Derry City & Strabane
District Council
Comhairle
Chathair Dhoire &
Cheantar an tSratha Báin
Derry Cittie & Stràbane
Destrick Cooncil

Ref: FOI / 6490

22nd July 2026

Freedom of Information Act 2000 Request - Back Office Software Systems

I refer to your FOI request and respond as follows:

Request

I am writing to you under the Freedom of Information Act 2000 (and the Freedom of Information (Scotland) Act 2002, where applicable) to request information regarding the software systems the council currently uses to manage its core back-office business functions.

For EACH of the six business areas listed, please provide the following:

a. System Name: (The name of the software)

b. Supplier/Vendor Name: (If the system was developed in-house, please simply state "In-house")

c. System Architecture: Please specify which of the following best describes the setup:

- Part of a fully integrated Enterprise Resource Planning (ERP) system.
- A standalone Commercial Off-The-Shelf (COTS) application.
- A bespoke, in-house developed solution.

d. Hosting:

- Is the system hosted on-premises,
- Managed off-premises by the supplier,
- Delivered via a Cloud/SaaS model?

e. Contract Expiry Date:

- When does the current contract for this system expire (please include any viable extension periods)?
- Whether the council plans to change the system in the future

Response

1. **Finance and Accounting (e.g., General Ledger, Budgeting, Treasury)**

   a. **System Name:**
   Agresso

   b. **Supplier/Vendor Name:**
   Unit 4

   c. **System Architecture:**
   A standalone Commercial Off-The-Shelf (COTS) application.

   d. **Hosting:**
   on premises

   e. **Contract Expiry Date**
   Rolling Contract

   - **Whether the council plans to change the system in the future**
     No Plans to Change

2. **Human Resources (HR) and Payroll (e.g., Core HR, Time & Attendance, Payroll processing)**

   a. **System Name**
   HR - Pams
   Payroll - Chris21

b. **Supplier/Vendor Name**
   HR – Hallmark Solutions
   Payroll - Frontier

c. **System Architecture**
   A standalone Commercial Off-The-Shelf (COTS) application.

d. **Hosting**
   on premises.

e. **Contract Expiry Date**
   Rolling contract for both systems.

- **Whether the council plans to change the system in the future**
  No Plans to change either.

3. **Procurement and Sourcing (e.g., E-Procurement, Contract Management)**

a. **System Name**
   Etendersni.gov.uk

b. **Supplier/Vendor Name**
   European Dynamics

c. **System Architecture**
   A standalone Commercial Off-The-Shelf (COTS) application.

d. **Hosting**
   Managed off-premises by the supplier**.**

e. **Contract Expiry Date**
   Contract managed by CPD and made available to NI Public Sector Organisations.

- **Whether the council plans to change the system in the future**
  It's likely that Council will continue to avail of CPD tender for future etendering platform.

4. **Asset and Facilities Management (e.g., Enterprise Asset Management, Fleet tracking)**

    a. **System Name**
    Asset HQ

    b. **Supplier/Vendor Name**
    IEB Software

    c. **System Architecture**
    A bespoke system developed in conjunction with IEB software and in-house team

    d. **Hosting**
    managed off premises by the supplier

    e. **Contract Expiry Date**
    Rolling Contract

    - **Whether the council plans to change the system in the future**
      No Plans to Change

5. **Project and Portfolio Management (e.g., Capital project tracking, Resource allocation)**
   We don't have any software for this

6. **Citizen and Frontline Integrations (e.g., core CRM or Billing systems that integrate with the back office)**
   We don't have any software for this

If you are dissatisfied with our response, you have rights of review and appeal; these rights consist of two review processes.

Firstly, our internal review procedure is available by contacting:

John Kelpie
Chief Executive
Derry City and Strabane District Council
98 Strand Road
Derry BT48 7NN
Tel: 028 71253253 or email: john.kelpie@derrystrabane.com

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
CHESHIRE SK9 5AF
Tel: 0303 123 1113 (local rate) or email: casework@ico.org.uk

I would however advise that the Information Commissioner has indicated that a review will not be undertaken unless the Council has first had an opportunity to re-consider its decision.

Yours sincerely

Kevin O'Connor
Head of Business