



Reference: FOI4135

**Request:**

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.  
Response: N/A
- b. 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 Response
  1. Software Category: CRM
  2. Software Supplier: Verint
  3. Software Brand: Engagement Management
  4. Contract Description: Annual Support and Maintenance
  5. Number of Users/Licenses: 100 Employee Desktop Professional and 20 Employee Desktop Web Client per seat licenses
  6. Annual Spend: the cost for 2 years was £115,599.78
  7. Contract Duration: 2 years
  8. Contract Start Date: 01-Jan-2021
  9. Contract Expiry: 31-Dec-2022 10. Contract Review Date: 31-Dec-2021
  10. Contact Details: The Council outsourced a number of its central "back-office" services to Engie under a long-term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act. The information requested is not the Council's information
  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). Mick Nicholson, Customer Services Operations Manager, mick.nicholson@northtyneside.gov.uk ,
- c. 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. Response: E Business Suite
  1. Software Category: Human Resources (HR) and Payroll Software Solution
  2. Software Supplier: Oracle E-Business Suite, supported by Rimini Street

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3. Software Brand: Oracle E-Business Suite -12.1.3
  4. Contract Description: Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included. Support and Maintenance of North Tyneside Council Enterprise Application Support (Oracle Licenses Support and Maintenance Services) 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? Oracle EBS module # 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: What is the annual average spend for each contract? In relation to this particular support Contract average spend is iro £95k p.a.
  7. Contract Duration: What is the duration of the contract please include any available extensions within the contract. 2 years with option to extend for up to a further 2 periods of 12 months (Procured under G Cloud 12)
  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. 06-04-21
  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. 05-04-23
  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. Est - 01-23
  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). Daniel Simms, Chief Information Officer, Daniel.simms@northtyneside.gov.uk, 0191 643 6001
- 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. Response: E Business Suite 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.
1. Software Category: Human Resources (HR) and Payroll Software Solution
  2. Software Supplier: Oracle E-Business Suite, supported by Rimini Street

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