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Request for Information Reference: 10.21.06

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

11th October 2021

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 5th October 2021 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to software contracts and I am providing the following information in response to your specific questions:

Enterprise Resource Planning Software Solution (ERP):

Primary Customer Relationship Management Solution (CRM):

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?**
- 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.**
- 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.**
- 4. Please also list the software modules included in these contracts.**

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).

Enterprise Resource Planning Software Solution (ERP):

Not used in the Trust.

Primary Customer Relationship Management Solution (CRM): Not applicable

Not used in the Trust.

Primary Human Resources (HR) and Payroll Software Solution:

For example, iTrent, ResourceLink, HealthRoster; software of this nature.

Question	Response
1	NHS Business Services Authority
2	Electronic Staff Record (ESR)
3	NHS Business Services Authority are commissioned on behalf of the Department of Health for the provision of this service and may be able to provide any additional information required.
4	See section 3
5	See section 3
6	See section 3
7	See section 3
8	See section 3
9	See section 3
10	See section 3

The organisation's primary corporate Finance Software Solution:

For example, Agresso, Integra, Sapphire Systems; software of this nature.

Question	Response
1	North East Patches (NEP) Shared System Group
2	NEP Cloud ERP
3	Financial and Procurement Cloud ERP Solution
4	Unlimited users
5	*Commercially Sensitive
6	NHS Consortium Agreement
7	April 2001
8	March 2027
9	No contract review date
10	Kathrine Armstrong Associate Director of Finance, Kathrine.armstrong@nhs.net - 01915692842

*We are unable to provide the information as requested on the grounds that this information is commercially sensitive and has, therefore, been withheld pursuant to Section 43 of the Act.

Section 43 (2) exempts from disclosure the following:

(2) Information, the disclosure of which would, or would be likely to, prejudice the commercial interests of any person including those of the public authority holding the information.

Our supplier has made clear representation that pricing for the service/ initial project and value of annual support/maintenance services is commercially sensitive information, the disclosure of which would be likely to prejudice their commercial interests, as it would provide alternative bidders with an understanding of their costs (which would not be reciprocated) with respect to similar contracts in the NHS, thereby undermining their ability to tender, on fair and equal terms, for such contracts. The Trust considers that there is potential for such harm to arise with reasonable proximity and, therefore, that the exemption under Section 43(2) of the Act is engaged.

The Trust acknowledges the public interest in publication of the information; specifically the interest in transparency with respect to expenditure on services, as a means of assisting the taxpayer in evaluating their value for money. However, there is a competing public interest in preserving fair market competition and the ability of public authorities to obtain value for money when sourcing services. In previous rulings the Information Commissioner has made clear that the Freedom of Information Act is not intended to distort fair market competition. In this case, the Trust therefore considers that the public interest in preserving fair competition outweighs the general public interest in transparency and is therefore applying the exemption under Section 43(2).

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator