



Date: 08/05/2024
Our ref: 01/FOI/24/012480/J

FREEDOM OF INFORMATION REQUEST REFERENCE NO: 01/FOI/24/012480/J

I write in connection with your request for information dated 16/04/2024, received by Greater Manchester Police (GMP) for 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 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).*

If any of the information is not available, please can you provide me with the notes on the reasons why?

Result of Searches

Following receipt of your request searches were conducted within Greater Manchester Police to locate information relevant to your request. I can confirm that the information you have requested is held by Greater Manchester Police. However, I am not obliged to supply all the information you have requested as exemptions apply.

When refusing to provide such information because an exemption applies, Section 17(1) of the Freedom of Information Act 2000 requires GMP, to provide you - the applicant - with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies.

The requested information is exempt under **Section 21 – Information accessible to applicant by other means**. Details of our finance system contract with Oracle Corporation are available from the [Bluelight Public Contracts Register](#). The database is searchable, please select “Greater Manchester Police” from the “Organisation” drop-down menu.

Greater Manchester Police do not have ERP or CRM systems, so there is no information held in relation to these two parts of your request.

Greater Manchester Police use a shared HR and Payroll service with Trafford Metropolitan Borough Council. The contract for the relevant software is held by Trafford Council and as such, no information is held by GMP in relation to this. Please contact Trafford Council to obtain this information.