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King's Mill Hospital
Mansfield Road
Sutton in Ashfield
Nottinghamshire
NG17 4JL

RE: Freedom of Information Request

Tel: 01623 622515
Join today: www.sfh-tr.nhs.uk

31st May 2024

Dear Sir/Madam

With reference to your request for information received on 15th April 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold some of the information you have requested. A response to each part of your request is provided below. Please accept our apologies for the delay.

In your request you asked:

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.**
- **Software Category:** ERP
 - **Name of Supplier:** Can you please provide me with the software provider for each contract?
 - **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.
 - **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.

- **Number of Users/Licenses:** What is the total number of user/licenses for this contract?
- **Annual Spend:** What is the annual average spend for each contract?

Home, Community, Hospital.

Patient Experience Team
01623 672222
sfh-tr.pet@nhs.net



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Chair Claire Ward
Chief Executive Paul Robinson

- **Contract Duration:** What is the duration of the contract please include any available extensions within the contract.
- **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.
- **Contract Expiry:** What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
- **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.
- **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 information is not held.

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

- **Software Category:** CRM
- **Name of Supplier:** Can you please provide me with the software provider for each contract?
- **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.
- **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.

- **Number of Users/Licenses:** What is the total number of user/licenses for this contract?
- **Annual Spend:** What is the annual average spend for each contract?
- **Contract Duration:** What is the duration of the contract please include any available extensions within the contract.
- **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.
- **Contract Expiry:** What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
- **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.
- **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 information is not held.

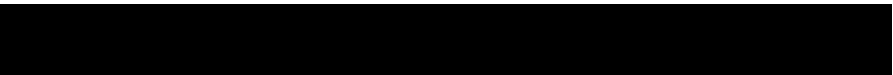
C. Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main HR/payroll system and may include service support, maintenance and upgrades. In some cases, the HR contract maybe separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resource link.

- **Software Category:** ESR
- **Name of Supplier:** National system, procured nationally via the NHS. Supplier IBM
- **The brand of the software:** ESR
- **Description of the contract:** National contract. Not held by the Trust
HR - ESR (Electronic Staff Record) supports primary HR, Payroll/Finance solutions. These are in-house/NHS systems and therefore no contract.
- **Number of Users/Licenses:** National contract. Not held by the Trust
Annual Spend: National contract. Not held by the Trust
- **Contract Duration:** National contract. Not held by the Trust
- **Contract Start Date:** National contract. Not held by the Trust
Contract Expiry: National contract. Not held by the Trust
- **Contract Review Date** National contract. Not held by the Trust

- **Software Category:** Payroll
- **Name of Supplier:** National system, procured nationally via the NHS. Supplier IBM
- **The brand of the software:** ESR
- **Description of the contract:** National contract. Not held by the Trust
- **Number of Users/Licenses:** National contract. Not held by the Trust
Annual Spend: National contract. Not held by the Trust
- **Contract Duration:** National contract. Not held by the Trust
- **Contract Start Date:** National contract. Not held by the Trust
Contract Expiry: National contract. Not held by the Trust
- **Contract Review Date**

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

- **Software Category:** Finance
- **Name of Supplier:** Capita Integrated Business Solutions.
- **The brand of the software:** Integra
- **Description of the contract:** Contract does cover upgrades, maintenance and support for existing modules purchased
- **Number of Users/Licenses:** Current number of active users – 612, Contract allows for unlimited users
- **Annual Spend:** £30,358.78
- **Contract Duration:** 1 Year
- **Contract Start Date:** 01/04/2024
- **Contract Expiry:** 31/03/2025
- **Contract Review Date:** 01/02/2025



I trust this information answers your request. Should you have any further enquiries or queries about this response please do not hesitate to contact me. However, if you are unhappy with the way in which your request has been handled, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Sally Brook Shanahan, Director of Corporate Affairs, King's Mill Hospital, Mansfield Road, Sutton in Ashfield, Nottinghamshire, NG17 4JL or email sally.brookshanahan@nhs.net.

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office, who will consider whether we have complied with our obligations under the Act and can require us to remedy any problems. Generally, the Information Commissioner's Office cannot decide unless you have exhausted the internal review procedure. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/your-data-matters/official-information/>.

Complaints to the Information Commissioner's Office should be sent to FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 1231113, email casework@ico.org.uk.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call us on 01623 672232 or email sfh-tr.foi.requests@nhs.net.

Yours sincerely

Information Governance Team

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the licence conditions must be met. You must not re-use any previously unreleased information without having the consent from Sherwood Forest Hospitals NHS Foundation Trust. Should you wish to re-use previously unreleased information then you must make your request in writing. All requests for re-use will be responded to within 20 working days of receipt.