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19th October 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 210821.

You requested the following information, please also see our response below:

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

Consequently 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 ERP system and may include service support, maintenance and upgrades.**
- b. 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**
- c. 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,**
- 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:

1. Software Category: ERP, CRM, HR, Payroll, Finance

ERP – Global Rostering System (GRS)

CRM – N/A

HR & Payroll – ESR

Finance – Oracle

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

ERP – Global Rostering System - Software Enterprises (UK) Ltd

HR & Payroll – ESR - The Electronic Staff Record is part of the Workforce Services Directorate within the NHS Business Services Authority. ESR is led by the NHS ESR Central Team which works in partnership with IBM to oversee the operational delivery of the ESR solution.

Finance – Oracle: NHS Shared Business Services Limited is a joint venture between the Department of Health & Social Care (DHSC) and Sopra Steria Limited and is part of the Sopra Steria Group in the UK.

3. Software Brand: 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.

ERP – Global Rostering System (GRS)

HR & Payroll – ESR

Finance – Oracle

4. Contract Description: 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.

Fully managed (hosted) service.

Please also include any modules included within the contract as this will support the categories you have selected in question 1.

ERP – Global Rostering System: Technical support and maintenance of product.

HR & Payroll – ESR: Fully managed (hosted) service.

Finance – Oracle: Fully managed (hosted) service.

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

ERP – Global Rostering System (GRS): site license

HR & Payroll – ESR

For ESR the contract exists between IBM and the NHSBSA. There are no individual contracts with organisations.

If more information is needed, you could contact nhsbsa.foirequests@nhs.net.

Finance – Oracle – We do not hold this information. Please contact NHS shared business services

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

We are unable to provide spend for each contract under Section 43 (commercial sensitive) information.

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

ERP – Global Rostering System (GRS): Annual Renewals

Finance – Oracle: Original contract (5 years) commenced 01/02/2007 and monthly rolling contract has been running since 01/02/2012

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.

ERP – Global Rostering System (GRS): Current contract: 01/02/2021

Finance – Oracle: Original contract (5 years) commenced 01/02/2007 and monthly rolling contract has been running since 01/02/2012

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.

ERP – Global Rostering System (GRS): Current contract: 31/01/2022

Finance – Oracle: This is a monthly rolling contract.

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.

ERP – Global Rostering System (GRS): Estimated, December 2021

Oracle - Given this is a rolling contract there is no fixed review date

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).

Please call switchboard on 0300 123 0999.

We are unable to provide any person identifiable information.

If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters. If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**

