



**Hampshire
& Isle of Wight**
FIRE & RESCUE SERVICE

Information Compliance Team
Headquarters
Leigh Road
Eastleigh
Hampshire
SO50 9SJ

Sent by email to:

[REDACTED]

t. 02380 644000
e. DP@hantsfire.gov.uk
w. hantsfire.gov.uk

Date: 15 January 2024

Our Reference: FOI 121 23-24

Enquiries to: Information Compliance Officer

Freedom of Information Act 2000

Dear [REDACTED]

We are writing in respect of your application for the release of information held by the Service, which we received on 14 December 2023. We can confirm that we have now completed our search for the information requested.

You asked:

The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields.

Enterprise Resource Planning Software Solution (ERP):

Primary Customer Relationship Management Solution (CRM):

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

Primary Human Resources (HR) and Payroll Software Solution:

For example, iTrent, ResourceLink, HealthRoster; software of this nature.

The organisation's primary corporate Finance Software Solution:

For example, Agresso, Integra, Sapphire Systems; software of this nature.

1. **Name of Supplier:** Can you please provide me with the software provider for each contract?
 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.
 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.
- Please also list the software modules included in these contracts.
4. **Number of Users/Licenses:** What is the total number of user/licenses for this contract?
 5. **Annual Spend:** What is the annual average spend for each contract?
 6. **Contract Duration:** What is the duration of the contract please include any available extensions within the contract.
 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.
 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.
 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.
 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).

Our answer:

Enterprise Resource Planning Software Solution (ERP):

1. **Name of Supplier:** Gartan Technologies
2. **The brand of the software:** Gartan
3. **Description of the contract:** This is Gartan payroll/Roster/ expert and availability. This software is primarily used for operational teams' availability, training/qualifications and recording of work requiring pay (on-call incidents, additional training), maintenance and Support is included
4. **Number of Users/Licenses:** 2000
5. **Annual Spend:** £96,540
6. **Contract Duration:** 4 years

7. **Contract Start Date:** 08/06/2021
8. **Contract Expiry:** 07/06/2025
9. **Contract Review Date:** 07/06/2024
10. **Contact Details:** ### (see below)

Primary Customer Relationship Management Solution (CRM), our IT customer system is the closest we have to this.

1. **Name of Supplier:** Hornbill
2. **The brand of the software:** Hornbill Service Manager
3. **Description of the contract:** Service Manger – with 2 shared mailboxes, Customer portal, Asset Manager. This agreement includes fault/ technical issue support and software assurance.
4. **Number of Users/Licenses:** 40 full users and unlimited customers
5. **Annual Spend:** £12,000 per annum
6. **Contract Duration:** Rolling Monthly
7. **Contract Start Date:** 18/04/2019.
8. **Contract Expiry:** Rolling monthly
9. **Contract Review Date:** We are currently reviewing the future of this system including looking at the potential to bring the service in house.
10. **Contact Details:** ### (see below)

SAP is the Primary Human Resources (HR) and Payroll Software Solution and Primary corporate Finance Software Solution and HIWFRS is a partner organisation with Hampshire County Council whose systems are used for these services. We are not the contract owners for this and so this information is not held as per Section 1 of the Freedom of Information Act 2000. We recommend that you contact Hampshire County Council who is the contract owner for these systems, to get the information requested.

As the information requested in question 10 for these systems could identify individuals, we are refusing to provide this in accordance with Section 40 of the Freedom of Information Act 2000. As a disclosure under the Act is deemed to be to the world at large, it would be unfair, within the meaning of the UK GDPR and Data Protection Act 2018, to provide this information in response to your request.

The above concludes our investigation into this matter.

Any future correspondence with Hampshire and Isle of Wight Fire and Rescue Service in relation to this matter should be sent to the Information Compliance Officer at the above address.

If for whatever reason you are unhappy with our response you may request an internal review by contacting DP@hantsfire.gov.uk or by writing to the Data Protection Officer at the above address.

Should you remain dissatisfied you can appeal against the internal review decision by contacting the Information Commissioners Office. This can be done online at www.ico.org.uk/foicomplaints or by post to The Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

Information Compliance Officer
Hampshire and Isle of Wight Fire and Rescue Service