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8 March 2019

## Freedom of Information Request – Ref: FOI 308-1819

Thank you for your recent Freedom of Information request, apologies for the delay in responding to you. Please find our response below.

1. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main ERP system and may include service support, maintenance and upgrades.

<b>E-Roster Supplier</b>	<b>SoftCat</b>
<b>Contract Start Date</b>	<b>30/11/2016</b>
<b>Contract End Date</b>	<b>30/11/2019</b>
<b>Annual Cost 17/18</b>	<b>The Trust is withholding the information on the individual contract under Section 43 of the Freedom of Information Act as providing this information would prejudice or would be likely to prejudice someone's commercial interests.</b>
<b>What framework was used to procure the supplier?</b>	<b>HTE-01525.2 (Lot 2 – Software)</b>

2. 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. **The Trust does not have a CRM system.***
3. 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. **The HR System is the NHS Electronic Record System which is a national system provided by IBM. Contracts are agreed nationally by Department of Health and Social Care.***
4. 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. **This is supplied by NHS Gloucestershire Shared Services through a service level agreement, please contact [ggn-tr.Procurement1mailbox@nhs.net](mailto:ggn-tr.Procurement1mailbox@nhs.net)***
5. *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. **See answers above***

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?*
2. *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 detail 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).*

Yours sincerely,

*Lisa Evans*

**LISA EVANS**  
**Information Governance Officer**  
**2gether NHS Foundation Trust**

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or write to: OPSI, 102 Petty France, London SW1H 9AJ.