

FOI Reference Number: FOI/355/1920

Date: 21 January 2020

Request:

Please see below.

Response:

Thank you for your information request which Mid and East Antrim Borough Council received on 23 December 2019. Please find below, Mid and East Antrim Borough Council's response in relation to your request.

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?

ERP - n/a

CRM - Tascomi

HR - Hallmark

Payroll - Total Finance

Finance - Total Finance

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.

ERP - n/a - n/a

CRM - Tascomi - Te Care

HR - Hallmark - Pams

Payroll - Total Finance - Total

Finance - Total Finance - Total

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.

ERP - n/a - n/a

CRM - Tascomi - Cloud Hosted and includes upgrade, maintain and support. we also use te build, te dogs, te care, te environment.

HR - Hallmark Pams - Locally hosted and includes upgrade, maintain and support.

Payroll - Total Finance - Locally hosted and includes upgrade, maintain and support.

Finance - Total Finance - Locally hosted and includes upgrade, maintain and support.

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

ERP - n/a

CRM - Tascomi - Users 30. no user license

HR - Hallmark - users 10. 10 user licenses.

Payroll - Total Finance - users 60, no user license.

Finance - Total Finance - users 60, no user license.

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

We have been unable to provide the exact annual average spend of each contract due to Section 43(2) of the Freedom of Information Act. Section 43(2) exempts information whose disclosure would, or would be likely to, prejudice the commercial interests of any person (an individual, a company, the public authority itself or any other legal entity). We have been able to provide figures in bands.

ERP - n/a

CRM - Tascomi - between £3 and £30k

HR - Hallmark - between £3 and £30k

Payroll - Total Finance - over £30k

Finance - Total Finance - Over £30k

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

ERP - n/a -

CRM - Tascomi - Ends April 2020.

HR - Hallmark - Ends March 2020

Payroll - Total Finance - Ends March 2020
Finance - Total Finance - Ends March 2020

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.

Start dates for each of these core systems pre-dates the formation of Mid and East Antrim Borough Council in 2015 and are all now subject to annual renewals via DACs for system and support.

ERP - n/a
CRM - Tascomi
HR - Hallmark
Payroll - Total Finance
Finance - Total Finance

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.

ERP - n/a -
CRM - Tascomi - Ends April 2020.
HR - Hallmark - Ends March 2020
Payroll - Total Finance - Ends March 2020
Finance - Total Finance - Ends March 2020

10. 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.

ERP - n/a -
CRM - Tascomi - Ends Feb 2020.
HR - Hallmark - Ends Jan 2020
Payroll - Total Finance - Ends Jan 2020
Finance - Total Finance - Ends Jan 2020

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).

ERP - n/a -
CRM - Tascomi - [REDACTED]@midandeastantrim.gov.uk 028 [REDACTED]
HR - Hallmark - [REDACTED]@midandeastantrim.gov.uk 028 [REDACTED]
Payroll - Total Finance - [REDACTED]@midandeastantrim.gov.uk
028 [REDACTED]
Finance - Total Finance - [REDACTED]@midandeastantrim.gov.uk
028 [REDACTED]

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Chief Executive at the Braid Ballymena Town Hall, 1-29 Bridge Street, Ballymena, BT43 5EJ.

Please remember to quote the reference number FOI/355/1920 in any future communications.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at <https://www.midandeantrim.gov.uk/>.

If we publish our response to your request, your personal data will be removed to protect your privacy.