



18 November 2016

FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-2016-134
Key Word: Corporate Software
Subject: Corporate Software
Request: **Date Received:** 20/10/2016
 Monitoring Date: 21/10/2016
 Date of Response: 18/11/2016

Thank you for your request for information received on 20 October 2016 and which was dealt with under the terms of the Freedom of Information Act 2000. We would also inform you that Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and which is detailed below.

1. Enterprise Resource Planning Software Solutions (ERP)
2. Customer Relationship Management (CRM) Solutions
3. Human Resources (HR) and Payroll Software Solutions
4. Finance Software Solutions

For each of the categories above can you please provide me with the relevant contract information listed below:

Question 1

Software Supplier: Can you please provide me with the software provider for each contract?

Answer 1

- 1) ERP: Software Enterprises
- 2) CRM: BMC Software
 DATIX
- 3) HR: *HCL Axon
- 4) Finance: *Advanced Business Solutions

**Regional HSC Finance & Human Resource Pay Travel and Subsistence (HRPTS) via Health and Social Care (HSC)- Business Services Organisation (BSO) – Shared Services functions*

Question 2

Software Brand: 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

- 1) ERP: Global Rostering System (GRS)
- 2) CRM: Numara Track-It!
 DATIX
- 1) HR: Human Resource Pay Travel and Subsistence (HRPTS)
- 2) Finance: Fin Procurement Logistic Systems for Integrated Fin Systems/SAP



Question 3

Contract Description: Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included. Please also include the modules included within the contract.

Answer 3

- 1) ERP: Rostering system for operational frontline staff ie shifts etc
 - 2) CRM: Track-It! Call logging and fault software/ICT inventory register
DATIX: Complaints and Risk Management software
 - 3) HR: Staff management system, sickness, pay, travel system
 - 4) Finance: Financial procurement system ie suppliers, invoices payment etc
- All contracts have maintenance and support in play as part of contract arrangement.

Question 4

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

Answer 4

- 1) ERP: Site Licence
- 2) CRM: Track It - 5 Licences
DATIX – 5 licences
- 3) HR: HSC site licence as part of Shared Services functionality
- 3) Finance: HSC site licence as part of Shared Services functionality

Question 5

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

Answer 5

- 1) ERP: £9500
- 4) CRM: Track It - £900
DATIX – £9000
- 3) HR: No average spend available part of wider HSC shared services contract
- 5) Finance: No average spend available part of wider HSC shared services contract

Question 6

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

Answer 6

Refer to Answer 8-10. Vary between 2 years and 10 years. Extension now in place for ERP under Technology Partnership agreement.

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

- 1) ERP: March 2014
- 2) CRM: Track IT – August 2016
DATIX – April 2014
- 3) HR: April 2014
- 4) Finance: April 2014

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

- 1) ERP: February 2017
- 2) CRM: Track IT: August 2019
DATIX – March 2017
- 3) HR: March 2024
- 4) Finance: March 2024

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

Contracts are reviewed in the year prior to contract end date and no later than 3 months before end days.

Question 10

Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract.

Question 10

The IT Manager is Mr Paddy Dornan

Email: paddy.dornan@nias.hscni.net

Telephone: 028 90400999

Different managers will oversee different software packages but IT will have awareness of them as tender processes are required to be followed etc

I hope the above 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 Finance and ICT Director, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare pPark, 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

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.