appendix 2			
Users	30	12	All staff up to 700; 30 primary users	40
Annual spend	£10-15k	£10-15k	£100k +	£10-£50k
Duration	Three years	Two years	Two years with option to extend. Likely to extend.	One year
Start date	01/04/2024	01/04/2023	22/06/2023	01/04/2024
Expiry date	31/03/2027	31/03/2025	21/06/2024	31/03/2025
Review date	15/01/2026	20/01/2025	01/03/2024	01/01/2025

Appendix 2

Order Form - Schedule 1 - Services

SaaS Services and Implementation Services

A. SOFTWARE The Software as a Service provided under this Contract is inclusive of the right to use the software modules (as set out below and subject to the applicable Licence Class) ("Software"), and to receive the Support and Maintenance Services and Cloud Services for the Software as set out in the Supplier Terms (attached in Part C of this Call-Off Contract for ease of reference). Provided that the Buyer continues to pay the annual Software as a Service Fees (as set out in Schedule 2) in accordance with the terms of this Contract, the Buyer will be entitled to use the Software modules for the Call-Off Contract Term in accordance with the terms of this Call-Off Contract (including the License Class set out below, the Additional License Terms and the Supplier Terms).

LICENCE GROUP - TechnologyOne Financials

Core

General Subsidiary Ledger and Management Functions

Accounts Payable

Reconciliation

Fixed Assets

External Systems Interface

Purchasing Cards

Expense Reporting

Travel Management

Multicurrency – Management

Extensions

GL Reconciliation

Recurring Documents

Connectors

BPA Forms for Financials

XLOne Reporting for Financials

Business Analytics for Financials

ETL for Financials

Workflow Maintenance for Financials

Records Compliance for Financials

Included MyModules

MyStandardReports&Enquiries (Financials)

MyBusinessAnalytics (Financials)

MyQuickReconciliation

MyPurchase Cards

MyWorkflow (Financials)

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MyTravel

My Expenses

LICENCE GROUP - TechnologyOne Supply Chain Management Core

Purchasing/Commitments

Inventory/Stores

Requisitioning

Replenishment

Web Catalogue

Receive Supplier Invoices

Supplier Portal

(Advanced Sourcing)

(Sourcing)

Extensions

Web Services for Supply Chain Mgt (Supplier Portal) Purchase Order Transmission

Auto Invoice Matching

Consolidated Purchase Requisitions

Connectors

XLOne Reporting for Supply Chain

Business Analytics for Supply Chain Mgt

ETL for Supply Chain

Workflow Maintenance for SCM

BPA Forms for Supply Chain Mgt

Records Compliance for Supply Chain Mgt

Included MyModules

MyStandardReports&Enquiries (Supply Chain)

MyBusinessAnalytics (Supply Chain)

MyRequisitions

MyWorkflow (Supply Chain)

LICENCE GROUP - Human Resource and Payroll

Core

Payroll & Base HR eRecruitment Organisation Management Transitions Occupational Health & Safety Training Forms Timesheet Entry and Costing Human Resource and Payroll Connectors

G-Cloud 11 Call-Off Contract 12

XLOne Reporting Connector (+ XLOne Reporting) DocOne for HRP Interactions Business Analytics for HRP ETL Connector Workflow Administration for HRP Included MyModules

MyStandardReports&Enquiries (HR & Payroll) MyBusinessIntelligence (HR & Payroll) MyWorkflow (HR & Payroll) Employee Self Service

MyDetails My Pay My Timesheets My Leave MyTraining MySafety Manager Self Service

My Team Leave My Team Timesheets My Team Details LICENCE GROUP - TechnologyOne Property

Core

Property Nucleus

eDocument Delivery

Billing & Revenue Management

Debtors

Debt Recovery

Connectors

XL One Reporting for Property

Business Analytics for Property

ETL for Property

BPA Forms for Property

Records Compliance for Property & Rating

LICENCE GROUP - TechnologyOne Corporate Performance Management Core

Enterprise Budgeting

Workflow connector

LICENCE GROUP - Technology One Contracts

Core

Contracts

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LICENCE GROUP - TechnologyOne Enterprise Cash Receipting Core ECR Core

EFTPOS

Front Counter Payment Gateway

PayNow

ECR Web

Backoffice and Bpay

Product Connectors

Financials

SCM

Property

Connectors

XLOne Reporting for ECR

ETL for ECR

Bi connector ECR

LICENCE GROUP - TechnologyOne Performance Planning Core

Performance Planning

Connectors

XL One Reporting for Performance Planning

Business Intelligence for Perf Planning

LICENCE GROUP - TechnologyOne Publisher

Core Publisher Designer

LICENCE GROUP – THIRD PARTY SOFTWARE

Scan Watcher *ScanWatcher is a third party product and as such the Buyer is required to accept and comply with the third party's End User Licence Agreement. The ScanWatcher licences are provided on an annual subscription basis and not as a perpetual licence. The Third Party Software provided under this Agreement can only be provided and maintained by Supplier for the period it is allowed to do so under the arrangements it has with the relevant third party supplier.

DragItIn *DragItIn is a third party product and as such the Buyer is required to accept and comply with the third party's End User Agreement. The DragItIn licences are provided on an annual subscription basis and not as a perpetual licence. The Third Party Software provided under this Agreement can only be provided and maintained by Supplier for the period it is allowed to do so under the arrangements it has with the relevant third party supplier.

LICENCE GROUP – TECHNOLOGYONE Break Out Packs

G-Cloud 11 Call-Off Contract 14

Publisher Generator

MyTimesheets