I am writing on behalf of Chris Daniels to respond to your information request.

1. The name of your current HR/Payroll software solution and provider. (If this is outsourced provide the name of the outsourcing provider.) **MidlandHR iTrent HR and Payroll system**
2. The date that the contract was signed with your HR/Payroll provider **2006**
3. The length of the current contract term for both HR and Payroll **5 years**.
4. The value of the current contract **Information not currently available**.
5. The date that the HR and Payroll contracts are due to be renewed **N/A**.
6. How many employees are there in your organisation? **Circa 6000**

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager  
Royal Borough of Windsor & Maidenhead  
Town Hall, St Ives Road  
Maidenhead  
SL6 1RF

or send an e-mail to [martin.tubbs@rbwm.gov.uk](mailto:martin.tubbs@rbwm.gov.uk)

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

[http://www.rbwm.gov.uk/web/foi_information_requests.htm](http://www.rbwm.gov.uk/web/foi_information_requests.htm)

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail [martin.tubbs@rbwm.gov.uk](mailto:martin.tubbs@rbwm.gov.uk) or in writing to the address above.

Yours sincerely

Chris Daniels  
Information Management Officer  
Legal Department  
Corporate Directorate  
Royal Borough of Windsor & Maidenhead  
Town Hall, St. Ives Road  
Maidenhead SL6 1RF
1) How would you rate our performance in relation to processing your request:
   Excellent        Good         Fair        Poor

   If you have answered Fair or Poor please suggest how we can improve:

   

2) Did you receive the response to your request within the advised timescale?
   Yes/No

3) Did the response meet your needs? Yes/No
   If No, why was that?

4) Prior to submitting your request did you search RBWM’s website? Yes/No
   If Yes, why did you then need to submit a request (Highlight all that apply)?
   ▪ Information required not found
   ▪ Information found out of date
   ▪ Information not in required format
   ▪ Information insufficient to meet need
   ▪ Other please specify:

   

   If No, why was that?
5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form – your feedback is appreciated.