

Ref: FOI/GS/ID 7048

**Please reply to:**  
FOI Administrator  
Trust Management  
Maidstone Hospital  
Hermitage Lane  
Maidstone, Kent  
ME16 9QQ  
Email: [mtw-tr.foiadmin@nhs.net](mailto:mtw-tr.foiadmin@nhs.net)  
[www.mtw.nhs.uk](http://www.mtw.nhs.uk)

30 November 2021

## **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 Software and suppliers.

*You asked:*

*Please can you provide information relating to the types of software (and suppliers) you may be using for:*

*Type of Application:*

*Financial Management System  
Budgeting & Forecasting System  
Financial Document Management  
Supplier Invoice Processing  
Secure Cheque Printing  
Income Management (Cash Receipting)  
Procurement (POs & Reqs)  
eSourcing, eTenders, Contract Management system  
Catalogues / Marketplace  
Payroll / Payroll Service  
HR  
Performance Management (HR / appraisals)  
Employee Expenses  
Reporting / Analytics / Business Intelligence / Data Warehouse/ Data Pool  
CRM (Client Relationship Management)  
BACS payments  
Field Services (Works Order Management)  
Access Control Systems  
Artificial Intelligence / Machine Learning / Robotics  
Legal and Legal Forms  
Social Care (Adults and Children)*

*Ticketing Solution (if any)*  
*Inventory Management system / Theatre Stock System*  
*Electronic Patient Records System*  
*Hosting or Cloud Provider for Finance Systems*  
*IT Outsource Provider*

*Details required:*

*Supplier Name*

*Software Name & version / release*

*Contract Expiry Date*

*Contract extensions available, if any?*

*Contract Value*

*Annual Fees (Software Support and Maintenance, or SaaS)*

*Hosting (customer (on premise or cloud) or supplier)*

*The overall software spend from your organisation?*

*Non-pay spend from your organisation?*

Trust response:

Please note the following information which relates to the response below:  
The Trust is applying Section 43(2) FOIA which provides an exemption from disclosure of information which would or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). This is a qualified exemption, and is therefore subject to the public interest test.

The Trust believes that the information requested contains details which would be likely to damage the companies ability to win new business opportunities for their services and to perform them within a commercially competitive market.

The Trust has concluded that the public interest in maintaining the exemption, and therefore protecting the commercial interests of the suppliers and preserving its ability to compete fairly in a commercial market, outweighs the public interest in disclosure in this case.

Supplier Transactions

All NHS bodies are required to publish details of individual invoices and transactions that are over £25,000. This is in response to guidance from HM Treasury which sets out the scope of the data. Details can be found on our website using the following link: [www.mtw.nhs.uk/about-us/our-quality-story/finance/](http://www.mtw.nhs.uk/about-us/our-quality-story/finance/)

Please see the following table.

Type of Application	Supplier Name	Software Name & version / release	Contract Expiry Date	Contract extensions available, if any?	Contract Value	Annual Fees (Software Support and Maintenance, or SaaS)	Hosting (customer (on premise or cloud) or supplier)
1. Financial Management System	Capita Secure Information Services Limited	Integra2	14/02/2024	Not applicable	Not applicable	Section 43 exemption	Hosted by supplier
2. Budgeting & Forecasting System	Capita Secure Information Services Limited	Integra2	14/02/2024	Not applicable	Not applicable	Section 43 exemption	Hosted by supplier
3. Financial Document Management	Capita Secure Information Services Limited	Integra2	14/02/2024	Not applicable	Not applicable	Section 43 exemption	Hosted by supplier
4. Supplier Invoice Processing	Capita Secure Information Services Limited	Integra2	14/02/2024	Not applicable	Not applicable	Section 43 exemption	Hosted by supplier
5. Secure Cheque Printing	Capita Secure Information Services Limited	Integra2	14/02/2024	Not applicable	Not applicable	Section 43 exemption	Hosted by supplier
6. Income Management (Cash Receipting)	Capita Secure Information Services Limited	Integra2	14/02/2024	Not applicable	Not applicable	Section 43 exemption	Hosted by supplier
7. Procurement (POs & Reqs)	Capita Secure Information Services Limited	Integra2	14/02/2024	Not applicable	Not applicable	Section 43 exemption	Hosted by supplier
8. eSourcing, eTenders, Contract Management system	LPP	Atamis	31/03/2022	Annual	Inc in LPP membership	£0	£0
9. Catalogues / Marketplace	GHX	Procure	31/03/2027	No	Section 43 exemption	£0	£0

