



Reference: FOI2556

**Request:**

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

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.

**We don't have an ERP system**

- 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

**Lagan CRM**

- 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.

**Oracle eBusiness Suite**

- 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

**Oracle eBusiness Suite**



Reference: FOI2556

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: **see responses 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 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).

## **1. Software Category - CRM 2.**

The information supplied to you is owned by the council unless otherwise stated and may be protected by copyright. You are free to use it for your own purposes, including any non-commercial research or for the purposes of news reporting. Any other re-use of a commercial nature will require the permission of the Council. Further enquiries in this respect should be directed to Head of Law and Governance, North Tyneside Council, Quadrant The Silver Link North, Cobalt Business Park, North Tyneside, NE27 0BY



North Tyneside Council

Reference: FOI2556

Name of Supplier - Verint

3.The brand of the software - Engagement Management/Employee Desktop Professional

4.Description of the contract - Annual Support and Maintenance

5.Number of Users/Licenses - 100 EWS (front office) and 20 Virtual Office (thin client) per seat licenses

6.Annual Spend - £57505.28 per year (as part of a 2 year deal with the supplier)

7.Contract Duration - 2 years

8.Contract Start Date - 01-Jan-2019

9.Contract Expiry - 31-Dec-2020

10.Contract Review Date - the contract will be reviewed this year

11.Contact Details - <https://my.northtyneside.gov.uk/category/308/contact-council> Mick Ripley

1.Software Category - HR/Payroll/Finance

2.Name of Supplier - Oracle E-Business Suite 12.1.3

3.The brand of the software - Oracle

4.Description of the contract - Support Oracle E-Business suite, 12 month rolling contract

5.Number of Users/Licenses iProcurement - Purchase Line 150000 iSupplier Portal - Purchase Line 150000 Oracle Compensation Workbench - Employee 9300 Oracle Financials - Application read only user 40 Oracle Financials - Application users 360 Oracle Human Resources - employee 9300 Oracle iRecruitment - Employee 9300 Oracle Learning Management - trainee 3000 Oracle Payroll - Employee 9300 Oracle Performance management - employee 9300 Oracle Purchasing - Application User 5 Oracle Self-Service Human Resources 9300 Oracle Time and Labor - employee 9300 Purchasing Intelligence Purchase Line 150000

6.Annual Spend - £159502.84

7.Contract Duration - 12 months rolling

8.Contract Start Date - 6/4/20

The information supplied to you is owned by the council unless otherwise stated and may be protected by copyright. You are free to use it for your own purposes, including any non-commercial research or for the purposes of news reporting. Any other re-use of a commercial nature will require the permission of the Council. Further enquiries in this respect should be directed to Head of Law and Governance, North Tyneside Council, Quadrant The Silver Link North, Cobalt Business Park, North Tyneside, NE27 0BY

Date: 27/05/2020

Page 3 of 4



North Tyneside Council

Reference: FOI2556

9.Contract Expiry - 5/4/21

10.Contract Review Date - no planned review

11.Contact Details - <https://my.northtyneside.gov.uk/category/308/contact-council> Janice Gillespie

The information supplied to you is owned by the council unless otherwise stated and may be protected by copyright. You are free to use it for your own purposes, including any non-commercial research or for the purposes of news reporting. Any other re-use of a commercial nature will require the permission of the Council. Further enquiries in this respect should be directed to Head of Law and Governance, North Tyneside Council, Quadrant The Silver Link North, Cobalt Business Park, North Tyneside, NE27 0BY

Date: 27/05/2020

Page 4 of 4