

**Request Title: Software Contracts for CRM, HR and ERP**

**FOI Reference: PSC-95251-S2G0**

**Date of Disclosure: 16/08/2022**

**Date Range: 2022**

### **FOI Request:**

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

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

##### **Primary Customer Relationship Management Solution (CRM):**

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

##### **Primary Human Resources (HR) and Payroll Software Solution:**

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

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

### **Our Response:**

## **A. Enterprise Resource Planning Software Solution (ERP):**

1. The supplier's name is Avanade (Quantiq).
2. The brand name is Microsoft Dynamics Navision 2016.
3. Master Service Agreement is for support service only. This is specific to Navision 2016, and no upgrade included within contract.
4. 1007 licenses at time of request.
5. Contract costs include support and licences approximately £300k pa.
6. 3 year initial term, with a possibility to extend for 12 months, for a maximum contract term of 7 years.
7. 04/08/2019
8. 03/08/2022
9. 04/08/2022
10. Section 40 – Personal Information (see below).

## **B. Primary Customer Relationship Management Solution (CRM):**

1. The supplier's name is Avanade.
2. The brand name is Compass.
3. This contract is a Master Service Agreement and is inclusive of support services and upgrade to keep product in line with latest versions.
4. 586 licences at time of request.
5. £45k pa for support, however the contract costs are included in our Microsoft Agreement.
6. 2 years once the contract is signed by both parties as negotiations are still underway.
7. We confirm that we do not hold this information as the contract is still under negotiation.
8. We confirm that we do not hold this information as the contract is still under negotiation.
9. We confirm that we do not hold this information as the contract is still under negotiation.
10. Section 40 – Personal Information (see below).

## **C. Primary Human Resources (HR) and Payroll Software Solution:**

1. The supplier's name is iTrent.
2. The brand is People On Line.
3. We are unable to retrieve this information at this time but will follow up with a supplementary response once the information is obtained.
4. We are unable to retrieve this information at this time but will follow up with a supplementary response once the information is obtained.
5. Contract costs include support and licences approximately £300k pa.
6. 5 year term with opportunity to renew for a further 12 months upon expiry of the initial period, with a maximum contract period of 7 years.
7. 20/09/2017
8. 19/09/2024
9. We are unable to retrieve this information at this time but will follow up with a supplementary response once the information is obtained.
10. Section 40 – Personal Information (see below).

## **D. The organisation's primary corporate Finance Software Solution:**

This is identical to our Enterprise Resource Planning Software Solution (ERP), see above.

Contact details below the level of director are not shared as company policy and by virtue of section 40(2). NHS Property Services operates a single point of contact to ensure that all business requests are appropriately logged and responded to. Please contact our Customer Services team on 0800 085 3015 or [customer.service@property.nhs.uk](mailto:customer.service@property.nhs.uk) for further enquiries.

## **Section 40(2) Personal Information**

Information disclosed under FOI is effectively released to the wider world or into the public domain. Consequently, in cases where the public request information related to individuals, it would be very rare for NHSPS to release such information under the terms of the FOI Act. Individuals would not expect that personal data would be disclosed in response to a request under the FOI Act that could provide and identify an individual related to the subject matter. This is an absolute exemption.

Any disclosure would breach the first data protection principle of the Data Protection Act, GDPR, which relates to fair processing, Article 5(1) requires that personal data shall be:  
(a) processed lawfully, fairly and in a transparent manner in relation to individuals ('lawfulness, fairness and transparency')

We trust that the information provided is of assistance. Thank you for your interest in NHSPS.