



Resolution

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June 2020
FOI_4606

The following information was requested on 28 May 2020:

I require the organisation's to provide me with the following contract information relating to the following corporate software/enterprise applications:

A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main

ERP system and may include service support, maintenance and upgrades.

B. Primary Customer Relationship Management (CRM) Solution-this is the organisation's main

CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firmstep

C. Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main

HR/payroll system and may include service support, maintenance and upgrades. In some cases the HR contract maybe separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resourcelink.

D. The organisation's primary corporate Finance Software Solution-this is the organisation's main

Finance system and may include service support, maintenance and upgrades. Example of finance systems the organisation may use could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP

In some cases you may come across contracts that provides service support maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.

For each of the categories above can you please provide me with the relevant contract information listed below:

1. Software Category: ERP, CRM, HR, Payroll, Finance

2. Name of Supplier: Can you please provide me with the software provider for each contract?

3. 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.

4. *Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.*

Please also include any modules included within the contract as this will support the categories you have selected in question 1.

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

6. *Annual Spend: What is the annual average spend for each contract?*

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

8. *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.*

9. *Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.*

10. *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.*

11. *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).*

Our Response

Please see the attached for the information held.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Head of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/>

FOI Request	A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main	B. Primary Customer Relationship Management (CRM) Solution-this is the organisation's main	C. Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main	D. The organisation's primary corporate Finance Software Solution-this is the organisation's main
1. Category	N/A	N/A	HR	Finance
Comments If any of the information is not available please can you provide me with the notes on the reasons why?	We do not currently have one.	We do not currently have one.	The ESR system is a national system across the whole of the NHS and not something which is contracted locally. The use of the system does not carry a local cost. IBM are the provider of the support for ESR. HR Payroll & Payroll is through NHS Shared Business Services calloff contract on the NHS PP Framework, and not a software solution for NHS Resolution	This is a Call-Off Contract for the G-Cloud 10 Framework Agreement (RM1557.10) template can be found on the G-Cloud 10 Framework
2. Name of Supplier: Can you please provide me with the software provider for each contract?	N/A	N/A	ESR- IBM Payroll - NHS Shared Business Services	Tisski Ltd
3. 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.	N/A	N/A	Electronic Staff Records (ESR) System. Payroll - not software solutions	Finance System (Microsoft Dynamics 365 Business Central)
4. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.Please also include any modules included within the contract as this will support the categories you have selected in question 1.	N/A	N/A	ESR is the national HR/Payroll system for the NHS which is now supported by IMB. NHS Shared Business Services - Payroll Services	The contract includes: <ul style="list-style-type: none"> Microsoft Dynamics 365 Business Central design, installation and configuration Microsoft Dynamics 365 Business Central support Microsoft Dynamics 365 Business Central subscription provision
5. Number of Users/Licenses: What is the total number of user/licenses for this contract?	N/A	N/A	ESR - The organisation is assigned as a user and can allow as many users as it requires. Accounts access is managed internally. Payroll - no licenses	80 licenses
6. Annual Spend: What is the annual average spend for each contract?	N/A	N/A	ESR - There is no cost associated with the use of this system at a local level. Unaware of any national costs. Payroll - total for 4 years approx - £104K	£47,000 (approx ex. VAT)
7.Contract Duration: What is the duration of the contract please include any available extensions within the contract.	N/A	N/A	ESR - On-going - This is a national contract. Payroll - 4 years -	3 years + 1
8. 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.	N/A	N/A	ESR - Not known. Payroll - 01-03-2020	12th March 2019
9. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.	N/A	N/A	ESR - No expiry date. Payroll - 28-02-2023 + 2 years extension	14th March 2022 12 month extension allowed
10. 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.	N/A	N/A	N/A	Mar-22
11. 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).	N/A	N/A	contracts and procurement team contract.queries@resolution.nhs.uk	contracts and procurement team contract.queries@resolution.nhs.uk