

<b>Reference:</b>	FOI.3144.20
<b>Subject:</b>	Enterprise application
<b>Date of Request:</b>	11 May 2020

**Requested:**

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:

- A. Enterprise Resource Planning Software Solution (ERP) - this is the organisation's main ERP system and may include service support, maintenance and upgrades.
- 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.
- 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.
- 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.

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.

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

5. Number of Users/Licenses: What is the total number of user/licenses for this contract?
6. Annual Spend: What is the annual average spend for each contract?
7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
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.
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.
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.
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).

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

**Response:**

Hywel Dda University Health Board (UHB) has provided as much information as possible in response to your request for information within, Attachment 1. Where a National system is in place, the UHB recommends you re-direct your query to the relevant system provider which has been highlighted within the attachment. The system providers Freedom of Information contact details are provided below:

NHS Wales Informatics Service (NWIS)  
Ty Glan-yr-Afon  
21 Cowbridge Road East  
Cardiff  
CF11 9AD  
Email: [nwis\\_foirequest@wales.nhs.uk](mailto:nwis_foirequest@wales.nhs.uk)

NHS Wales Shared Services Partnership (NWSSP)  
Information Governance Manager  
4-5 Charnwood Court  
Heol Billingsley  
Parc Nantgarw,  
Cardiff  
CF15 7QZ  
Email: [shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk)

Welsh Government (WG)  
Freedom of Information Officer  
Information Rights Unit  
Welsh Government  
Cathays Park  
Cardiff  
CF10 3NQ  
Email: [Freedomofinformation@gov.wales](mailto:Freedomofinformation@gov.wales)