



Trust Headquarters
Nexus House
4 Gatwick Road
Crawley
West Sussex
RH10 9BG

Date:

Email:

Dear,

Tel: 0300 123 0999
www.secamb.nhs.uk

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 230714.

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

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

Enterprise Resource Planning Software Solution (ERP):

GRS

Primary Customer Relationship Management Solution (CRM):

None

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

Primary Human Resources (HR) and Payroll Software Solution:

ESR

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

The organisation's primary corporate Finance Software Solution:

Oracle

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?

GRS – Total Mobile Ltd

ESR – NHS Business Services Authority

Oracle – Shared Business Services

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.

GRS – TotalMobile Ltd

ESR – NHS Business Services Authority

Oracle – Shared Business Services

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.

GRS – upgrade, support and maintenance.

ESR – all support included

Oracle – all support included

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?

GRS – site license, approximately 4200 users.

ESR – as above

Oracle – as above

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

GRS – £54K +VAT

ESR – £5k

Oracle - £11k

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

GRS – 12 months

ESR – 12 months

Oracle – 7 years

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.

GRS – 1 February 2023

ESR – 01 April

Oracle – 01 April

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.

GRS – 31 January 2024

ESR – 31 March 2024

Oracle – 31 March 2030

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.

GRS – The Trust is currently reviewing our system requirements and contracting options available to the Trust in conjunction with the NHS England/I Digital workforce team.

ESR – as above

Oracle – 01 April 2029

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).

GRS – We are unable to supply individual email addresses and telephone numbers as releasing third party personal data would contravene UK Data Protection legislation.

ESR – procurement@secamb.nhs.uk

Oracle – procurement@secamb.nhs.uk

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**