

London Borough of Barnet
2 Bristol Avenue,
Colindale,
London, NW9 4EW
23 September 2021
Our ref: 7601556

Thank you for your request received on 25 August 2021, for the following information:

The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields.

Enterprise Resource Planning Software Solution (ERP):

Primary Customer Relationship Management Solution (CRM):

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

Primary Human Resources (HR) and Payroll Software Solution:

For example, iTrent, ResourceLink, HealthRoster; software of this nature.

The organisation's primary corporate Finance Software Solution:

For example, Agresso, Integra, Sapphire Systems; software of this nature.

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

2. 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.

3. Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also list the software modules included in these contracts.

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

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

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

7. 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.

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

9. 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.

10. 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).

You may have received the same request in the past. The information sent has now expired and I required an update as soon as possible. If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates

We have processed this request under the Freedom of Information Act 2000.

Response

The council holds the information requested and the answers to your questions are below.

The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields.

Enterprise Resource Planning Software Solution (ERP):

N/A

Primary Customer Relationship Management Solution (CRM):

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

Lagan

Primary Human Resources (HR) and Payroll Software Solution:

For example, iTrent, ResourceLink, HealthRoster; software of this nature.

CoreHR

The organisation's primary corporate Finance Software Solution:

For example, Agresso, Integra, Sapphire Systems; software of this nature.

Integra

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

Lagan CRM - Managed by Capita the authorities outsourcer

CoreHR - Managed by Capita the authorities outsourcer

Integra - Managed by Capita the authorities outsourcer

Barnet has outsourced its services for IT to Capita. All support and maintenance is with Capita.

2. 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.

As above.

3. Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

All of the above - maintenance and upgrades for Lagan/ Intrega / CoreHR are all SaaS and covered by the contract provided by the authorities outsourcer Capita. Support is provided locally by Capita and also the providers into Capita and all managed under the Capita Contract with the Authority - see link below for contract.

<https://open.barnet.gov.uk/dataset/23d3v/customer-and-support-group-csg-contract>

Please also list the software modules included in these contracts.

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

This is all managed on behalf of the authority by the outsourced provider - see contract via link provided.

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

This is all managed on behalf of the authority by the outsourced provider - see contract via link provided.

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

Ten years.

7. 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.

31/08/2013

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

31/08/2023

9. 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.

See contract via link provided.

10. 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).

Director Of Commercial And Customer Services, Deborah Hinde -
Deborah.Hinde@Barent.gov.uk

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Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Records & Information Management Service, Assurance Group, London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.

