

Our reference: /FOI D9493

06th January 2020

Joebloggs@email

Joe Bloggs

Dear Joe,

RE: FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST - REF: D9493

Please find our Trust's response in relation to your request for information under the Freedom of Information Act.

I require the organisation's 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 organisation's main

ERP system and may include service support, maintenance and upgrades.

B. Primary Customer Relationship Management (CRM) Solution-this is the organisation's main

CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firmstep

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

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D. The organisation's primary corporate Finance Software Solution-this is the organisation's main

Finance system and may include service support, maintenance and upgrades. Example of finance systems the organisation 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:

1. *Software Category: ERP, CRM, HR, Payroll, Finance*
2. *Name of Supplier: Can you please provide me with the software provider for each contract?*
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.*
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.*

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?*
6. *Annual Spend: What is the annual average spend for each contract?*
7. *Contract Duration: What is the duration of the contract please include any available extensions within the contract.*
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.*
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.*

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10. *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.*
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).*

If any of the information is not available please can you provide me with the notes on the reasons why?

This request is subject to an exemption in accordance with **Section 21 of the Freedom of Information Act – Information Accessible by Other Means**. The information you have requested is already available on our FOI Disclosure Log at <https://www.gmmh.nhs.uk/disclosure-log/foi-disclosure-log-march-2019-2778> . The relevant response is 'D9122 – HR and Finance Software Contract released on 01.03.19.

I hope the information provided above is to your satisfaction. If you are unhappy with the way, the Trust has handled your request you may request an internal review.

If you require an internal review please write to Sarah McDonald, Head of IM&T Service Delivery, at the address above, who will arrange a review of your case.

If you are not happy with the outcome of the internal review you have the right to apply directly to the Information Commissioner: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

The FOI Team
Freedom of Information Department
Greater Manchester MH NHS Foundation Trust

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For any named personnel provided in this Freedom of Information response, they do not wish to receive direct marketing, to do so would contravene GDPR and the Data Protection Act 2018.

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