

FOI REF: 22/415

Eastbourne District General Hospital
Kings Drive
Eastbourne
East Sussex
BN21 2UD

5th October 2022

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

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

Enterprise Resource Planning Software Solution (ERP):

Financial accounting and purchasing software as per "The organisation's primary corporate Finance Software Solution" response.

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

[Please see 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.**

[Please see 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.**

[Please see above.](#)

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?**

[Please see above.](#)

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

Please refer to page 1.

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

Please see above.

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.

Please see above.

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.

Please see 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.

Please see 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).

Please see above.

Primary Customer Relationship Management Solution (CRM):

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

East Sussex Healthcare NHS Trust does not have a CRM system.

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

Not applicable.

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.

Not applicable.

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.

Not applicable.

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?

Not applicable.

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

Not applicable.

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

Not applicable.

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.

Not applicable.

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.

Not applicable.

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.

Not applicable.

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).

Not applicable.

Primary Human Resources (HR) and Payroll Software Solution:
For example, iTrent, ResourceLink, HealthRoster; software of this nature.

Electronic Staff Record (ESR)

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

IBM.

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

Electronic Staff Record (ESR)

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.

National contract – upgrade, maintenance and support included.

Please also list the software modules included in these contracts.

Modules – HR, Payroll, Finance, Learning Management, Self-service.

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

All employees including bank staff – approx. 8000 staff.

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

Nationally funded.

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

5 year + 2 year extension.

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.

September 2015.

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.

August 2025.

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.

August 2025.

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).

Ruth Merrick
Workforce Systems Support & Governance Manager
Email: ruth.merrick@nhs.net
Phone: 0300 131 4500

Healthroster

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

Allocate Software.

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.

Healthroster.

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.

Software as a Service contract – upgrade, maintenance and support included.

Please also list the software modules included in these contracts.

Modules – Healthroster, HealthMedics, BankStaff, eJobPlan, Activity Manager, Employee On-line, Medic On-line, SafeCare, RosterPerform.

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

7,750 non-medics, 1,580 medics.

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

Whilst the Trust holds the information requested, it is applying a Section 43(2) exemption in relation to this part of the request as the release of the information is likely to prejudice its commercial interests.

In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.

We have concluded that by sharing the commercials along with the volumes, would disadvantage the supplier against their competitors. This would result in the suppliers in the same market obtaining an unfair competitive advantage and will result in the Trust not getting best value for money as the market is distorted.

In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information.

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

36 months (option to terminate after 24 months).

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.**

6th July 2021	Non-medics
1st June 2021	Medics

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.**

6th July 2024	Non-medics
1st June 2024	Medics

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.**

6th July 2023	Non-medics
1st June 2023	Medics

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).**

Ruth Merrick
Workforce Systems Support & Governance Manager
ruth.merrick@nhs.net
0300 131 4500

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?

Capita Secure Information Solutions Ltd.

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.

Integra.

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.

Maintenance, Support & disaster recovery.

Please also list the software modules included in these contracts.

Integra
Oracle Database

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

Unlimited.

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

Whilst the Trust holds the information requested, it is applying a Section 43(2) exemption in relation to this part of the request as the release of the information is likely to prejudice its commercial interests.

In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.

We have concluded that by sharing the commercials along with the volumes, would disadvantage the supplier against their competitors. This would result in the suppliers in the same market obtaining an unfair competitive advantage and will result in the Trust not getting best value for money as the market is distorted.

In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information.

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

4 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.

1st April 2020.

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.

31st March 2024.

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.

Estimated review date 1st June 2023.

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).

Jane Harding
Financial Systems Manager
Email: janeharding4@nhs.net
Phone: 0300 131 4500

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Linda Thornhill (Mrs)
Corporate Governance Manager
esh-tr.foi@nhs.net