

Reference Number: FOI202324/218
From: Private Individual
Date: 09 August 2023
Subject: Software Contracts for the Enterprise Resource Planning Software Solution (ERP), Primary Customer Relationship Management Solution (CRM), Primary Human Resources (HR) and Payroll Software Solution, and the primary corporate Finance Software Solution

The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields.

- a. Enterprise Resource Planning Software Solution (ERP):
- b. Primary Customer Relationship Management Solution (CRM):
For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.
- c. Primary Human Resources (HR) and Payroll Software Solution:
For example, iTrent, ResourceLink, HealthRoster; software of this nature.
- d. The organisation's primary corporate Finance Software Solution:
For example, Agresso, Integra, Sapphire Systems; software of this nature.

Q1 Name of Supplier: Can you please provide me with the software provider for each contract?

A1 a, c and d:
Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

This information is available on our website, it can be found in our 2022/23 Disclosure Log, please see FOI Request Ref: 062:

<http://www.lhch.nhs.uk/about-lhch/information-governance/freedom-of-information/disclosure-logs/>

Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

b: Information not held – we do not have a Customer Relationship Management Solution (CRM) in place.

Q2 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.

A2 a, c and d:
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b: Information not held – we do not have a Customer Relationship Management Solution (CRM) in place.

Q3 Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also list the software modules included in these contracts.

A3 a, c and d:
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Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

b: Information not held – we do not have a Customer Relationship Management Solution (CRM) in place.

Q4 Number of Users/Licenses: What is the total number of user/licenses for this contract?

A4 a, c and d:
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b: Information not held – we do not have a Customer Relationship Management Solution (CRM) in place.

Q5 Annual Spend: What is the annual average spend for each contract?

A5 a:
Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

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Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

b: Information not held – we do not have a Customer Relationship Management Solution (CRM) in place.

c: £144,831.00

d: £228,311.52

Q6 Contract Duration: What is the duration of the contract please include any available extensions within the contract.

A6 a, c and d:
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Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

b: Information not held – we do not have a Customer Relationship Management Solution (CRM) in place.

Q7 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.

A7 a, c and d:
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Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

b: Information not held – we do not have a Customer Relationship Management Solution (CRM) in place.

Q8 Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

A8 a and d:

Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

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Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

b: Information not held – we do not have a Customer Relationship Management Solution (CRM) in place.

c: 30/09/2023. Please note, this contract is currently under review.

Q9 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.

A9 a and d:
Information exempt under Section 21 of the Freedom of Information Act 2000 - 'Information reasonably accessible to the applicant by other means'.

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Enter the year into the **Category field** and reference number into the **Title field** then click Search. Select Download to open.

b: Information not held – we do not have a Customer Relationship Management Solution (CRM) in place.

c: 02/06/2023. Please note, this contract is currently under review.

Q10 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).

A10 a, c and d:
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b: Information not held – we do not have a Customer Relationship Management Solution (CRM) in place.

