

**Reference Number:** FOI202223/081  
**From:** Private Individual  
**Date:** 19 May 2022  
**Subject:** Contracts for IT Software

The information I am requesting is regarding the Software contracts that your organisation uses in the following areas: -

- a. Enterprise Resource Planning Software Solution (ERP):
- b. Primary Human Resources (HR) and Payroll Software Solution:
- c. Organisation primary corporate Finance and Procurement Software Solution
- d. Primary Reporting Software which compliments Finance and Procurement Solution

Q1 Name of Supplier: Can you please provide the name of your software provider for each of your contracts?

- A1
- a. NHS Electronic Staff Record (ESR) - This is a centrally procured system and contract information is not held at local level
  - b. Allocate Software (via Softcat)
  - c. North East Patches (NEP)
  - d. As per A1c

Q2 The brand of the software: Can you please provide the actual name and version of the software. Please do not provide me with the supplier name again, it is the actual software name required.

- A2
- a. As per A1a
  - b. HealthRoster
  - c. NEP Cloud
  - d. As per A2c

Q3 Description of the contract: Can you please provide me with detailed information about this contract and where the solutions are based: i.e. on premise, outsourced or cloud based. Please also provide detail of upgrades, patching, maintenance and support that is included within the terms of the contract or if they are contracted separately.

Please list the software modules / applications included within these contracts and those supplied outside of these contracts.

In terms of developments or enhancements, are these available within contract or do they incur additional charges?

- A3
- a. As per A1a
  - b. Provision of HealthRoster e-Rostering Software
  - c. Provision of Financial System Software
  - d. As per A3c

Q4 Number of Users/Licenses: What is the total number of user/licenses contracted for these

solutions? Please state if concurrent or actual user count applies

- A4
- a. As per A1a
  - b. Year 1 – 1450 users, Year 2 – 2620 users, Years 3 & 4 – 3650 users
  - c. 52
  - d. As per A4c
- Q5 Initial / Implementation Costs: What were the initial / implementation costs of each solution?
- A5
- a. As per A1a
  - b. £55,965 plus VAT
  - c. None
  - d. As per A5c
- Q6 Annual Spend: What is the average annual spend for each contract?
- A6
- a. As per A1a
  - b. Year 1 - £99,071.50 + VAT (includes Implementation costs), Year 2 - £73,992.50 + VAT, Year 3 - £103,572 + VAT, Year 4 - £108,750 + VAT
  - c. £82,122 plus VAT
  - d. As per A6c
- Q7 What is the total contract lifespan cost for each contract?
- A7
- a. As per A1a
  - b. £385,386 plus VAT
  - c. £574, 854 plus VAT
  - d. As per A7c
- Q8 Contract Duration: What is the duration of each of the contracts. Would you please include any available extensions within any of the contracts if appropriate?
- A8
- a. As per A1a
  - b. 2 years with the option to extend a further 2 years
  - c. 7 years
  - d. As per A8c
- Q9 Contract Start Date: What is the start date of this contract? Please include month and year of the contract. MMM-YY.
- A9
- a. As per A1a
  - b. November 2020
  - c. April 2018
  - d. As per A9c
- Q10 Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. MMM-YY.
- A10
- a. As per A1a
  - b. November 2022
  - c. March 2025
  - d. As per A10c

- Q11 Contract Review Date: What is the review date for renewal of this contract? Please include month and year of the review date for each contract. If this cannot be provided please provide estimates of when the contract is likely to be reviewed. MMM-YY.
- A11
- a. As per A1a
  - b. It's likely that the Trust will exercise the 2 year extension option until November 2024, therefore this contract will likely be reviewed Q4 in 2023-24.
  - c. As this is a consortium contract, it will likely be reviewed at some point late 2023/early 2024.
  - d. As per A11c
- Q12 Contact Details: Please provide details of the person within your organisation responsible for these particular software contracts (name, job title, email, contact number).
- A12
- a. As per A1a
  - b. Sharon Owen – Deputy Director of HR – Sharon.Owen@alderhey.nhs.uk
  - c. Rachel Lea – Deputy Director of Finance – Rachel.Lea@alderhey.nhs.uk
  - d. As per A12c