

Reference Number: FOI/LHCH/2016045
From: Private Individual
Date: 10 February 2016
Subject: Contract information for software solutions - Enterprise Resource Planning (ERP) | Customer Relationship Management (CRM) | HR and Payroll | Finance

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:

- Q1 Software Category: ERP, CRM, HR, Payroll, Finance
- Q2 Software Supplier: Can you please provide me with the software provider for each contract?
- Q3 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.
- Q4 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.
- Q5 Number of Users/Licenses: What is the total number of user/licenses for this contract?
- Q6 Annual Spend: What is the annual average spend for each contract?
- Q7 Contract Duration: What is the duration of the contract please include any available extensions within the contract.
- Q8 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.

- Q9 Contract Expiry: What is the expiry date of this contract?
Please include month and year of the contract. DD-MM-YY or MM-YY.
- Q10 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.
- Q11 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).
- A1 – 11 [See attached document '2016045 Software Form'](#)

Thank you in advance for fill the information out in this form. Im very grateful :)

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 this 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.
Finance	Bellis-Jones Hill & Prodacapo Ltd	Prodacapo	This contract is the maintenance, upgrade and support for the software	2	£19,153	1 year	01/01/2016
ERP	Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place
CRM	Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place
HR	IBM	ESR – Electronic Staff Record	National contract agreed by the Department of Health	Information not held - national contract	NA - Top sliced from NHS budget	Information not held - Nationally agreed	Information not held - Nationally agreed
Payroll	IBM	ESR – Electronic Staff Record	National contract agreed by the Department of Health	Information not held - national contract	NA - Top sliced from NHS budget	Information not held - Nationally agreed	Information not held - Nationally agreed
HR / Payroll	Please note: more information on the national contract can be found online at https://www.electronicstaffrecord.nhs.uk/strategic-esr/menu1/reprocurement/						
Finance	Civica	SLAM	Service Line Agreement Monitoring system used for pricing our patient activity, upgrades are provided regularly and included in the fee. Technical support and helpdesk provided by Civica.	2	£5,000	12	01/01/2016
HR / Payroll	Allocate Software	HealthRoster	We have signed contracts for the HealthRoster Module with Support & Maintenance for the system. We have signed contracts for the integrated BankStaff Module with support and maintenance. We have also purchased the Texting Module from Allocate to use with the Bankstaff System. As part of the Healthroster contract, we also have Employee Online (Staff Portal) and Roster perform (Dashboard). Upgrades are included for all modules.	HealthRoster - 1500 Bankstaff - 900	£14,462 covering: 1. HealthRoster 2. HealthRoster Yearly Support & Maintenance 3. Bankstaff Module 4. BankStaff Yearly Support & Maintenance 5. SMS Module	1. HealthRoster - five years 2. HealthRoster Yearly Support & Maintenance 12 Months 3. Bankstaff Module - five years 4. BankStaff Yearly Support & Maintenance – 12 Months 5. SMS Module - 12 Months	1. HealthRoster - September 2015 2. HealthRoster Yearly Support & Maintenance – 01/04/16 3. Bankstaff Module – September 2015 4. BankStaff Yearly Support & Maintenance – 01/04/16 5. SMS Module - 12 Months – 02/02/16

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.
31/12/2016	30/11/2016	Tony Grayson, tony.grayson@lhch.nhs.uk
Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place
Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place	Information not held - the Trust does not have this solution in place
Information not held - Nationally agreed	Information not held - Nationally agreed	Information not held - Nationally agreed
Information not held - Nationally agreed	Information not held - Nationally agreed	Information not held - Nationally agreed
43100	31/12/2016	Leanne Rogers, Leanne.Rogers@lhch.nhs.uk
<p>1. HealthRoster- September 2020</p> <p>2. HealthRoster Yearly Support & Maintenance 31/03/17</p> <p>3. Bankstaff Module - September 2020</p> <p>4. BankStaff Yearly Support & Maintenance - 31/03/17</p> <p>5. SMS Module - 31/03/17</p>	<p>1. HealthRoster - September 2016</p> <p>2. HealthRoster Yearly Support & Maintenance-31/03/17</p> <p>3. Bankstaff Module - September 2016</p> <p>4. BankStaff Yearly Support & Maintenance - 31/03/17</p> <p>5. SMS Module - 31/03/17</p>	Janet Doran, Head of HR, janet.doran@lhch.nhs.uk