

FREEDOM OF INFORMATION REQUEST

REQUEST NUMBER: 4 - 2026

REQUEST DETAILS:

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

Please provide the information held by your authority in relation to the questions below. This request relates only to systems and contractual arrangements and does not seek any personal data.

1. What Financial and HR Enterprise Resource Planning (ERP) system or systems are currently used by your authority?
2. For each ERP system identified, what are the contract start and contract end dates, including any extension options where known?
3. Was the implementation of the ERP system undertaken directly with the software supplier, or through a third-party implementation partner?
4. If an implementation partner was used, please provide the name of the partner organisation.
5. How does your authority collect payments from individuals, for example council tax, business rates, fines, rents, waste services, licensing, or similar charges?
6. What payment platform or system is currently used to facilitate these payments?
7. How was the payment platform procured, for example via a public sector framework, open tender, or direct award?
8. What are the contract start and contract end dates for the payment platform, including any extension options where known?

RESPONSE

1. The Office of the Police and Crime Commissioner for Suffolk (OPCC) understands that Suffolk Constabulary has been using the Oracle ERP system since 2007. It was extended to cover both Suffolk and Norfolk in 2015 as part of the collaboration work under a support contract with Capgemini. This contract was subsequently retendered in 2021 and awarded to ATOS IT Services, and again in 2023, when it was won by Eviden Technology Services Ltd (formerly ATOS Holding). Any further information would need to be requested from Suffolk Constabulary directly.
2. The OPCC understands that the current contract is in place until 31/03/27.
3. Please refer to the answer to question 1.



4. Please refer to the answer to question 1.
5. The OPCC understands that Suffolk Constabulary do not use a payment platform to collect council tax or payments from suppliers. Council Tax is paid via the local authorities who directly bank transfer. There is an online facility for Firearms Licencing fees. Any further information would need to be requested from Suffolk Constabulary directly.
6. Please refer to the answer to question 5.
7. Please refer to the answer to questions 5.
8. Please refer to the answer to questions 5.