| Police Scotland logo | Freedom of Information Response Our reference: FOI 23-2009  Responded to: 18 September 2023 |
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Your recent request for information is replicated below, together with our response.

## 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).

The above requested information is provided below.

I would ask that you note that Police Scotland do not have an ERP System. Accordingly,

in terms of Section 17 of the Act, this letter represents a formal notice that information is not held.

Further you will note that no information has been provided for the Annual Spend. This information is considered to be exempt and Section 16 of the Act requires Police Scotland to provide you with a notice which: (a) states that it holds the information, (b) states that it is claiming an exemption, (c) specifies the exemption in question and (d) states, if that would not be otherwise apparent, why the exemption applies. Where information is considered to be exempt, this letter serves as a Refusal Notice that information is held and an explanation of the appropriate exemption is provided.

**Section 33(1) (b) – Commercial Interests**

Such information will not be disclosed whilst remaining relevant, as it is considered to be commercially sensitive. Disclosure of this information would give a competitive advantage to companies in any future tender process.

Disclosure could reduce the number of companies tendering for the supply of goods and services, they being aware that Police Scotland will disclose commercially sensitive information. This is likely to negatively impact on the tendering process used by the service to ensure it purchases the most efficient and cost effective services in the future, and prejudice the commercial interests of Police Scotland.

This is a non-absolute exemption which requires the application of the Public Interest Test.

**Public Interest Test**

Police Scotland is a publicly funded organisation and therefore the Service has an obligation to obtain best value for money with particular services. Further, in order to do this, it is essential to maintain working relationships with companies that tender their services.

As such, Police Scotland will not disclose any information that would impact on the ability to do both. The public interest would not be served if it were no longer possible to engage companies in a tender offer if they believed that conducting business with Police Scotland would result in their confidential financial information being released**.**

CRM

1. Name of Supplier: NEC Software Solutions UK Limited

2. The brand of the software: Aspire

3. Description of the contract: Police Scotland utilises the Aspire CRM within a virtual CRM system. The contract covers support and maintenance of the APD Aspire system with the existing supplier

4. Number of Users/Licenses: What is the total number of user/licenses for this contract? 309 concurrent client licences

6. Contract Duration: Two years with the option to extend for one additional year

7. Contract Start Date: 01/04/2023

8. Contract Expiry: 31/03/2026 (including extension option)

9. Contract Review Date: 06/2024

Payroll

1. Name of Supplier: Softcat

2. The brand of the software: MHR iTrent

3. Description of the contract: Payroll application software, hosting, analytics, support and maintenance, training module

4. Number of Users/Licenses: What is the total number of user/licenses for this contract? The software is licensed for up to 25,000 employees

6. Contract Duration: Three years

7. Contract Start Date: 01/05/2023

8. Contract Expiry: 30/04/2026

9. Contract Review Date: 07/25

Finance

1. Name of Supplier: Advanced

2. The brand of the software: eFinancials

3. Description of the contract: Finance application software, support and maintenance, Including P2P functionality

4. Number of Users/Licenses: What is the total number of user/licenses for this contract? Licenced modules e-Fin (core) 100 and e-Proc 1,100.

6. Contract Duration: 2 years with option to extend for 12 months

7. Contract Start Date: 28/02/2023

8. Contract Expiry: (including extension options): 27/02/2026

9. Contract Review Date: 06/24

Finally and with regard to your request for contact details, our Procurement department can be contacted via 101 where your call will be directed to the appropriate person

If you require any further assistance please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by [email](mailto:foi@scotland.police.uk) or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by [email](mailto:enquiries@itspublicknowledge.info) or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.