

Request & Response

Dear Ladies and Gentlemen,

I am writing to you under the Freedom of Information Act 2000 to request the following information.

Please provide the information requested below:

1. *Who is your current provider of Financial Systems support and implementation services?*
Nolan

2. *What Applications are you running for:*
 - Finance Microsoft - Great Plains
 - HR and Payroll Sage - Snowdrop (HR)
CGI (Payroll)
 - Project Microsoft Project
 - Planning and Budgeting Microsoft Dynamics GP
 - Customer Relationship Managemnt (CRM) Siebel CRM
 - Talent management and Workforce planning Hireserve
 - Business Intelligence (BI) Tableau
SQL Server
SPSS
Excel
Memex

3. *Are these Applications for on-premises or cloud based?*
 - Finance On premises
 - HR and Payroll On premises
 - Project On premises
 - Planning and Budgeting On Premises
 - Customer Relationship Managemnt (CRM) On premises
 - Talent management and Workforce planning Cloud based
 - Business Intelligence (BI) On premises

4. *When does the contract expire?*
 - Finance 25/11/2017
 - HR and Payroll Payroll March 2019
HR 31/03/2018
 - Project December 2018
 - Planning and Budgeting 25/11/2017
 - Customer Relationship Managemnt (CRM) 31/03/2018
 - Talent management and Workforce planning Sept 2017
 - Business Intelligence (BI) Tableau 31/07/2017
SQL Server
SPSS March 2017
Excel December 2018
Memex 20/11/2017

5. *Are you planning another upgrade in the next 12-18 months?*
Yes

6. *When will you review your current finance/HR system?*

We aren't planning on tendering for a new Finance or HR system at this point.

7. *Do you have an Oracle support partner?*

Yes

8. *How do you advertise new IT system procurements?*

We are currently in the process of arranging for all orders over £10,000 to be advertised in a government set up process called Contracts Finder. This is due to be implemented during May 2017

9. *Which framework do you use for procurement?*

[Crowm Comercial Services](#)

10. *Who is responsible for procurement of IT licences?*

Senior Manager – ICT and Facilities

Review of the decision

If you are unhappy with the service you have received in relation to your Freedom of Information request and wish to make a complaint or request a review of our decision, you should write to FOI Team, Gambling Commission, 4th floor, Victoria Square House, Victoria Square, Birmingham, B2 4BP.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Gambling Commission. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.