

Ref: FOI/CAD/ID 2876

Please reply to:
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to corporate software.

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

1. *Enterprise Resource Planning Software Solutions (ERP)*
2. *Customer Relationship Management (CRM) Solutions*
3. *Human Resources (HR) and Payroll Software Solutions*
4. *Finance Software Solutions (FSS)*

Along with the actual contract information for the above can you also provide me with the maintenance and support contract associated with each of the categories above if it not already within the existing contract.

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*

ERP – See HR

CRM – Not used

HR - We use ESR for Payroll / HR. We also use E-Rostering across some staff groups.

FSS - see below.

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

HR - We use Kronos for e-rostering.
FSS – Capita Secure Information Solutions Ltd

3. *Software Brand: 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.*

HR - E-rostering is Rosterpro Central.
FSS – Integra

4. *Contract Description: Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included.
Please also include the modules included within the contract.*

HR - Upgrade, maintenance and support is included. Modules include, RPC Bank, R-Roster, R-Reporter and R-Manage.
FSS – General ledger, purchase ledger, sales ledger. Contract for maintenance and support.

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

HR - Unlimited.
FSS – 30

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

The information requested is exempt from disclosure under the Freedom of Information Act 2000 Section 43 as its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

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

HR - 12 month rolling contract.
FSS – Renewed and extended

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.*

HR – 01 July annually
FSS – 01.07.08

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.*

HR - 30th June annually.
FSS – ongoing

*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.*

HR - See above.

FSS – 10/15

*11. Contact Details: I require the full contact details of the person within the
organisation responsible for this particular software contract.*

HR - Procurement Team.

FSS – Head of finance Systems

Maidstone & Tunbridge Wells NHS Trust receives a number of requests for details relating to the professional lives of our staff from private individuals and organisations, some of whom are involved in recruitment and marketing. We are aware that approaches from some of these organisations, as a result of any disclosure on our part, may lead to damage and distress to individuals whose roles and responsibilities would not normally be public facing or a level where the expectation would be that this information should be in the public domain. On very rare occasions it might be considered in the public interest to disclose some information but in such cases the views of the individual staff concerned is always sought.

The Trust has therefore decided that in future all such requests will normally be refused using the limitations available under Section 10 and Section 11 of the Data Protection Act 1998.

The information you have requested is therefore exempt under Section 40 of the Freedom of Information Act 2000.