



12 October 2023

Email:

Dear

**FREEDOM OF INFORMATION REQUEST**

**Request No:** 17755-23  
**Subject:** Enterprise Application  
**Date Received:** 09/08/2023  
**Date of Monitoring:** 10/08/2023

Thank you for your request for information received on 9 August 2023 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and have provided a response based on information we hold.

**Enterprise Resource Planning Software Solution (ERP):**

**Question 1**

**Name of Supplier:** Can you please provide me with the software provider for each contract?

**Answer 1**

Total Mobile

**Question 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.

**Answer 2**

Global Rostering System (GRS)

**Question 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.

**Answer 3**

This contract covers up-dates, rostering staff, annual leave entitlements, sickness, all abstraction, compiling reports for directors. Total mobile offer support via help desk Emailing, monthly conferenced. Up-grades plus maintenance and support.



Organisation, Personnel, Absences, Sickness, Annual leave, Training, Overtime, Time Sheets and Analysis.

**Question 4**

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

**Answer 4**

Up to 1500 Licences/users

**Question 5**

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

**Answer 5**

Annual Spend £20,394.00 including VAT.

**Question 6**

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

**Answer 6**

Yearly Contract

**Question 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.

**Answer 7**

March 2022

**Question 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.

**Answer 8**

March 2023

**Question 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.

**Answer 9**

December 2023

**Question 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).

**Answer 10**

Resource Manager

I hope this fully assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter. Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

In the event that you require a review to be undertaken, you can do so by writing to the Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

**Website:** [ni@ico.org.uk](mailto:ni@ico.org.uk)

**Post:** Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF

**Telephone:** 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>. Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

*(not signed – issued by email)*

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**Information Governance  
Officer**