

FOI 068/2023 Response

As per my records, Softcat CRM contract has expired. I would like to know whether this contract is still valid or replaced by any other supplier.

Finance	Capita
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If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates

I'd like to apologise for the length of this request, and how tedious it may be to handle. That being said, please make an effort to provide all of this information.

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.

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

	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	RLDatrrix Allocate Software	IBM	Capita IBS
The Brand			ESR	Healthroster, BankStaff, Employee Online, Safecare, LOOP	ESR	Integra
Description of Contract			DoH NHS nationwide contract	Optima Contract (framework contract)	DoH NHS nationwide contract	Managed Bureau Services (Framework Contract)
Number of Licenses			N/A	3500	N/A	50
Average spend			N/A	£120,000 increase per year	N/A	£364,138.30
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	23/12/2024	N/A	31/03/2026
Contact Details			N/A	Workforce Systems Lead Contact Number:0121 301 1111	N/A	Head of Application Support and Systems Integration Contact Number :0121 301 1111