

**Reference Number:** FOI/2019/069  
**From:** Private Individual  
**Date:** 13 February 2019  
**Subject:** Enterprise applications software

Q1 The information I require relates to the organisations software contract, please send me the organisation's primary contract around the types of contract below.

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

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.

Please also include any modules included within the contract as this will support the categories you have selected in question 1.

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 (name, job title, email, contact number).

A1

A. Enterprise Resource Planning Software Solution (ERP) and D. Finance Software Solution	C. Primary Human Resources (HR) and Payroll Software Solution
1. Finance	1. HR/Payroll system
2. SBS	2. IBM
3. Oracle	3. Electronic Staff Record, Oracle system
4. Finance and Accounting, with AP, AR and VAT support	4. Nationally procured system which includes systems maintenance, updates and support. Maintenance of data is the remit of the individual Trust's
5. No limit on how many we have.	5. Unlimited licences to use the system
6. £216k	6. Information not held - nationally procured system by central

	NHS/DoH
7. 2-years	7. Implementation in 2004 and in place on an ongoing basis since that date. Unsure of contract end dates or review dates as a centrally procured system.
8. 01/04/2018	8. See 7. above
9. 31/03/2020	9. See 7. above
10.01/03/2020	10. See 7. above
11. Steven Doran, Head of Procurement - Steven.Doran@lhch.nhs.uk - 0151 600 1638	

**B. Primary Customer Relationship Management (CRM) Solution**

Information not held