

Freedom of Information Request

Reference Number: [EPUT.FOI.24.3488](#)
Date Received: 15 April 2024

Information Requested:

This is an email to request information under the FOI Act.

I want to apologise in advance for the length of this request, the first part is just an outline of the request below (A-D) I have added this for clarification so you know exactly what I am referring to. Can you please read all the information within the request this is an urgent request so if you could please provide me with the information before the 20 working days this will be greatly appreciated.

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the following.

The information I require relates to the organisation's software contract, please send me the organisation's primary contract around the types of contracts below.

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.

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

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.

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.

The Trust Finance Team uses eFinancials

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

HR, CRM

EPR The Trust believes that this information is publicly available on the <https://eput.nhs.uk/media/xy5nzmpe/eput-foi-24-3411.pdf> website and therefore is applying a Section 21 exemption of the Act (Information accessible to applicant by other means):

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

- The rostering contracts including temporary staffing Management are with RL Datix (formally Allocate)

- The E-expenses contract is Giltbyte (national NHS Contract)

- Recruitment system is with Civica UK Limited

- Electronic Staff Record (ESR) (National NHS contract)

- CINOS

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.

- Rostering - HealthRoster Optima, Bankstaff, Medics on duty and e-rota, employee online

- Easy Expenses

- Trac Recruitment System

- ESR (electronic Staff Record)

- Refero

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.

Rostering – The contract includes the software to roster all trust staff and to administer bank and agency staff. Optima is rostering system for all staff groups except medical. Medics on duty and e-rota is the medical rostering system. Bankstaff is the module to support temporary staff deployment. Employee online module is the workforce facing module that allows staff to view their personal roster, book bank shifts and annual leave. Upgrade, maintenance and support is part of the contract

E-expenses system – Online system and app for staff to submit expenses for payment. Upgrade, maintenance and support is included. (National NHS contract)

TRAC Recruitment system - post adverts, track the progress of vacancies, and complete pre-employment checks all through the online recruitment system. Upgrade, maintenance and support is included

Electronic Staff Record - The Electronic Staff Record (ESR) is a payroll database system commissioned by the Department of Health and Social Care that NHS organisations are entitled to use free of charge. ESR offers a hub which gives NHS employees control over their personal data as well as access to payslips, total reward statements and e-learning. Employees can manage their own data and training through ESR. This helps employers understand talent profiles and the future needs of the workforce. ESR supports the delivery of national workforce policy and strategy. It provides a range of tools and functions which lets them record and analyse data about their workforce. Upgrade, maintenance and support is included. (National NHS contract)

CRM - The solution involves the use of the Refero engagement platform to provide EPUT with a facility of identifying available clinicians, and subsequently being able to hand off a requirement for contact with a patient / service user, using the Refero Conversation & Messaging system.

Additional modules in the Refero platform include:

- Calendars & Rotas Module
- Information Wiki Module
- Out of Hours Handover Activity Module

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

Health roster Optima – 8,200 Licences

Medic on Duty – 240 Licences

E-rota – 130 Licences

Trac Recruitment System is a licence for the organisation based on the 6000 substantive staff and 4000 bank staff.

E-roster and ESR is not licence based

The agreement wasn't based on user licences at the time but outcomes.

Currently EPUT have approx. 4700 users.

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

The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act (Commercial Interests):

E-expenses and ESR are national contracts and provided to NHS Trusts with no costs

N/A It is a five year contract at approx. £75000

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

Health Roster Optima and Bank staff – 3 Year Contract award with extension available on 1 - 3 year basis

Medic on duty and e-rota – is 17 month contract with extension available on 1 -3 year basis
Recruitment system is 12 months

ESR/E-expenses no contract timescales

Refero - 5 Year 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.

Optima and Bank staff is 28 February 2021

Medic on duty and e-rota is 29 May 2023

Recruitment system contract is 8 January 2024

ESR/E-expenses no contract timescales

Refero – 31st March 2020

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.

Allocate rostering contract (non-medical) expires 28 October 2024

Allocate rostering contract (medical) expires 28 October 2024

Recruitment system contract expires on 8 January 2025

ESR/E-expenses no contract timescales

Refero – 31st March 2025

10. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.

Rostering contract - No specific review date, reviewed when it comes near to the end of the contract and it is decided if it is going to be renewed.

The contract for recruitment systems will be renewed around about six months from its expiry date to ascertain if it will be extended or tendering is required to ensure value for money.

Refero – there is no review date in the contract but discussions on whether to renew will start in July 2024

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).

Richard Whiteside //Head of Procurement // richard.whiteside2@nhs.net

If any of the information is not available, please can you provide me with the notes on the reasons why?

Applied Exemptions:

Section 43 (Commercial Interests):

- (1) Information is exempt information if it constitutes a trade secret
- (2) Information is exempt information if its disclosure under this Act would, or would be likely to; prejudice the commercial interests of any person (including the public authority holding it)

- (3) The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1(1)(a) would, or would be likely to, prejudice the interests mentioned in subsection (2)

Section 21: Information accessible to applicant by other means.

- (1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.
 - (2) For the purposes of subsection (1)—
 - (a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and
 - (b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.
 - (3) For the purposes of subsection (1), information which is held by a public authority and does not fall within subsection (2)(b) is not to be regarded as reasonably accessible to the applicant merely because the information is available from the public authority itself on request, unless the information is made available in accordance with the authority's publication scheme and any payment required is specified in, or determined in accordance with, the scheme.
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Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link <https://eput.nhs.uk>