



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 5 June 2020

Re: Freedom of Information Request
Ref: 107- 2020

Thank you for your email dated the 8th May 2020, requesting Information relating to the Trust's software contracts.

The information that you require is as follows:

- A. The information I require relates to the organisations software contract, please send me the organisation's primary contract around the types of contract below.**

I require the organisation's to provide me with the following contract information relating to the following corporate software/enterprise applications:

Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main ERP system and may include service support, maintenance and upgrades.

- 1. Software Category:**
- 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.
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).

Not Applicable, the Trust does not use Enterprise Resource Planning Software.

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

1. Software Category:
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.
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).

Not Applicable, the Trust does not have a Customer Relationship Management (CRM) Solution

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.

1. **Software Category:**

HR & Payroll

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

IBM

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.

Electronic Staff Record (ESR)

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.

****Please see note below**

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

****Please see note below**

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

****Please see note below**

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

****Please see note below**

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.

****Please see note below**

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.

****Please see note below**

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.

****Please see note below**

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).

****Please see note below**

****There is no contract between The Clatterbridge Cancer Centre NHS Foundation Trust and NHS Business Service Authority for the provision of Electronic Staff Record (ESR). The contract for Electronic Staff Record (ESR) is held by the NHSBSA. I therefore suggest that in order to gain access to this information that you contact the NHS Business Service Authority directly. Information on how you can do this can be found on their website via the following link:**

<https://www.nhsbsa.nhs.uk/contact-us/freedom-information>

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

1. Software Category:

Finance

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

NEP – Northumbria Healthcare NHS Foundation Trust

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

Oracle Cloud

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.

NHS Consortium Agreement for a fully supported and maintained Financial and Procurement ERP Solution

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?

Unlimited

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

Information is Commercial in Confidence - Section 43 of the Freedom of Information Act.

Section 43 of the FOIA states 'information is exempt information if it constitutes a trade secret' and 'if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

When applying Section 43 we have to apply the public interest in withholding/disclosing this information. The use of this exemption is to be carefully considered. The factors in favour of disclosure of this information, including the general public interest and greater transparency and accountability, were carefully weighed against the need to allow suppliers and organisations the space to conduct their lawful business competitively and without fear of disclosure of sensitive commercial information. Supplying this information would identify individual pricing structures, and as a result could potentially prejudice the third parties ability to conduct their business in a competitive market. Therefore on this basis, the Trust feels that the information requested is justifiably exempt under Section 43 of the Act.

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

7 Years

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.

04-2018

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.

03-2025

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.

04-2023

11. Contract 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).

James Thomson, Director of Finance, james.thomson4@nhs.net, 0151 556 5910

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>