



**Freedom of Information Request Reference N<sup>o</sup>: FOI 000622-19**

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 13 January 2019 which you sought access to the following information:

*"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.*

**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, Firmstep*

**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, Resourcelink.*

**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 provide 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)."*

### **Response to your Request**

The response provided below is correct as of 19 February 2019

Suffolk and Norfolk Constabularies have considered your request for information and the response is below.

Section 17 of the Freedom of Information Act 2000 requires that Norfolk and Suffolk Constabularies, when refusing to provide such information (because the information is exempt) is to provide you the applicant with a notice which:

- (a) States that fact
- (b) Specifies the exemption(s) in question and
- (c) States (if that would not otherwise be apparent) why the exemption(s) applies.

The information is exempt from disclosure by virtue of the following exemption;

**Section 21(1) - Information reasonably accessible by other means**

Information concerning the contracts listed is published on the Blue Light Procurement Database (BLPD) and is therefore reasonably accessible by other means as per Section 21 of the Freedom of Information Act 2000.

The Constabularies ERP contract is available via the following link and reference 2013-007 refers.

The ERP contract incorporates Oracle EBS and Crown DMS for HR Functions and Oracle EBS for finance.

<https://www.blpd.gov.uk/foi/foicontractview.aspx?contractid=23428>

The Constabularies CRM contract is available via the above link and reference MVL001 refers.

The following data is not provided within the published contract details on BLPD and is provided below.

- 4. A redacted summary of the ERP contract is on BLPD.  
The CRM contract is a Marval Service Management support contract for a 3 year period.
- 5. The number of licences are as follows:  
ERP – 5819  
CRM – 8 named licences, 77 concurrent licences and other self-service licences in use dependent on assets.
- 10. The ERP contract is reviewed on an annual basis as a minimum.  
The CRM contract will be reviewed November – December 2019.
- 11. The contact for the ERP contract in Procurement is Stephen Perrins:  
[Stephen.perrins@suffolk.pnn.police.uk](mailto:Stephen.perrins@suffolk.pnn.police.uk)

The contact for the CRM contract in ICT is James Park: [James.park@norfolk.pnn.police.uk](mailto:James.park@norfolk.pnn.police.uk)

Should you have any further queries concerning this request, please contact Clair Pack, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;  
<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the  
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker  
Information Management Department  
Suffolk Constabulary  
Police Headquarters  
Martlesham Heath  
Ipswich  
Suffolk  
IP5 3QS  
OR  
Email: [information@suffolk.pnn.police.uk](mailto:information@suffolk.pnn.police.uk)*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 40 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at [www.ico.org.uk](http://www.ico.org.uk) or contact them at the address shown below:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 01625 545 700