



**Information Governance Team**

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Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)  
Request ID: REQ07135**

Thank you for your request for information relating to enterprise application contracts.

You have requested the following information:

**The information I require relates to the organisation's software contract, please send me the organisation's primary contract around the types of contract below.**

**I require the organisation 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**

Section 43(2) – Commercially Sensitive Information Section 43(2) exempts information from disclosure where disclosure of that information would, or would be likely to, prejudice the commercial interests of any person (an individual, a company, the public authority itself or any other legal entity).

It is the Council's position that the third-party providers and its own commercial interests would be prejudiced and/or would be likely to be prejudiced by the disclosure of the requested information.

Once the information is disclosed this means that it will be in the public domain and it could not only be used by the requester but also any other providers in a similar market.

#### **Arguments in favour of disclosure.**

- Promote accountability and transparency for the Council's decisions and in its spending of public money.
- Assist the public to understand and challenge our decisions.
- Inform the public of the activities carried out on their behalf, allowing for more user involvement and collaborative decision making.
- Enable the public to better scrutinise the public monies spent

#### **Arguments against disclosure.**

- There is a public interest in allowing public authorities to withhold information which if disclosed, would reduce providers' ability to compete in a commercial environment.
- The successful providers operate in a competitive market. If prejudicing the commercial interests of the successful providers in the market would distort competition in that market, this in itself would not be in the public interest.
- There is a public interest in protecting the commercial interests of individual companies and ensuring they are able to compete fairly.
- Disclosure of information may cause unwarranted reputational damage or loss of confidence in the Council.
- Revealing information such as a pricing mechanism can be detrimental to a provider's commercial interest. If an organisation has knowledge of a provider's business model, it can exploit this for its own commercial interest. This would also have a detrimental impact on the Council on other contracts and procurements by distorting the market, for the reasons stated above.

Having taken into account the arguments for and against disclosure, the Council has decided that the public interest in this case is best served by maintaining the exemption under section 43(2) FOIA and by not disclosing the information requested.

The decision to withhold the information requested is therefore upheld on the basis that Section 43(2) in relation to commercially sensitive information has been applied correctly.

**2. Name of Supplier: Can you please provide me with the software provider for each contract?**

**a. Enterprise Resource Planning Software Solution.**

Unit4 Business Software Limited.

**b. Primary Customer Relationship Management Solution.**

Firmstep Ltd.

**c. Primary Human Resources (HR) and Payroll Software Solution.**

Zellis UK Limited.

**d. Finance Software Solution.**

Unit4 Business Software Limited.

**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.**

**a. Enterprise Resource Planning Software Solution.**

Business World.

**b. Primary Customer Relationship Management Solution.**

Firmstep.

**c. Primary Human Resources (HR) and Payroll Software Solution.**

ResourceLink.

**d. Finance Software Solution.**

Business World.

**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.**

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

<https://www.coventry.gov.uk/contractsregister>

The references for the relevant contracts are:

**a. Enterprise Resource Planning Software Solution.**

COV SS-129-JG-11.12-S

**b. Primary Customer Relationship Management Solution.**

CONTRACT – 00011739

**c. Primary Human Resources (HR) and Payroll Software Solution.**

COV – 7518

**d. Finance Software Solution.**

COV SS-129-JG-11.12-S

**5. Number of Users/Licenses: What is the total number of user/licenses for this contract?**

**a. Enterprise Resource Planning Software Solution.**

Site Licence

**b. Primary Customer Relationship Management Solution.**

Site Licence

**c. Primary Human Resources (HR) and Payroll Software Solution.**

25,000 Users

**d. Finance Software Solution.**

Site Licence

**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.**

For Question 6 to 9, please refer to Question 4.

**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.**

Contracts are regularly reviewed throughout their lifecycle. We usually review contracts for replacement 12-24 months before they are due. All contract tenders are posted on the CSW Jets website which can be accessed by the following link:

[www.csw-jets.co.uk](http://www.csw-jets.co.uk)

**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).**

Ollie Burnett, Systems Lead.

Email: [Ollie.Burnett@coventry.gov.uk](mailto:Ollie.Burnett@coventry.gov.uk)

The supply of information in response to a freedom of information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**