

Request

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).*

Regarding the contract for your financial systems, please answer these questions to the best of your ability.

Response

The Food Standards Agency does not hold the two software contracts below.

- **Enterprise Resource Planning Software Solution (ERP)**
- **Primary Customer Relationship Management Solution (CRM)**

Please see below responses to your questions regarding the FSA's primary Human Resources (HR) and Payroll software solution:

1. MHR International UK.
2. i-Trent HR and Payroll software.
3. Provision of iTrent standard service covered by their G Cloud 10 offering under Lot 2 – Cloud software. Maintenance, upgrade and support are included in this contract. The services under the contract include:
 - HR Pack
 - Payroll
 - Learning admin
 - LGPS annual
 - LGPS starters and leavers
 - My CSP
 - I-Trent Universe

In addition to the system license; other costs include

- Business objects
 - SDDA
 - P11Ds
 - BO Edge Hosting
 - Mobile
4. Up to 1350
 5. £75,000
 6. Duration: 12 months. Possible extension of further 12 months.
 7. 12-18
 8. 12-19
 9. Not applicable
 10. Title: Procurement Business Partner
Name: Craig Thomas

Email: craig.thomas@food.gov.uk

Phone: 01904 232161.

Please see below responses to your questions regarding the FSA's primary corporate Finance software solution:

The FSA's finance software contract is part of a framework agreement through Cabinet Office.

1. Shared Services Connected Limited
2. The brand of the solution is Oracle, the product is e-Business Suite Release, plus related applications e.g. Hyperion.
3. The contract is for the provision of business services including finance/ accounts and purchase to pay. Upgrade, maintenance and support are included within the contract.
The services included are:
 - Financial Accounting
 - Finance Operations
 - Accounting Services
 - Other Accounting Services
 - Business Intelligence
 - Procurement Services
 - Payments Services
 - Operational Support & Process Development
 - Overarching Services
4. The number of licences for this contract is set at Framework level. The total number required was forecast based on the number of employees in each department at the time of purchase. The number allocated to the FSA is 284.
5. £300,000
6. 7 years with a possible extension of 3 years.
7. 11-13
8. 10-20
9. In advance of 31st October 2020 there will be consideration given of any potential extension.
10. Title: Procurement Business Partner
Name: Craig Thomas
Email: Craig.thomas@food.gov.uk
Number: 01904 232161