

Please ask for : Alethea Fuller
Telephone Number: 0121 626 6060
Our Reference: 2023-00810
wmpcc@westmidlands.police.uk



Date: 13/05/2024

Dear FOI Applicant,

Thank you for your freedom of information request received in this office on **15 April** 2024 in which you asked:

'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).'*

In response to your request, I can confirm that the Office of the Police and Crime Commissioner (OPCC) does not hold this information. However, this information may be held by West Midlands Police.

In order to be of some assistance, please see the following contact details should you wish to submit your request to West Midlands Police.

Freedom on Information Unit

West Midlands Police
PO Box Box 52, Lloyd House
Colmore Circus Queensway

Birmingham
B4 6NQ
E-mail: foi@westmidlands.police.uk

Freedom of Information Right of Appeal

Any person who has requested information from the Office of the Police and Crime Commissioner (OPCC) and is unhappy with the way their request for information has been handled can request a review of their case.

A request for review must be made in writing by letter or email. You should include the reference number of your request if you have it, and outline why you are requesting the review to:

Office of the Police and Crime Commissioner
Lloyd House
Birmingham
B4 6NQ

Telephone: 0121 626 6060
Email: wmpcc@west-midlands.pnn.police.uk

All requests for review will be recorded. Receipt of a request for internal review will be acknowledged and the appellant informed of an estimated date for determining the outcome. The OPCC will attempt to respond to internal reviews as soon as practicable and in any case within two months.

All investigations will be undertaken by someone not involved in the original response.

The result of any internal review will be communicated to the appellant outlining the decisions taken.

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 08456 30 60 60 or 01625 54 57 45
Website: www.ico.gov.uk

There is no charge for making a request for internal review or appeal to the Information Commissioner.

Yours sincerely,



Alethea Fuller
Deputy Chief Executive