

The Crown Estate Disclosure Log

Case no: 1099
Date received: 9 July 2019
Subject: Software Solutions
Request response
<p>I am writing in response to your information request of 9 July 2019, in which you asked a number of questions under the Freedom of Information Act 2000 (FOIA). Please find answers to your questions below in italics.</p> <p>Software contract used for the following elements. Enterprise Resource Planning Software Solution (ERP): <i>None</i> Primary Customer Relationship Management Solution (CRM): For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature: <i>Microsoft Dynamics</i> Primary Human Resources (HR) and Payroll Software Solution. For example, iTrent, ResourceLink, HealthRoster; software of this nature: <i>Cascade (HR) CGI (Payroll)</i> The organisation's primary corporate Finance Software Solution. For example, Agresso, Integra, Sapphire Systems; software of this nature. <i>Agresso</i></p> <ol style="list-style-type: none"> 1. Name of Supplier: Can you please provide me with the software provider for each contract? <i>Unit 4 and Integra</i> 2. 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. <i>Business World</i> 3. Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included. <i>Support and maintenance</i> <p>Please also list the software modules included in these contracts.</p> <ol style="list-style-type: none"> 4. Number of Users/Licenses: What is the total number of user/licenses for this contract? <i>Site licence</i> 5. Annual Spend: What is the annual <u>average</u> spend for each contract? <i>£130k</i> 6. Contract Duration: What is the duration of the contract please include any available extensions within the contract? <i>October 2014</i> 7. 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. <i>December 2006</i> 8. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY. <i>December 2019</i>

9. 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. *October 2019*

10. 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).

You can contact the Technology Operations Manager using the following email address: enquiries@thecrownestate.co.uk. Alternatively, our enquiries phone line is: 0207 851 5000.

We have not provided direct contact details for the member of staff responsible for the contract in question as disclosure would breach data protection principles and therefore the exemption for third party personal data at section 40(2) FOIA applies. However, they can be contacted via the contact details provided.

I hope that the information I have provided is helpful. However, if you are not satisfied with the way we have handled your information request, you may complain or appeal our decision, which will be investigated through an Internal Review. If you are not content with the outcome of the Internal Review, you have the right to refer your complaint directly to the Information Commissioner's Office (ICO) for a decision (contact details are available at: www.ico.org.uk). Please note that the ICO will usually expect you to have first exhausted our own complaints procedure before raising your concerns with them.