

Our Ref: LW/lmw/FOI.157.23  
Date: 9<sup>th</sup> June 2023

Laurie Wrench  
Deputy Director of Governance  
North Staffordshire Combined Healthcare NHS Trust  
Lawton House  
Bellringer Road  
Trentham  
ST4 8HH

Tel 01782 275030

Dear

### Freedom of Information Act Request

I am writing in response to your e-mail of the 18<sup>th</sup> May 2023. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

#### **Requested 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.
  4. Please also list the software modules included in these contracts.
  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).

**Please see Appendix 1 attached**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. 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: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



**Laurie Wrench**  
**Deputy Director of Governance**



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Chairman: David Rogers  
Chief Executive: Dr Buki Adeyemo  
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