10. Payroll / Payroll Service	Primary Human Resources (HR) and Payroll Software Solution – ESR (Electronic Staff Record). This is a National NHS system and we do not have a contract duration / spend, etc	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
11. HR	As Q10 above	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
12. Performance Management (HR / appraisals)	Chambury Learning Solutions	Totara Version V14.3	31/08/25	No	Section 43 exemption	Section 43 exemption	Supplier cloud
13. Employee Expenses	SBS	epay	30/06/26	yes	Section 43 exemption	Section 43 exemption	Cloud
14. Reporting / Analytics / Business Intelligence / Data Warehouse/ Data Pool	Power BI	Microsoft	Annual subscription	Annual subscription	Refer to Microsoft's latest pricing for a Premium Licence	Annual support agreement in place with a Microsoft partner (Northdoor) Section 43 exemption	Hybrid model of local and cloud hosting forms part of the solution
15. CRM (Client Relationship Management)	Primary Customer Relationship Management (CRM) Solution – The Trust does not have CRM Solution.	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
16. BACS payments	Capita Secure Information Services Limited	Integra2	14/02/2024	Not applicable	Not applicable	Section 43 exemption	Hosted by supplier

17. Field Services (Works Order Management)	Maidstone hospital CAFM - Service Works Global (SWG)	QFM.2.04	01.10.2023	None	Section 43 exemption	Section 43 exemption	Cloud
17. Field Services (Works Order Management)	ADSM – This is an external company who remotely monitor water usage via a data logger	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
17. Field Services (Works Order Management)	Building Management System – Using TREND & SAUTER systems	SAUTER	31.03.2022	Annual ongoing	Section 43 exemption	None	Premise
17. Field Services (Works Order Management)	Building Management System – Using TREND & SAUTER systems	TREND	31.12.2025	5-year contract	Section 43 exemption	None	Premise
17. Field Services (Works Order Management)	Tunbridge Wells Hospital - CAFM system is Planet Enterprise.	Planet Enterprise	All-inclusive in PFI contract	Not applicable	Not applicable	Not applicable	Not applicable
18. Access Control Systems	Maidstone hospital the Estates department book contractors in and out via a system called sign in app.	Sign in App	19.02.2021 – Rolling contract	Annual ongoing	Section 43 exemption	Section 43 exemption	Cloud
19. Artificial Intelligence / Machine Learning / Robotics	We have a floor cleaning robot on both hospital sites.  Killis Limited  There is a Leoscrub Service Contract included to cover both robots		Commenced on 14/02/2021 36-month contract.	Not applicable	Section 43 exemption	Section 43 exemption	Not applicable
20. Legal and Legal Forms	Datix Cloud IQ	Gcloud10 Contract	April 2023	Unknown	Section 43 exemption	Section 43 exemption	Not applicable

21. Social Care (Adults and Children)	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
22. Ticketing Solution (if any)	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
23. Inventory Management system / Theatre Stock System	Omicell	Supply X	Not applicable	Not applicable	Not applicable	Section 43 exemption	Not applicable
24. Electronic Patient Records System	Allscripts Healthcare	Sunrise Clinical Manager v18.4	July 2028	Yes	Section 43 exemption	Section 43 exemption	On Premises
25. Hosting or Cloud Provider for Finance Systems	Capita Secure Information Services Limited	See Q1 above	See Q1 above	Not applicable	Not applicable	See Q1 above	See Q1 above
26. IT Outsource Provider	The Trust does not outsource any IT to providers	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

27. Software expenditure £1.99m in 2020/2021. This is not a reliable figure and breaking down computing expenditure into particular components such as software is difficult and not able to be completed within the time allowed. It will also exclude any software which has been capitalised.

Total non-pay expenditure in 2020/2021 was £189.1m