

PROTECTED

Civic Office, New Road, Grays
Essex, RM17 6SL

Chief Executives Office

Date: 13th July 2015

Dear Ms Green

Re: Freedom of Information request number 4911

Thank you for your request dated 10th July 2015 for the following information:

- 1) What ERP (Enterprise Resource Management) or Finance system is currently used at the council?
- 2) When does your contract expire?
- 3) Do you have any planned upgrades of the software? If so, when?
- 4) Are you planning to go to market for a different ERP/ Finance system?
If so, when?
- 5) How many users / licenses of the system do you have at the council?
- 6) Who is the person responsible for your ERP / Finance system? Please provide full name, title and contact information if possible.

Section 10(1) of the Freedom of Information Act requires that we process your application within 20 working days of the date we received your request, therefore we will respond to you by 07/08/2015. If we are unable to meet this deadline we will inform you of this and the reasons why.

If the information is already available to you through the Council's publication scheme we will advise you of this. We will advise you whether we hold the information you have requested and if you are able to access it. In some cases where exclusions apply we will not be able to provide you with the information you have requested. If we are unable to provide the information you request we will contact you and inform you of the reasons why. In some cases there may be a charge for the information you have requested. We will keep charges to a minimum and will inform you as soon as possible of any charges that apply.

If you are unhappy with the Council's response you can make a complaint via the Council's complaints procedures and this will be looked into. If you are not happy with this decision you may then appeal to the Information Commissioner.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Jenny Merrin', with a stylized, flowing script.

Jenny Merrin
Complaints and Information Governance Assistant