

Freedom of Information request 528-23

Request

The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields.

- a. **Enterprise Resource Planning Software Solution (ERP):**
- b. **Primary Customer Relationship Management Solution (CRM):** For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.
- c. **Primary Human Resources (HR) and Payroll Software Solution:** For example, iTrent, ResourceLink, HealthRoster; software of this nature.
- d. **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.

Please also list the software modules included in these contracts.

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

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

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

7. **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.

8. **Contract Expiry:** What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

9. **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.

10. **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).

Response

- a. NHS Borders does not use any Enterprise Resource Planning Software Solutions (ERP).
- b. NHS Borders does not use any Primary Customer Relationship Management Solutions (CRM).

- c. NHS Borders use an electronic employee support system, ePayroll, eExpenses, This system is an NHS Scotland system used by all boards and managed by NHS Scotland. Therefore, please note under Section 25 of the Freedom of Information (Scotland) Act 2002 this data is accessible elsewhere. For your information, please find a link to NHS Scotland: www.scot.nhs.uk .
- d. NHS Borders uses eFinancials. This system is an NHS Scotland system used by all boards and managed by NHS Scotland. Therefore, please note under Section 25 of the Freedom of Information (Scotland) Act 2002 this data is accessible elsewhere. For your information, please find a link to NHS Scotland: www.scot.nhs.uk .

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **528-23** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.