

**Freedom of Information Request: 0554 2019/20**

The Trust does hold the information you have requested however we are withholding some of the information for the reasons given below.

**Commercial Sensitivity: Annual Average Spend**

**Please note that this exemption will not be applicable to Contract D.**

Section 43 of the Freedom of Information Act 2000 (FOIA) provides,

“(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).”

A commercial interest relates to a person’s ability to participate competitively in a commercial activity, with the underlying aim being to make a profit. The information you have requested is the commercial information of several third parties and in order to apply Section 43(2), the Trust must satisfy itself that disclosure of the information would, or would be likely to, prejudice or harm the commercial interests of any person (including the Trust).

Disclosure of the information requested would be likely to prejudice the commercial activities of a third party, in this case the providers of our software contractors detailed in the below response.

The information you have requested is around the number of users/licences for each contract, to also reveal our annual spend to the world at large would involve placing elements of the providers’ commercial strategy into the hands of their competitors, which would prejudice their commercial interests. Therefore S43(2) of the FOIA is engaged as disclosure of the information requested would be likely to prejudice the commercial interests of the contractors.

**The public interest test**

Commercially sensitive information is protected from disclosure by Section 43(2) of the FOIA which is a qualified exemption subject to the public interest test. The Trust considered, in all the circumstance of the case, where the balance of the public interest lies.

**Public interest in maintaining the exemption**

There is a public interest in protecting the commercial interests of individual companies such as the contractors and ensuring they are able to compete fairly in a commercial environment.

Disclosure of information may cause unwarranted reputational damage to the Trust or the contractors whose information it holds, which may in turn damage its commercial interests through loss of trade.

Revealing information such as a pricing can be detrimental to the Trust's negotiations on future tenders with other providers. If a competitor knows how much the Trust paid for a product then it can exploit this for profit or other gain.

### **Public interest in disclosing the information**

To promote openness and transparency of public expenditure, which would enable the public to better scrutinise how public money is spent.

### **The balancing exercise**

The Trust decided the public interest in maintaining the exemption substantially outweighs the public interest in disclosing the information.

**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.**

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

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

**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.**

### **A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main**

**ERP system and may include service support, maintenance and upgrades.**

**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**
  - a. ERP
- 2. Name of Supplier: Can you please provide me with the software provider for each contract?**
  - a. Sage – Datel
  - b. Oracle – Oracle Corporation
- 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.**
  - a. Sage – Sage Line 1000v3

b. Oracle – E-Business Suite R12.1.3

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.**

- a. Sage – 3<sup>rd</sup> Party Support
- b. Oracle – Upgrade, maintenance and support

**Please also include any modules included within the contract as this will support the categories you have selected in question 1.**

Accounts Payable, Accounts Receivable, Fixed Assets, Inventory, Order Management, General Ledger, iProcurement

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

- a. Sage – 400
- b. Oracle - 1200

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

Withheld under S43 (2) of the Freedom of Information Act, please see above for full details

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

- a. Sage – 5 years
- b. Oracle – being renewed annually (April)

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.**

- a. Sage – 01/07/16
- b. Oracle – as at 7b. i.e. 06/04/2019

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.**

- a. Sage – 30/06/21
- b. Oracle – 05/04/2020

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.**  
Unknown

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).**

Oracle - Benjamin Hickman, Systems Manager,  
[Benjamin.hickman@heartofengland.nhs.uk](mailto:Benjamin.hickman@heartofengland.nhs.uk)

Sage – Martin Woodward, Finance Systems Manager, [Martin.Woodward@uhb.nhs.uk](mailto:Martin.Woodward@uhb.nhs.uk)

**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, Firmstep

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

The contract involves support for the system, upgrades are optional and are generally carried out in house or at an additional cost if carried out by the supplier.

The Trust uses the following modules:

Incidents  
Risks  
Complaints  
PALS  
Claims & Inquests  
Actions  
Safety Alerts  
Dashboards

5. **Number of Users/Licenses: What is the total number of user/licenses for this contract?**  
20,000 Users
6. **Annual Spend: What is the annual average spend for each contract?**  
Withheld under S43 (2) of the Freedom of Information Act, please see above for full details
7. **Contract Duration: What is the duration of the contract please include any available extensions within the contract.**  
Annual

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.  
01/04/2019
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.  
31/03/2020
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.  
March 2020
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).

Procurement  
UHB Warehouse  
Units 32-34  
Kings Norton Business Centre  
Melchett Road  
Kings Norton  
Birmingham  
B30 3HG

**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, Resourcelink.

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
  - a. HR, Payroll
2. **Name of Supplier:** Can you please provide me with the software provider for each contract?
  - a. McKesson
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.
  - a. ESR
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.
  - a. National NHS Contract

**Please also include any modules included within the contract as this will support the categories you have selected in question 1.**

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

Withheld under S43 (2) of the Freedom of Information Act, please see above for full details
- 7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.**

We do not hold this information – This information is held by the Department of Health

- 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.**

We do not hold this information – This information is held by the Department of Health

- 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.**

We do not hold this information – This information is held by the Department of Health

- 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.**

We do not hold this information – This information is held by the Department of Health

- 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).**

Kevin Bolger, Executive Chief Workforce and International Officer,  
[Kevin.Bolger@uhb.nhs.uk](mailto:Kevin.Bolger@uhb.nhs.uk)

**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

**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**
  - a. Finance
2. **Name of Supplier: Can you please provide me with the software provider for each contract?**
  - a. In house – Finance Systems
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.**
  - a. FinanceTools
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.**
  - a. Not Applicable – in house

**Please also include any modules included within the contract as this will support the categories you have selected in question 1.**
5. **Number of Users/Licenses: What is the total number of user/licenses for this contract?**
  - a. Not Applicable – in house
6. **Annual Spend: What is the annual average spend for each contract?**
  - a. Not Applicable – in house
7. **Contract Duration: What is the duration of the contract please include any available extensions within the contract.**
  - a. Not Applicable – in house
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.**
  - a. Not Applicable – in house
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.**
  - a. Not Applicable – in house
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.**
  - a. Not Applicable – in house
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).**
  - a. Finance Systems, Regent Court, 14-17 George Road, Birmingham B15 1NU

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