

Reference Number: FOIAH2324/390
From: Private Individual
Date: 18 October 2023
Subject: Details of the Trust's Enterprise Application

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

- a. Name of Supplier: Can you please provide me with the software provider for each contract?
- b. 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.
- c. 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.
- d. Number of Users/Licenses: What is the total number of user/licenses for this contract?
- e. Annual Spend: What is the annual average spend for each contract?
- f. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
- g. 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.
- h. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
- i. 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.
- j. 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).

Q1 Enterprise Resource Planning Software Solution (ERP):

A1 ERP (Enterprise Resource Management)

- a. NEP Cloud
- b. NEP Cloud
- c. ERP system covering purchase, receivables and general ledger to be reviewed at contract end date. Upgrades, maintenance and support included.
- d. 68 core users - up to 1000 budget holder licenses
- e. £100k pa
- f. 7 years
- g. 01/04/2018
- h. 31/03/2025
- i. 31/12/2024
- j. Mark Seddon, Mark.Seddon@alderhey.nhs.uk - Systems & Reporting Accountant

- Q2 Primary Customer Relationship Management Solution (CRM):
For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.
- A2 Information not held – the Trust does not have a Customer Relationship Management System
- Q3 Primary Human Resources (HR) and Payroll Software Solution For example, iTrent, ResourceLink, HealthRoster; software of this nature.
- A3 Electronic Staff Record (ESR)
- IBM
 - ESR
 - This is a national contract held by NHS Business Services Authority (NHSBSA), we don't hold this information locally.
 - Information not held - ESR does not have licenses, we have no maximum amount of people who can log into the system. It is available to all staff, but there are different permission levels.
 - As per A3c
 - As per A3c
 - September 2007
 - 30/09/2023
 - As per A3
 - Kathryn Allsopp, Kathryn.Allsopp@alderhey.nhs.uk, Head of Operational HR.

Health Roster

- Softcat
 - Allocate
 - Provision of HealthRoster & Safecare e-rostering software.
 - 4250 health roster licenses from Nov 2022 - Nov 2023.
 - £120,977.70 – based off total contract value
 - 09/11/2020-08/11/2023 with an extension available of 12 months
 - 09/11/2020
 - 08/11/2023
 - 11/07/2023
 - Kathryn Allsopp, Kathryn.Allsopp@alderhey.nhs.uk, Head of Operational HR.
- Q4 The organisation's primary corporate Finance Software Solution:
For example, Agresso, Integra, Sapphire Systems; software of this nature.

A4 As per A1

A1,2,3 & 4 j. Information not held – Many staff in this area now adopt an agile approach to working meaning they do not have a set workspace with direct telephone contact. Staff use email as their main method of correspondence or may be contacted via the hospital switchboard.