

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on Monday 15th April 2024. I am pleased to confirm the following.

I require the organisations 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.

1. Software Category: ERP
2. Name of Supplier: Softcat PLC
3. The brand of the software: Allocate Optima Staff Roster Software
4. Description of the contract: Software is provided as part of a larger services contract. *[Full contract breakdown cannot be provided alongside details of annual charges - this would provide too much information relating to supplier pricing and therefore be seen as sharing commercially sensitive information.]*
5. Number of Users/Licenses: Approx. 5,000
6. Annual Spend: Annual charges for software alone unknown. Entire contract approx. £325k per annum.
7. Contract Duration: 96 months
8. Contract Start Date: 01/04/2023
9. Contract Expiry: 31/03/2028

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, Firm step

N/A

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, Resource link.

C.1 Primary Human Resources (HR)

Electronic Staff Record system (ESR) is provided free of charge via DHSC.

C.2 Payroll Software Solution

Payroll is outsourced to a third-party.

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

1. Software Category: Finance
2. Name of Supplier: Shared Business Services
3. The brand of the software: Oracle E-Business Suite
4. Description of the contract: Software is provided as part of a larger services contract. *[Full contract breakdown cannot be provided alongside details of annual charges - this would provide too much information relating to supplier pricing and therefore be seen as sharing commercially sensitive information.]*
5. Number of Users/Licenses: Unlimited
6. Annual Spend: Annual charges for software alone unknown. Entire contract approx. £375k per annum.
7. Contract Duration: 96 months
8. Contract Start Date: 01/04/2020
9. Contract Expiry: 31/03/2028
10. Contract Review Date: 31/03/2027

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).

This is exempt under section 40 – personal information – MUH does not give out the names of staff.

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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