



Trust Headquarters
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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 240423.

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

The information I require relates to the organization's software contract, please send me the organization's primary contract around the types of contracts below.

I require the organisations 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 organization's main ERP system and may include service support, maintenance and upgrades.

B. Primary Customer Relationship Management (CRM) Solution-this is the organization's main CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organization may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firm step

C. Primary Human Resources (HR) and Payroll Software Solution-this is the organization'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 organization may use could include iTrent, Resource link.

D. The organization's primary corporate Finance Software Solution-this is the organization's main Finance system and may include service support, maintenance and upgrades. Example of finance systems the organization 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:

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

ERP – Supplier Name: Total Mobile

CRM – Supplier Name: N/A

HR – Supplier Name: NHS Business Services Authority

Payroll – Supplier Name: University Hospital Birmingham

Finance – NHS Shared Business Services

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.

ERP – Global Rostering System

HR/Payroll – ESR

Payroll – ESR

Finance – Oracle

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.

ERP – This is for technical support and maintenance of the system

ESR (HR/Payroll) – The Electronic Staff Record (ESR) is a payroll database system commissioned by the Department of Health and Social Care that NHS organisations are entitled to use free of charge

ESR (Payroll) – This is a managed payroll service, but the software is ESR

* <https://www.nhsbsa.nhs.uk/electronic-staff-record-esr-workforce-services>

Oracle (Finance) - Hosting finance system and providing Accounts Payable, Accounts Receivable and VAT services (<https://www.sbs.nhs.uk/>)

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?

ERP - Site Licence
CRM - N/A
HR - Site Licence
Payroll – N/A
Finance – Site Licence

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

ERP - Annual Spend (excl VAT): £59,614
CRM – N/A
ESR (HR) - Annual Spend (excl VAT): £0
ESR (Payroll) - Annual Spend (excl VAT): £213,556
Oracle (Finance – Annual Spend (excl VAT): £150,981

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

ERP – 1 year rolling
CRM – N/A
ESR (HR) - Recurrent
ESR (Payroll) – 5 years
Oracle (Finance) – 7 years

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 – 01/02/2024
CRM – N/A
ESR (HR) – N/A
ESR (Payroll) – 01/10/2021
Oracle (Finance) – 01/01/2023

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 – 6-8 months before expiry
CRM – N/A
ESR (HR) – N/A
ESR (Payroll) – 6-8 months before expiry
Oracle (Finance) – 6-8 months before expiry

10. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.

ERP – 6-8 months before expiry

CRM – N/A

ESR (HR) – N/A

ESR (Payroll) – 6-8 months before expiry

Oracle (Finance) – 6-8 months before expiry

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).

We are unable to provide individual details as this would contravene data protection principles.

Please use the following email – 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**