

freedom.information@wt.nhs.uk

18 June 2020

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2020/0026

Thank you for your request for information.

Wye Valley NHS Trust responds:

//////////////////////////////////REQUEST

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
The Trust does not operate an ERP or CRM system.**

ERP system and may include service support, maintenance and upgrades.

**B. Primary Customer Relationship Management (CRM) Solution -this is the organisation's main
The Trust does not operate an ERP or CRM system.**

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
Electronic Staff Record (ESR) and NHS Jobs**

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
Integra Financial System**

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

The Trust does not operate an ERP or CRM system.

For Finance

HR, Payroll

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

Capita

IBM (ESR) and NHSJobs (NHS Central Team)

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.

Integra

Electronic Staff Record (ESR) and NHSJobs (NHS)

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.

Full service provision contract as part of a consortium of NHS Trusts

Full service provision contract for ESR and NHSJobs

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?

300 users

No limit as all employees have a self service licence

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

This information is considered commercially sensitive and cannot be released under section 43 of the Freedom of Information Act 2000.

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

Five Years

National Contract, not handled / managed by Individual Trusts

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.

01/01/19

National Contract, not handled / managed by Individual Trusts

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.

31/12/24

National Contract, not handled / managed by Individual Trusts

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.

To be reviewed in the run up to the contract finishing

National Contract, not handled / managed by Individual Trusts

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).

Associate Director of Finance. Contact details are not releasable under section 40ii of the FOI Act, as they constitute personally identifiable data as defined by Data Protection Act 2018.

National Contract, not handled / managed by Individual Trusts

Please note that a record of previous Trust FOI responses is now available to consult online by visiting:

<https://www.wyevalley.nhs.uk/about-us/information-requests/freedom-of-information-requests.aspx>

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Governance/Privacy Officer
Wye Valley NHS Trust
Monkmoor Court
31-34 Commercial Road
Hereford
HR1 2DX
Email: freedom.information@wvt.nhs.uk

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire, SK9 5AF

Telephone: 0303 123 1113 www.ico.gov.uk

Yours sincerely,

Freedom of Information Coordinator

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

Under the terms of the Regulations, the Trust will licence the re-use of any or all information supplied if being used in a form and for the purpose other than which it was originally supplied. This license for re-use will be in line with the requirements of the Regulations and the licensing terms and fees as laid down by the Office of Public Sector Information (OPSI). Most licenses will be free; however the Trust reserves the right, in certain circumstances, to charge a fee for the re-use of some information which it deems to be of commercial value.

Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm