

A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main ERP system and may include service support, maintenance and upgrades.

Software and supplier: This information is exempt by virtue of Section 31 – Law enforcement

Implementation date: 01/07/2017

Contract duration: 8 years

Contract expires: 31/08/2025

Users: 14,000

Annual average spend: £87,000 p.a. ex VAT 2019-2024

Contact details: procurement@westmidlands.police.uk

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

Software and supplier: This information is exempt by virtue of Section 31 – Law enforcement

Implementation date: 11/03/2024

We are currently on a 24 month contract that will expire 10/03/26.

This contract includes Upgrade, Maintenance & Support (delivered as a quarterly patching cycle).

Current number of users: 532

Annual average spend: £700k pa 2019-2024

Contact details: procurement@westmidlands.police.uk

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.

Software and supplier: This information is exempt by virtue of Section 31 – Law enforcement

Implementation date: 01/07/2017

Contract duration: 8 years

Contract expires: 30/06/2025

Users: Per user licence NA - single cost payment - no fixed number of users against cost

Annual average spend: This information is exempt by virtue of Section 43 – Commercial Interests

Contact details: procurement@westmidlands.police.uk

Software and supplier: This information is exempt by virtue of Section 31 – Law enforcement
We are currently on a 24 month contract which includes HCM, Recruitment, Talent Management & Goal Management.

This contract includes Upgrade, Maintenance & Support (delivered as a quarterly patching cycle).

Implementation date was July 2017 / 7th March 2024 (is the date of the most recent contract renewal) and the current contract expires 6th March 2026.

Contract is broken down by services with set number of users per service.

Hosted Employee users (HR): 16500

Annual average spend: Please see answer to question B

Contact details: procurement@westmidlands.police.uk

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.

Software and supplier: This information is exempt by virtue of Section 31 – Law enforcement
We are currently on a 24 month contract which includes Accounts Receivables, Accounts Payable, General Ledger & Expenses.

This contract includes Upgrade, Maintenance & Support (delivered as a quarterly patching cycle).

Implementation date was July 2017 / 7th March 2024 (is the date of the most recent contract renewal) and the current contract expires 6th March 2026.

Contract is broken down by services with set number of users per service.

Users (Finance): 100

Annual average spend: Please see answer to question B

Contact details: procurement@westmidlands.police.uk

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: 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.)

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

7. Annual Spend: What is the annual average spend for each contract?

8. Contract Duration: What is the duration of the contract please include any available extensions within the contract.

9. 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.

10. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

11. 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.

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).