

Reference:	FOI.18944 – 18947.25
Subject:	Software providers
Date of Request:	26 November 2025

Requested:

1. What is the name of your AHP E-Rostering software provider? (None if software not used)
2. What is the name of your second AHP E-Rostering software provider? (If you have more than one software provider)
3. When did the contract for your AHP E-Rostering software provider start? (dd/mm/yyyy) (None if software not used)
4. When does the contract for your AHP E-Rostering software provider expire? (dd/mm/yyyy) (None if software not used)
5. When did the contract for your second AHP E-Rostering software provider start? (dd/mm/yyyy) (If you have more than one software provider)
6. When does the contract for your second AHP E-Rostering software provider expire? (dd/mm/yyyy) (If you have more than one software provider)
7. What was the Trust's total spend on AHP E-Rostering fees in 2024 – not incl. implementation?
8. What was the Trust's total spend on AHP E-Rostering fees in 2025 – not incl. implementation?

FOI.18945

9. What is the name of your Medics E-Rostering software provider? (None if software not used)
10. What is the name of your second Medics E-Rostering software provider? (If you have more than one software provider)
11. When did the contract for your Medics E-Rostering software provider start? (dd/mm/yyyy) (None if software not used)
12. When does the contract for your Medics E-Rostering software provider expire? (dd/mm/yyyy) (None if software not used)
13. When did the contract for your second Medics E-Rostering software provider start? (dd/mm/yyyy) (If you have more than one software provider)
14. When does the contract for your second Medics E-Rostering software provider expire? (dd/mm/yyyy) (If you have more than one software provider)
15. What was the Trust's total spend on Medics E-Rostering fees in 2024 – not incl. implementation?
16. What was the Trust's total spend on Medics E-Rostering fees in 2025 – not incl. implementation?

FOI.18946

17. What is the name of your Nurses E-Rostering software provider? (None if software not used)
18. What is the name of your second Nurses E-Rostering software provider? (If you have more than one software provider)
19. When did the contract for your Nurses E-Rostering software provider start? (dd/mm/yyyy)
(None if software not used)
20. When does the contract for your Nurses E-Rostering software provider expire? (dd/mm/yyyy)
(None if software not used)
21. When did the contract for your second Nurses E-Rostering software provider start?
(dd/mm/yyyy) (If you have more than one software provider)
22. When does the contract for your second Nurses E-Rostering software provider expire?
(dd/mm/yyyy) (If you have more than one software provider)
23. What was the Trust's total spend on Nurses E-Rostering fees in 2024 – not incl.
implementation?
24. What was the Trust's total spend on Nurses E-Rostering fees in 2025 – not incl.
implementation?

FOI.18947

25. What is the name of your Medics Job Planning software provider? (None if software not used)
26. What is the name of your second Medics Job Planning software provider? (If you have more than one software provider)
27. When did the contract for your Medics Job Planning software provider start? (dd/mm/yyyy)
(None if software not used)
28. When does the contract for your Medics Job Planning software provider expire? (dd/mm/yyyy)
(None if software not used)
29. When did the contract for your second Medics Job Planning software provider start?
(dd/mm/yyyy) (If you have more than one software provider)
30. When does the contract for your second Medics Job Planning software provider expire?
(dd/mm/yyyy) (If you have more than one software provider)
31. What was the Trust's total spend on Medics Job Planning fees in 2024 – not incl.
implementation?
32. What was the Trust's total spend on Medics Job Planning fees in 2025 – not incl.
implementation?

Response:

Hywel Dda University Health Board (UHB) is applying a Section 43 exemption of the Freedom of Information Act 2000 (FoIA), as the total spends requested relate to third parties and this information would be prejudicial to their Commercial Interests. Section 43(2) exempts information, disclosure of which would or would be likely to prejudice the commercial interests of any person, in this case the provider listed above.

Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors.
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b). The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

In favour of disclosure:- There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

Against Disclosure:- Disclosure of this information would have a direct impact and cause substantial harm to the supplier as it would disclose their pricing, it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

Decision:- It has therefore been decided that releasing the information under the FoIA, to which the UHB is subject, will give an unfair advantage to the supplier's competitors. The UHB believes that there is a wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

The UHB considers that the public interest in withholding the annual costs for its software providers, is greater than the interests in disclosing it.

FOI.18944

1. The UHB confirms there is currently no Allied Health Professionals (AHP) E-Rostering System in place.

2 - 8. Not applicable.

FOI.18945

9. The UHB confirms that the Medics E-Rostering software provider is RLDatix.
10. Not applicable as the UHB only uses one software provider for Medics E-Rostering.
11. The UHB confirms the contract started on 30 April 2024.
12. The UHB confirms the contract expires on 29 April 2027.
13. Not applicable.
14. Not applicable.
15. Section 43 exemption applied.
16. Section 43 exemption applied.

FOI.18946

17. The UHB confirms that the Nurses E-Rostering software provider is Allocate Optima.
18. Not applicable as the UHB only uses one software provider for Nurses E-Rostering.
19. The UHB confirms the contract started on 31 January 2021.
20. The UHB confirms the contract expires on 30 January 2026.
21. Not applicable.
22. Not Applicable.
23. Section 43 exemption applied.
24. Section 43 exemption applied.

FOI.18947

25. The UHB confirms that the Medics Job Planning software provider is Allocate, e-Job Planning System.
26. Not applicable as the UHB only uses one software provider for Medics Job Planning.
27. The UHB confirms the contract started on 31 December 2019.
28. The UHB confirms the contract expires on 30 December 2025.
29. Not applicable.
30. Not Applicable.

31. Section 43 exemption applied.

32. Section 43 exemption applied.