



Llywodraeth Cymru
Welsh Government

E-mail request

Our ref: ATISN 15041

Date: 16 April 2021

Dear

ATISN 15041

Thank you for your request which I received on 20 March 2021. I have set out at Annex 1, the questions you submitted and my response against each.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely



BUDDSODDWYR | INVESTORS
MEWN POBL | IN PEOPLE

Parc Cathays • Cathays Park
Caerdydd • Cardiff
CF10 3NQ

Annex 1

Please advise what technologies (including version) you use for:

	Name of technology	Version used
HR	SnowdropKCS	2011
Payroll	CGI	ePayfact 2.0
L&D	Thinqi	5.162.0-7
Finance	SAP ECC 6	EHP4
Procurement	N/A; see below	N/A; see below
Contact Centre	CRM Dynamics	2016

Please advise if any of the following services are outsourced to third parties, and if so, when does the contract end?

	Outsourced?	If so, name of organisation outsourced to	Contract end date
HR	Yes	SAGE	April 2022
Payroll	Part managed service	CGI	November 2021
L&D	Yes	CDSM	31 ST March 2026
Finance	Part managed service	Capgemini	July 2021
Procurement	Software as a Service	We use three main suppliers for our procurement tools: <ol style="list-style-type: none"> 1. Proactis for Sell2Wales 2. Jaggaer for eTenderWales 3. Basware for eTradingWales 	The contract end dates are: <ol style="list-style-type: none"> 1. Proactis 31/10/2022. 2. Jaggaer 31/3/2022. 3. Basware 31/3/2023. Note. Optional extension options are built into the contracts where appropriate.
Contact Centre	No	N/A	N/A