

**Reference Number:** FOI202223/062  
**From:** Private Individual  
**Date:** 20 May 2022  
**Subject:** Software contracts for Enterprise Resource Planning, HR/Payroll, Finance and Procurement and Primary Reporting Software

The information I am requesting is regarding the Software contracts that your organisation uses in the following areas: -

- a. Enterprise Resource Planning Software Solution (ERP):
- b. Primary Human Resources (HR) and Payroll Software Solution:
- c. Organisation primary corporate Finance and Procurement Software Solution
- d. Primary Reporting Software which compliments Finance and Procurement Solution

**Q1** Name of Supplier: Can you please provide the name of your software provider for each of your contracts?

- A1**
- a. ESR – this is a nationally procured system and we do not hold any local agreements of contract information for it.
  - b. Allocate Software Limited for Staff Rostering. NHSESR for Workforce Information/OD/Statutory & Mandatory Training/Other Education. (payroll is outsourced therefore no software contract for LHCH)
  - c. NHS Shared Business Services – Oracle
  - d. Microsoft Office - Excel/Word/Powerpoint

**Q2** The brand of the software: Can you please provide the actual name and version of the software. Please do not provide me with the supplier name again, it is the actual software name required.

- A2**
- a. As per A1a
  - b. Allocate SaaS Services: HealthRoster SaaS, BankStaff SaaS, eRota SaaS, eJobPlan (Medics) SaaS, eJobPlan (Non-Medics) SaaS, MedicAppraisal SaaS, MedicOnDuty SaaS, SMS Subscription (Tariff 1), SMS Text Bundle: Payroll, - End to End payroll processing
  - c. NHS Shared Business Services Finance & Accounting, Procurement
  - d. Microsoft

**Q3** Description of the contract: Can you please provide me with detailed information about this contract and where the solutions are based: i.e. on premise, outsourced or cloud based. Please also provide detail of upgrades, patching, maintenance and support that is included within the terms of the contract or if they are contracted separately

- i. Please list the software modules / applications included within these contracts and those supplied outside of these contracts.
- ii. In terms of developments or enhancements, are these available within contract or do they incur additional charges?

- A3**
- a. Updates and patching are not done locally as this is a national app and performed centrally

- b. Updates and patching are not done locally as this is a national app and performed centrally
- c. Updates and patching are not done locally as this is a national app and performed centrally
- d. O365 Apps deployed to the desktops / laptops - also use cloud hosted versions

i.

- a. NHS National Contract
- b. Allocate SaaS Services: HealthRoster Saas, BankStaff SaaS, eRota SaaS, eJobPlan (Medics) SaaS, eJobPlan (Non-Medics) SaaS, MedicAppraisal SaaS, MedicOnDuty SaaS, SMS Subscription (Tariff 1), SMS Text Bundle. ESR - Workforce Information
- c. Finance & Accounting & Procurement
- d. Microsoft is Excel, Word & Powerpoint

ii.

- a. NHS National Contract
- b. Additional charges
- c. Additional charges
- d. All updates included

**Q4** Number of Users/Licenses: What is the total number of user/licenses contracted for these solutions? Please state if concurrent or actual user count applies

- A4**
- a. Information not held – no set limit to licenses
  - b. 1900
  - c. Information not held – no set limit to licenses
  - d. 2000

**Q5** Initial / Implementation Costs: What were the initial / implementation costs of each solution?

- A5**
- a. Information not held – this is a centrally procured NHS system and contract and financial information is not held locally
  - b. Included in contract
  - c. Included in contract
  - d. Included in contract

**Q6** Annual Spend: What is the average annual spend for each contract?

- A6**
- a. Information not held – this is a centrally procured NHS system and contract and financial information is not held locally
  - b. £121, 000
  - c. £213,000
  - d. £13,060

**Q7** What is the total contract lifespan cost for each contract?

- A7**
- a. Information not held – this is a centrally procured NHS system and contract and financial information is not held locally
  - b. 2 years plus 1
  - c. 5 years

d. Rolling contract

- Q8 Contract Duration: What is the duration of each of the contracts. Would you please include any available extensions within any of the contracts if appropriate?
- A8 a. Information not held – this is a centrally procured NHS system and contract and financial information is not held locally  
b. 2 years plus 1  
c. 5 years  
d. Rolling contract
- Q9 Contract Start Date: What is the start date of this contract? Please include month and year of the contract. MMM-YY.
- A9 a. Information not held – this is a centrally procured NHS system and contract and financial information is not held locally  
b. 01/10/2021  
c. 01/04/2020  
d. 13/03/2022
- Q10 Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. MMM-YY.
- A10 a. Information not held – this is a centrally procured NHS system and contract and financial information is not held locally  
b. 30/09/2023  
c. 31/03/2025  
d. Rolling contract
- Q11 Contract Review Date: What is the review date for renewal of this contract? Please include month and year of the review date for each contract. If this cannot be provided please provide estimates of when the contract is likely to be reviewed. MMM-YY.
- A11 a. Information not held – this is a centrally procured NHS system and contract and financial information is not held locally  
b. 30/09/2022  
c. 31/03/2024  
d. Not applicable as per A10a
- Q12 Contact Details: Please provide details of the person within your organisation responsible for these particular software contracts (name, job title, email, contact number).
- A12 a. Information not held – this is a centrally procured NHS system and contract and financial information is not held locally  
b. Sarah Smith - Head of HR Ops  
c. James Bradley - Deputy Chief Finance Officer  
d. Ian Gilbertson - Assistant Chief Digital & Information Officer