

16 September 2020

Information Rights & Compliance Team  
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Our Ref: FOI/03652

Thank you for your request concerning Software Contracts.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

- A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main, ERP system and may include service support, maintenance and upgrades.**
- B. Primary Customer Relationship Management (CRM) Solution-this is the organisation's main. CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firmstep**
- C. Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main. HR/payroll system and may include service support, maintenance and upgrades. In some cases the HR contract maybe separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resourcelink.**
- D. The organisation's primary corporate Finance Software Solution-this is the organisation's main. Finance system and may include service support, maintenance and upgrades. Example of finance systems the organisation may use could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP**

In some cases you may come across contracts that provides service support maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.

For each of the categories above can you please provide me with the relevant contract information listed below:

- 1. Software Category: ERP, CRM, HR, Payroll, Finance**
- 2. Name of Supplier: Can you please provide me with the software provider for each contract?**
- 3. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.**
- 4. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.**
- 5. Please also include any modules included within the contract as this will support the categories you have selected in question 1.**
- 6. Number of Users/Licenses: What is the total number of user/licenses for this contract?**
- 7. Annual Spend: What is the annual average spend for each contract?**

8. **Contract Duration:** What is the duration of the contract please include any available extensions within the contract.
9. **Contract Start Date:** What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
10. **Contract Expiry:** What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
11. **Contract Review Date:** What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.
12. **Contact Details:** I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

**Answers:**

**Enterprise Resource Planning Software (ERP)  
Customer Relationship Management (CRM)**

Please follow this [link](#) to our previous response<sup>1</sup>. I can confirm nothing has changed.

**Human Resources Software  
Payroll Software  
Corporate Finance Software**

Please follow this [link](#) again to our previous response<sup>1</sup>. Please see below for updated information.

[Ann Corbyn](#) is now our Executive Director of People and Organisational Development

**If any of the information is not available please can you provide me with the notes on the reasons why?**

Not applicable.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith  
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

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<sup>1</sup> Section 21 – Information is available through other means

