**Freedom of Information - Humberside Fire and Rescue Service (HFRS)**

**2024-25/010 – Enterprise Application**

**The request is:**

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).  
  
If any of the information is not available, please can you provide me with the notes on the reasons why?

**The response is:**

Information regarding the contracts mentioned above can be found on our Contracts Register in the Data Transparency area of our website [here.](https://s3.eu-west-2.amazonaws.com/server-asset-backups/humberside-fire-craft-3-assets/uploads/files/Purchase-orders-with-a-value-in-excess-of-%C2%A35000-2024/Jan-March-2024.xlsx)

Contact details can be found on our website [here](https://humbersidefire.gov.uk/about-us/senior-management-structure).

I would remind you that the contract register is updated and re-published quarterly; the next update will be June should you require further information then. We would direct you to the FOIA Section 22 (1)(a)(b)(c) Information intended for future publication, as mentioned in our previous response below.

If you are unhappy with the handling of your request, you have the right to ask for an internal review. A request for an internal review should be made within 40 working days of the date of this email. If you are not happy with the outcome of the internal review, you have the right to apply direct to the Information Commissioner. The address is: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

<https://ico.org.uk/>