

Freedom of Information request: Reference number FOI2025/00120

Date of request: 10th February 2025

Request:

This is an email to request information under the FOI Act.

I want to apologise in advance for the length of this request, the first part is just an outline of the request below (A-D) I have added this for clarification, so you know exactly what I am referring to. Can you please read all the information within the request this is an urgent request so if you could please provide me with the information before the 20 working days this will be greatly appreciated.

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the following.

The information I require relates to the organisation's software contract, please send me the organisation's primary contract around the types of contracts below.

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 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).

If any of the information is not available, please can you provide me with the notes on the reasons why?

Response:

Further to your request, please see below for a response. LFB does not have an ERP or CRM.

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

For questions 1-6, please see the information below as requested.



LONDON FIRE BRIGADE

London Fire Brigade Headquarters
169 Union Street London SE1 0LL
T 020 8555 1200
london-fire.gov.uk

<p>1. Software Category: ERP, CRM, HR, Payroll, Finance</p>	<p>2. Name of Supplier: Can you please provide me with the software provider for each contract?</p>	<p>3. The date in which these applications were implemented</p>	<p>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.</p>	<p>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.</p> <p>Please also include any modules included within the contract as this will support the categories you have</p>	<p>6. Number of Users/Licenses: What is the total number of user/licenses for this contract?</p>	<p>7. Annual Spend: What is the annual average spend for each contract?</p>	<p>8. Contract Duration: What is the duration of the contract please include any available extensions within the contract.</p>	<p>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.</p>	<p>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.</p>	<p>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.</p>
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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	MHR via MK Insights	Q2 2025/26	iTrent	HR and Payroll solution provided as a SaaS solution including all software support and maintenance	6000	£ 7.00	120,69	5 years 9 months + 2 year extension option	29/09/2021	28/06/2027	27/12/2025

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	Excele rate d Procureme nt Solutions	01/04/202 5	SAP/Han a	A full finance and procurem ent solution provided as a SaaS solution including all software support and maintena nce	6000	£ 5.00	247,01	5 Years	27/03/202 4	26/03/202 9	25/09/202 7

could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP

plus up to 5 years extension Options

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

The annual spend is set out in the list of contracts, which the Brigade publishes on a quarterly basis on the London Datastore [here](#). You can search for “Actual Cost” column “O” for the data.

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.

For questions 8-11, the Contract Duration, Start date, Expiry and Review Date can be found on the London Datastore Contracts list published on a quarterly basis [here](#).

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).

Phil Freestone

Head of Enterprise Application Management

Telephone: 020 8555 1200

Email: Phil.Freestone@london-fire.gov.uk