

**Freedom of Information request reference number:** FOIA4248.1

**Date of response:** 12 March 2019

**Request and Response:**

Thank you for your request, dated 13 February 2019 regarding London Fire Brigade (LFB) software applications. In response, please see the details set out below:

A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main

None installed.

B. Primary Customer Relationship Management (CRM) Solution-this is the organisation's main

None installed.

C. Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main

1. Software Category:	<b><u>HR, Payroll</u></b>
2. Name of Supplier:	SumTotal Systems Ltd
3. The brand of the software:	Cyborg V6.12
4. Description of the contract:	<p>The contract provides for a upgrade, maintenance and support is included. The product receives regular updates from the vendor to ensure compliance with legislation particularly in relation to HMRC compliance and to provide new features. The system provides an interface to HMRC for daily updates. There are essentially 2 modules, Payroll and HR. The contract further provides for Managed Services including the following:</p> <ul style="list-style-type: none"> <li>• Installation of system upgrades (bulletins)</li> <li>• Load fixes</li> <li>• Load bespoke changes</li> <li>• Migrate fixes / changes to Live environment</li> <li>• Technical support &amp; problem resolution</li> <li>• Application support &amp; problem resolution,</li> <li>• Bespoke script changes</li> <li>• Set up housekeeping scripts</li> </ul>

	<ul style="list-style-type: none"> <li>• System restores</li> </ul>
5. Number of Users/Licenses:	7500 active employees.
6. Annual Spend:	£130,672.11
7. Contract Duration:	5 Years
8. Contract Start Date:	01-Mar-16
9. Contract Expiry:	01-Mar-21
10. Contract Review Date:	Currently Under Review
11. Contact Details:	Head of ICT <a href="mailto:Julian.martin@london-fire.gov.uk">Julian.martin@london-fire.gov.uk</a>

D. The organisation's primary corporate Finance Software Solution-this is the organisation's main

1. Software Category:	Finance
2. Name of Supplier:	INFOR
3. The brand of the software:	MasterPiece MP4 Version 4.0.9207
4. Description of the contract:	<p>This is a software licencing agreement that provides for the upgrade, maintenance and support of the product both live and test are covered by the agreement. The product provides a Software Development Toolkit to extend the use of the core system and there are several developed solutions that extend the systems use to the whole organisation. The core licence consists of the following modules:</p> <ul style="list-style-type: none"> <li>a) General Ledger</li> <li>b) Accounts Payable</li> <li>c) Accounts Receivable</li> <li>d) Fund Accounting</li> <li>e) Purchasing</li> <li>f) Business Communication Flow (interaction with external system)</li> <li>g) Inventory Control</li> </ul>

	<ul style="list-style-type: none"> <li>h) IBM Cognos Reporting Solution</li> <li>i) Ace (Site Licence - Software Development Kit)</li> <li>j) Business Process flow (BPF)</li> <li>k) Supplier Portal</li> </ul>
5. Number of Users/Licenses:	60 Concurrent 5 Test
6. Annual Spend:	£88,089.43
7. Contract Duration:	Perpetual Licence
8. Contract Start Date:	Annual
9. Contract Expiry:	30/01/2020
10. Contract Review Date:	Currently Under Review
11. Contact Details:	Head of ICT <a href="mailto:Julian.martin@london-fire.gov.uk">Julian.martin@london-fire.gov.uk</a>

I hope you find this response of use. Should you have any further questions do let me know.