FOI 067/2021 Response

Request

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

Enterprise Resource Planning Software Solution (ERP):

For example are a software solution that provide business logic and tools to model entire business processes for organisations to improve productivity and efficiency. Examples include billing systems, customer relationship management systems and supplier relationship management systems.

Primary Customer Relationship Management Solution (CRM):

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature. Information required for the system used by our Customer Relations Team.

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.

You may have received the same request in the past. The information sent has now expired and I required an update as soon as possible. If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates

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).

Response

Please see table below.

	A) ERP– not applicable	B) CRP – Not Applicable	C) Primary HR	D) Primary Workforce	E) Payroll	F) Primary Corporate Finance Software Solution
Software Category			HR	HR	Payroll	Finance
Name of supplier			IBM	Allocate	IBM	Capita IBS
The Brand			ESR	HealthRoster Optima	ESR	Integra
Description of Contract			DoH NHS nationwide contract	Managed Bureau Services (Framework Contract)	DoH NHS nationwide contract	Managed Bureau Services (Framework Contract)
Number of Licenses			N/A	2778	N/A	50
Average spend			N/A	123491	N/A	£96,000
Contract duration			N/A	12 months	N/A	3 Years
Contract Start Date			01/03/2006	24/12/2020	01/03/2006	01/04/2020
Contract review date			N/A	25/11/2021	N/A	01/04/2022
Contact Details			N/A	Head of Procurement Contact Number :0121 301 1111	N/A	Head of Application Support and Systems Integration Contact Number :0121 301 1111