



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

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Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 1 August 2019

**Re: Freedom of Information Request**  
**Ref: 182- 2019**

Thank you for your email, dated the 9th July 2019 requesting information regarding software contracts.

The information that you require is 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):**
- **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.

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

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

### **Health Roster**

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)*

### **Licensing and Support Contract Software modules included in the contract: eRoster and Bank**

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

**500 Licenses**

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

**£7,154.00**

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

**5 years**

7. Contract Start Date: *(What is the start date of this contract? Please include month and year of the contract)*

**November 2014**

8. Contract Expiry: *(What is the expiry date of this contract? Please include month and year of the contract)*

**November 2019**

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)*

**September 2019**

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)).*

**IM&T Application Analysts, 0151 556 5555, [ccf-tr.IMTFOI@nhs.net](mailto:ccf-tr.IMTFOI@nhs.net)**

## Primary Customer Relationship Management Solution (CRM)

**Not Applicable - The Trust does not utilise this type of software**

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

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 Records (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*)

**The Trust does not hold a contract for the HR and payroll solution, this is managed by the Business Services Authority on behalf of Organisations. Therefore, for further information please contact NHS Business Services Authority directly. Details on how this can be done can be found on their website via the link below:**

**<http://www.nhsbsa.nhs.uk/FreedomOfInformation.aspx>**

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

**Please see the response to question 3**

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

**Please see the response to question 3**

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

**Please see the response to question 3**

7. Contract Start Date: (*What is the start date of this contract? Please include month and year of the contract*)

**Please see the response to question 3**

8. Contract Expiry: *(What is the expiry date of this contract? Please include month and year of the contract)*

**Please see the response to question 3**

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)*

**Please see the response to question 3**

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 the response to question 3**

### **Primary Corporate Finance Software Solution**

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

**NEP (North East Patches)**

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**

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)*

**The system is outsourced to NEP and they provide maintenance.**

**Software modules included in the contract: Oracle Financial Cloud**

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

**25 Licenses**

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

**£43,000**

6. Contract Duration: (*What is the duration of the contract please include any available extensions within the contract*)  
**5 Years**
7. Contract Start Date: (*What is the start date of this contract? Please include month and year of the contract*)  
**February 2019**
8. Contract Expiry: (*What is the expiry date of this contract? Please include month and year of the contract*)  
**January 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*)  
**January 2024**
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)*).  
**Paul Corbett, Assistant Director of Finance,**  
**[paul.corbett1@nhs.net](mailto:paul.corbett1@nhs.net) 0151 556 5180**

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>