

**Freedom of Information request reference number:** 8618.1

**Date of response:** 14 May 2024

**Request:**

*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).*

**Response:**

Please see the table below in response to question 1, 2 & 5. The remaining answers are set out in **BOLD** below.

	Product	Software Category: ERP, CRM, HR, Payroll, Finance	2. Name of Supplier: Can you please provide me with the software provider for each contract?	5. Number of Users/Licenses: What is the total number of user/licenses for this contract?
<b>A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main</b>	A. LFB do not have an ERP system.	N/A	N/A	N/A
<b>B. Primary Customer Relationship Management (CRM) Solution-this is the organisation's main</b>	B. LFB do not have a CRM.	N/A	N/A	N/A
<b>C. Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main</b>	Cyborg	HR/Payroll	SumTotal	6000
<b>D. The organisation's primary corporate Finance Software Solution-this is the organisation's main</b>	Masterpiece	Finance	INFOR	60 Concurrent Perpetual licences

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.*

**HR & Payroll - CYBORG V6.12**  
**Finance - MasterPiece MP4**

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*

**Payroll - The contract provides for an upgrade and 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:**

- Installation of system upgrades (bulletins)
- Load fixes
- Load bespoke changes
- Migrate fixes / changes to Live environment
- Technical support & problem resolution
- Application support & problem resolution,
- Bespoke script changes
- Set up housekeeping scripts
- System restores

**HR - The contract provides for an upgrade and 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:**

- Installation of system upgrades (bulletins)
- Load fixes
- Load bespoke changes
- Migrate fixes / changes to Live environment
- Technical support & problem resolution
- Application support & problem resolution,
- Bespoke script changes
- Set up housekeeping scripts
- System restores

**Finance - This is a software licencing agreement that provides for the upgrade, maintenance and support of the product, both live and test, and 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:**

- a) General Ledger
- b) Accounts Payable
- c) Accounts Receivable
- d) Fund Accounting
- e) Purchasing
- f) Business Communication Flow (interaction with external system)
- g) Inventory Control
- h) IBM Cognos Reporting Solution

- i) **Ace (Site Licence - Software Development Kit)**
- j) **Business Process flow (BPF)**
- k) **Supplier Portal**

6. *Annual Spend: What is the annual average spend for each contract?*

The annual spend is set out in the list of contracts which the Brigade publishes on a quarterly basis on the London Datastore: [here](#) - search for "Actual Cost" column "O"

The Brigade also publishes details of all expenditure over £250 on a monthly basis and you can find this on the London Datastore: [here](#).

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.*

The Contract Duration, Start Date, Expiry and Review Date can be found on the London Data Store Contracts list published on a quarterly basis: [here](#)

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).*

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

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request [on our website](#).