



Northamptonshire Fire and Rescue Service

Please ask for: Service Information Team Leader

Tel: 01604 797000

Our Ref:

Your Ref: N/A

Date: 14 July 2020

If you have any difficulty in obtaining the above telephone number please ring (01604) 797000 or email enquiries@northantsfire.gov.uk.

Re: Request for information (our ref: NFRS2020-186-211)

I am writing in response to your requests for information under the Freedom of Information Act 2000, received 28 May 2020. Our response is provided below:

I require the organisation's to provide me with the following contract information relating to the following corporate software/enterprise applications:

- A. *Enterprise Resource Planning (ERP) software solution – 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 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.*
- 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 provide service support maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.

Q1 Software category: ERP, CRM, HR, Payroll, Finance

- A. Regarding ERP, we do not hold contracts for this software. We have a Service Level Agreement (SLA) with Local Government Shared Services (LGSS) who provide this function for Northamptonshire Fire and Rescue Service (NFRS). The contract was signed between LGSS and Northamptonshire County Council (NCC) which NFRS was part of up until 31 December 2018 therefore the information requested should be sought from NCC directly.

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- B. Northamptonshire Fire and Rescue Service do not have a CRM solution.
- C. NFRS do not have a HR payroll solution, we are currently utilising an ERP-Gold solution provided by LGSS which was formed by NCC and Cambridgeshire County Council (CCC). Any further enquiries concerning future plans are best directed to the Office of the Northamptonshire Police, Fire and Crime Commissioner (OPFCC). For the maintenance of Fire Service staff records and associated rotas, we use the Infographics suite of programmes Firewatch. This contract has been extended another year until March 2021.
- D. This is the same as the content provided for item C above.

Q2 *Name of supplier: can you please provide me with the software provider for each contract?*

- A. Unit 4 Business World On
- B. N/A (please refer to answer provided for Q1)
- C. Infographics.
- D. Please refer to answer provided for Q1.

Q3 *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. ERP-Gold
- B. N/A (please refer to answer provided for Q1)
- C. Firewatch
- D. Please refer to answer provided for Q1.

Q4 *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.*

- A. NFRS do not hold this contract (please refer to answer provided for Q1)
- B. N/A (please refer to answer provided for Q1)
- C. The contract with infographics provides support, maintenance and licences for use of a number of modules in the Firewatch suite of programmes. It is the HR database and includes a specialist Fire Service rota management system
- D. Please refer to answer provided for Q1.

Q5 *Number of users/licenses: What is the total number of user/licenses for this contract?*

- A. Unknown – NFRS do not hold this contract (please refer to answer provided for Q1)
- B. N/A (please refer to answer provided for Q1)
- C. The system supports up to 600 users
- D. Please refer to answer provided for Q1.

Q6 *Annual spend: What is the annual average spend for each contract?*

- A. Unknown – NFRS do not hold this contract (please refer to answer provided for Q1)
- B. N/A (please refer to answer provided for Q1)
- C. The annual spend is less than £40k
- D. Please refer to answer provided for Q1.

- Q7 *Contract duration: what is the duration of the contract please include any available extensions within the contract.*
- A. Unknown – NFRS do not hold this contract (please refer to answer provided for Q1)
 - B. N/A (please refer to answer provided for Q1)
 - C. The contract is subject to annual renewal.
 - D. Please refer to answer provided for Q1.
- Q8 *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.*
- A. Unknown – NFRS do not hold this contract (please refer to answer provided for Q1)
 - B. N/A (please refer to answer provided for Q1)
 - C. Contract start date was 21-03-2013.
 - D. Please refer to answer provided for Q1.
- Q9 *Contract expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.*
- A. Unknown – NFRS do not hold this contract (please refer to answer provided for Q1)
 - B. N/A (please refer to answer provided for Q1)
 - C. Contract end date is 31-03-2021
 - D. Please refer to answer provided for Q1.
- Q10 *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.*
- A. Unknown – NFRS do not hold this contract (please refer to answer provided for Q1)
 - B. N/A (please refer to answer provided for Q1)
 - C. The next review date is September 2020
 - D. Please refer to answer provided for Q1.
- Q11 *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).*
- A. Unknown – NFRS do not hold this contract (please refer to answer provided for Q1)
 - B. N/A (please refer to answer provided for Q1)
 - C. Simon Iddon, Information and Communications Systems Manager:
Slddon@northantsfire.gov.uk, 01604 797000.
 - D. Please refer to answer provided for Q1.

If I can be of any further assistance please do not hesitate to contact me quoting reference NFRS2020-186-211.

Yours sincerely

Service Information Team Leader

If you are unhappy with the response, you can ask the Service to review it. To do this, please email enquiries@northantsfire.gov.uk or alternatively write to the address below:

Service Information Manager
Northamptonshire Fire and Rescue Service
Moulton Logistics Centre
Moulton Way
Northampton
NN3 6XJ

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the Information Commissioner for a decision at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF