

Compliance Team – Health Records

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FOI REQUEST NUMBER 200 2015

Request:

This is an email to request information under the FOI Act.

I want to apologise in advance for the length of this request but can you please read all the information within the request this is an urgent request so if you could please provide me with the information before the 20 working days this will be greatly appreciated.

I require the organisation to provide me with the following contract information relating to the following corporate software/applications:

1. Enterprise Resource Planning Software Solutions (ERP)
2. Customer Relationship Management (CRM) Solutions
3. Human Resources (HR) and Payroll Software Solutions
4. Finance Software Solutions

Along with the actual contract information for the above can you also provide me with the maintenance and support contract associated with each of the categories above if it not already within the existing contract.

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. Software Supplier: Can you please provide me with the software provider for each contract?
3. Software Brand: 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. Contract Description: Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included.
Please also include the modules included within the contract.

5. Number of Users/Licenses: What is the total number of user/licenses for this contract?
6. Annual Spend: What is the annual average spend for each contract?
7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
8. 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.
9. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
10. 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.
11. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract.

If the organisation have an outsourced provider that looks after all software can you please request this information from your provider?

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

If possible can you please input the information on the spreadsheet provided. If you have not received the attached within this email can you please just send me the information in any format?

Response:

Thank you for your recent request under the Freedom of Information Act. Please find attached a spreadsheet detailing the information you have requested.

I confirm that the contact for these contracts is Dave Jones, Service Delivery Manager (ICT)
dave.jones@nsft.nhs.uk

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at www.ico.gov.uk.

Category	Supplier	Brand	Contract Description	Number of Users/Licenses	Annual Spend	Contract Duration	Contract Start Date	Contract End Date	Contract Review Date	Contract Details
ERP	Allocate Software	HealthRoster	E-rostering system	103 units/3987 users	£108,000.00	1 year	01/08/2014	31/10/2015	N/A	Combination of Allocate Cloud Pp, HealthRoster Support Pp and HealthRoster and healthmedics Implementation VAT Pp
ERP	Allocate Software	Maintenance	Technical Support of Health Roster	N/A	£6,000.00	1 year	01/04/2015	31/03/2015	N/A	E-rota and e-Monitor subscription
CRM	Microsoft	Dynamics CRM 2011	Licenses purchased as part of a select agreement, no external support/upgrade rights included	1 Server license, 13 Client Access Licenses	One off purchase of perpetual licenses	Perpetual licenses	Select plus started 1/10/2012	Select plus end 1/10/2015	N/A	Select plus agreement with Microsoft, Primary contact Dave Jones, ICT Service Delivery Manager
HR	IBM	Electronic Staff Record	National system provided to the NHS. Full details can be found at http://www.electronicstaffrecord.nhs.uk/home/	N/A	N/A	N/A	N/A	N/A	N/A	National System
Payroll	Payroll is outsourced to Serco	ESR	Payroll and Pensions system and services using national ESR system	N/A - no licence required	Included in SERCO payroll contract	Five years but extended using contractual terms	01/04/2007	31/03/2015	Reviewed annually for new financial year	Proision of payroll and pension services
Finance	East Lancashire Financial Services	Basware	Online invoice approval syystem	No Licence required - 427 Users	Included in ELFS service contract	Linked with ELFS service contract - five years with right to extend by 12 months	01/04/2009	31/3/02015 with annual renewal availabe	Reviewed annually for new financial year	ELFS service contract for the provision of Financial Services e.g. accounts payable, accounts receipvable
Finance	East Lancashire Financial Services	e-Procurement	Online ordering and receipting systme	999 Licences - 901 in Use	Included in ELFS service contract	Linked with ELFS service contract - five years with right to extend by 12 months	01/04/2009	31/3/02015 with annual renewal availabe	Reviewed annually for new financial year	ELFS service contract for the provision of Financial Services e.g. accounts payable, accounts receipvable
Finance	East Lancashire Financial Services/Advnaced Business Olutions	e-Financials	Use of e-financial system and related modules (Collaborative Planning, DB forms etc)	No Licence required	£13,800 per annum	Linked with ELFS service contract - five years with right to extend by 12 months	01/04/2009	31/3/02015 with annual renewal availabe		Provision of licences to access efinancials and related financial systems.