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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 210824.

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

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

Primary Human Resources (HR) and Payroll Software Solution:

For example, iTrent, ResourceLink, HealthRoster; software of this nature.

The organisation's primary corporate Finance Software Solution:

For example, Agresso, Integra, Sapphire Systems; software of this nature.

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

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.

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.

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.

As above

3. 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.

Fully managed (hosted) service.

Please also list the software modules included in these contracts.

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

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

5. Annual Spend: What is the annual average spend for each contract? Withholding information

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

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

Oracle - This is a monthly rolling contract

7. 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. –

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

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

Oracle - This is a monthly rolling contract

9. 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.

Oracle - There is no fixed review date.

10. 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.

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