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**[www.secamb.nhs.uk](http://www.secamb.nhs.uk)**

11<sup>th</sup> June 2020

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 200607.

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.**

**Enterprise Resource Planning Software Solution (ERP):**

None

**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 – NHS Shared Business Services

**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?**

As Above

**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, the software is not Secamb, we only know the generic name given by the providers.

**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.**

Web based access and the systems are managed services, so we do not manage upgrades or maintenance etc

**Please also list the software modules included in these contracts.**

This level of information is not known

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

We use batch licences c<5000

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

SBS £240k per year. ERS £60K per year

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

Annual rolling contracts

**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.**

All contracts run financial year March to 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.**

As Above

**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.**

Reviewed annually as above

**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).**

[Procurment@secamb.nhs.uk](mailto:Procurment@secamb.nhs.uk)

**Regarding the contract for your financial systems, please answer these questions to the best of your ability.**

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](mailto:FOI@secamb.nhs.uk)

Yours sincerely

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