

23rd July 2019

Our ref: FOI 03189

Thank you for your request for information.

**Your Request & Our Response**

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

**Enterprise Resource Planning Software Solution (ERP): We do not have one**

**Primary Customer Relationship Management Solution (CRM): We do not have one**

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?	ERP CRM HR FINANCE	N/A N/A IBM Softcat
2. The brand of the software	ERP CRM HR FINANCE	N/A N/A ESR Oracle Cloud
3. Description of the contract: Can you please provide me with detailed information about	ERP CRM HR FINANCE	N/A N/A <b>The ESR system is a nationally procured 'Oracle' solution delivered to the NHS by 'IBM'. As this is a nationally delivered solution the contract is</b>

Chairman: Pearse Butler

Chief Executive: Kevin McGee (Interim)

**RESEARCH MATTERS AND SAVES LIVES - TODAY'S RESEARCH IS TOMORROW'S CARE**

Blackpool Teaching Hospitals is a Centre of Clinical and Research Excellence providing quality up to date care. We are actively involved in undertaking research to improve treatment of our patients. A member of the healthcare team may discuss current clinical trials with you.



<p>this contract and please state if upgrade, maintenance and support is included</p>		<p>held between IBM and the BSA (formally the department of health) on behalf of the NHS, as such we do not directly pay for the system or become involved in contract detail such as duration, renewal or negotiations, this the standard approach adopted by Trusts across the country.</p> <p>Oracle Cloud accounting services for Accounts Payable, Accounts Receivable and General Ledger. The contract includes maintenance and support and Oracle Cloud upgrades.</p>
4. Number of Users/Licenses	<p>ERP CRM HR FINANCE</p>	<p>N/A N/A Please see above 50 Licences</p>
5. Annual Spend	<p>ERP CRM HR FINANCE</p>	<p>N/A N/A Please see above Specific details relating to pricing and payment structure are confidential and commercially sensitive due to the nature of the agreements we have in place, therefore we are exempting this information under section 43(2) of the Freedom of Information Act 2000 as disclosure would prejudice the commercial interests of the Trust.</p>
6. Contract Duration	<p>ERP CRM HR FINANCE</p>	<p>N/A N/A Please see above 7 Years</p>
7. Contract Start Date	<p>ERP CRM HR FINANCE</p>	<p>N/A N/A Please see above Start date 1<sup>st</sup> April 2017</p>
8. Contract Expiry	<p>ERP CRM HR FINANCE</p>	<p>N/A N/A Please see above End date 31<sup>st</sup> March 2025</p>
9. Contract Review Date	<p>ERP CRM HR FINANCE</p>	<p>N/A N/A Please see above Contract reviewed annually</p>
10. Contact Details	<p>ERP CRM HR FINANCE</p>	<p>N/A N/A Please see above Neil Seddon Head of Financial Services, Neil.Seddon@nhs.net 01253 300000</p>

The information in this response is provided under the terms of the Open Government Licence. Please see here for more information:

<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

The following link is a customer satisfaction survey if you would like to leave feedback:

<http://www.bfwh.nhs.uk/our-services/hospital-services/information-governance/foi-questionnaire/>

If you are dissatisfied with our response to your request for access to information you may ask us to carry out an internal review. You should do this by writing to:

The Information Governance Manager  
Blackpool Teaching Hospitals NHS Foundation Trust  
Blackpool Victoria Hospital  
Whinney Heys Rd  
Blackpool  
FY3 8NR  
Email: [bfwh.pso@nhs.net](mailto:bfwh.pso@nhs.net)

If you remain unhappy, you may make a complaint to the Information Commissioner's Office.

Yours Sincerely,

Stephen Connor  
Freedom of Information Manager