

Reference Number: FOI202425/401
From: Private Individual
Date: 03 December 2024
Subject: Enterprise Application

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

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, Resource link.

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:

Q1 Software Category

A1 a, c, 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:

<https://www.lhch.nhs.uk/resources/disclosurelogs>

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

b:

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

Q2 Name of Supplier: Can you please provide me with the software provider for each contract?

A2 a, c, 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 Year field and reference number into the Search field then click Search. Select Download to open.

b:

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

Q3 The date in which these applications were implemented

A3 a, c, 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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b:

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

Q4 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's name again please provide me with the actual software name.

A4 a, c, 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 Year field and reference number into the Search field then click Search. Select Download to open.

b:

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

Q5 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.

A5 a, c, d:

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

b:

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

Q6 Number of Users/Licenses: What is the total number of user/licenses for this contract?

A6 a, c, d:

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b:

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

Q7 Annual Spend: What is the annual average spend 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. Information not held – we do not have a Customer Relationship Management (CRM) Solution in place.
 - c. 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 Year field and reference number into the Search field then click Search. Select Download to open.

d. £211,892

Q8 Contract Duration: What is the duration of the contract please include any available extensions within the contract.

- A8
- a. Information not held – this is a centrally procured NHS system and contract and financial information is not held locally.
 - b. Information not held – we do not have a Customer Relationship Management (CRM) Solution in place.
 - c. 2 years
 - d. 6 years

Q9 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.

- A9
- a. Information not held – this is a centrally procured NHS system and contract and financial information is not held locally.
 - b. Information not held – we do not have a Customer Relationship Management (CRM) Solution in place.
 - c. 01/10/2024
 - d. 01/04/2020

Q10 Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

- A10
- a. Information not held – this is a centrally procured NHS system and contract and financial information is not held locally.
 - b. Information not held – we do not have a Customer Relationship Management (CRM) Solution in place.
 - c. 31/03/2026
 - d. 31/06/2026

Q11 Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.

- A11
- a. Information not held – this is a centrally procured NHS system and contract and financial information is not held locally.
 - b. Information not held – we do not have a Customer Relationship Management (CRM) Solution in place.
 - c. 01/12/2025
 - d. 31/03/2024

Q12 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).

- A12
- a. Information not held – this is a centrally procured NHS system and contract and financial information is not held locally.
 - b. Information not held – we do not have a Customer Relationship Management (CRM) Solution in place.

c, d:

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