



Reference: RFI 1806001

**Request:**

Freedom of Information request - ERP Systems

- o What Applications are you running for:
- o Finance? **Oracle E-Business suite version 12.3**
- o HR? **Oracle E-Business suite version 12.3**
- o Payroll? **Oracle E-Business suite version 12.3**
- o Project? **Microsoft Project (Office 2007 and Office 2016)**
- o CRM? **Verint EM 15.4**
- o Manufacturing? **N/A**
- o Sourcing? **N/A**
- o Invoice Scanning Tool? **Optical Image Technology, Inc. (OIT) DocFinity**
- o Are you using Config Snapshot? **No**
- o What BI Tool are you using? **Oracle Discoverer**
- o What versions of the above Applications are you running? **See above**
- o When was your last Application upgrade? **Applications are upgraded to supported versions.**
- o Are you planning another upgrade in the next 12-18 months? **Yes**
- o Do you have an Oracle support partner for applications? If so who?  
**Oracle**
- o Do you have an SAP support partner for applications? If so who? **No**
- o What kind of support is included in the contract/s (functional/technical/etc.?) **technical**
- o What is the value of the SAP application support contract and when does it end? **N/A**
- o What is the value of the Oracle application support contract and when does it end?

**£150000**  
**April 2019**

- o When does the SAP and/or Oracle contracts expire?  
**SAP – N/A ; Oracle - April 2019**
- o Are you running any Oracle Databases, if so what versions are you running?  
**Yes**

**9.2.0.7**  
**10.2.0.3**  
**11.1.0.7**  
**11.2.0.3**  
**11.2.0.4**  
**12.1.0.2**

- o Are you running any SAP Databases if so what versions are you running?  
**No**
- o What applications are being run on these Databases?

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Oracle E-Business suite  
Northgate Revenues, Benefits and Housing  
Childview (CACI)  
Education Management system  
Internal archive databases  
GIS / planning system (ESRI)  
Intranet / web services  
Document management (Optical Image Technology, Inc. (OIT))

o Are you planning another Database upgrade in the next 12-18 months

yes

o Do you have an Oracle support partner for Databases? If so who?

Oracle – Support and maintenance contract

o Do you have an SAP support partner for Databases? If so who?

N/A

o What is the value of the database support contract for SAP and when does it expire?

N/A

o What is the value of the database support contract for Oracle and when does it expire?

£161000

April 2019

o Where are the databases held? Hosted, onsite/offsite?

Onsite

o If not, how many in-house DBAs do you have?

1 full time, 1 part-time

o Where do you advertise any Oracle and/or SAP procurement opportunities?

We make use of Crown Commercial Services / GCloud and associated standard framework contracts for advertising and obtaining prices for renewals

o Who is responsible for looking after the contract for the Oracle and/or SAP estate?

ENGIE

o Who is responsible for looking after the licenses for the Oracle and/or SAP estate?

ENGIE

o How much do you pay annually for Oracle Support & Maintenance and when does it renew?

Per the above, £311000, April2019

o How much do you pay annually for SAP Support & Maintenance and when does it renew?

N/A

o Do you work with off-shore partners?

No