

**Request Title: CRM software used by NHSPS**

**FOI Reference: PSC-114990-C5D2**

**Date of Disclosure: 08/02/2023**

**Date Range: 2023**

### **FOI Request:**

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:**

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. 01/11/2022.
8. 31/10/2024.
9. No review date was agreed. That being said, review date will likely be 05/2024.
10. Section 40 – Personal Information (see below).

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.