



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)
- B - Primary Customer Relationship Management (CRM) Solution
- C - Primary Human Resources (HR) and Payroll Software Solution
- D - The organisation's primary corporate Finance Software Solution

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 date in which these applications were implemented
4. 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's name again please provide me with the actual software name.
5. Description of the contract: 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.
6. What is the total number of user/licenses for this contract?
7. What is the annual average spend for each contract?
8. What is the duration of the contract please include any available extensions within the contract.
9. What is the start date of this contract?
10. What is the expiry date of this contract?
11. 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.
12. 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).

1. **HR/Payroll**
2. MHR
3. 2011
4. iTrent
5. HR/Payroll contract, includes upgrades, patches and maintenance, modules as well as HR/Payroll are Secure Mail, Business Objects, Rostering, Pension Data Service, Secure Direct Database access and MFA, all costed separately
6. T1907
7. Hosted iTrent Software £228,244.00,
Secure Mail £2,000.00,
Business Objects £3,663.00,
Rostering £263.00,
Pension Data Service £15,540.00,
Secure Direct Database Access £1,200.00,
Shield/Multi Factor Authentication £7,667.00
8. 5 years with option to extend
9. 1/4/24
10. 31/3/29
11. Estimated to review in 2028
12. Vicki Lowe, Service Manager
V.Lowe@wigan.gov.uk
01942 828997

1. **Finance**
2. Unit 4 Business World
3. 2002
4. Milestone 6.5
5. Maintenance and support included - Finance AR AP
6. Contract is for Maintenance and support - Not based on users.
7. Annual – £87,138.13
8. 12 month rolling contract.
9. 1st October 24
10. 30th September 25
11. 30th September 25
12. John McDonald
John.McDonald@wigan.gov.uk
01942 489465

1. Customer Services

- 2a. NEC Software Solution (Northgate Public Services (UK) Ltd
- 2b. Civica UK Ltd
- 2c. Q-nomy (UK) Ltd
- 2d. Bibliotheca Ltd
- 3. See Contracts Register (under Spending & Finance) in Open Data - [Open data](#)
- 4a. NEC Revs & Bens
- 4b. Spydus
- 4c. Qnomy
- 4d. Bibliotheca
- 5a. Computer Software (Licences & Maintenance)
- 5b. Spydus LMS support, maintenance, hosing and licence
- 5c. Queue ticketing software for Face To Face customer transactions
- 5d. Computer Software (Licences & Maintenance)
- 6a. 314
- 6b. 1 licence (unlimited users)
- 6c. 1 licence (unlimited users)
- 6d. 15 licences
- 7 – 12 See Contracts Register (under Spending & Finance) in Open Data - [Open data](#)