

## **Freedom of Information – Response – 26890**

*I am writing to make a request for information under the Freedom of Information Act 2000.*

*This request is for factual information about systems and contracts and does not seek confidential pricing, security details, or supplier intellectual property.*

*1. What Financial and HR Enterprise Resource Planning (ERP) system or systems are currently used by your authority?*

Oracle Fusion

*2. For each ERP system identified, what are the contract start and contract end dates, including any extension options where known?*

Nov 24 – Nov 27

*3. Was the implementation of the ERP system undertaken directly with the software supplier, or through a third party implementation partner?*

Yes

*4. If an implementation partner was used, please provide the name of the partner organisation.*

Mastek

*5. How does your authority collect payments from individuals, for example council tax, business rates, fines, rents, waste services, licensing, or similar charges?*

Suffolk County council invoice for care, rents, and another ad hoc provision of services. Some services can be paid for online e.g. blue badge, ceremony balances, dropped kerb application, planning application etc

*6. What payment platform or system is currently used to facilitate these payments?*

Access Paysuite

*7. How was the payment platform procured, for example via a public sector framework, open tender, or direct award?*

GCloud 13

*8. What are the contract start and contract end dates for the payment platform, including any extension options where known?*

1/12/2023 – 30/11/2027

*Where the information is already publicly available, please provide a link to the relevant source. If providing all the above information would exceed the cost limit set out in Section 12 of the Act, please provide as much of the information as possible within that limit.*

