

**Freedom of Information Request**

**Ref: 25-122**

10 March 2025

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**The information I require relates to the organisation's software contract, please send me the organisation's primary contract around the types of contracts below.**

**I require the organisations 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, Firm step**
- 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, Resource link.**
- 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**

**CRM:** We do not have this system.

**ERP:** We do not have this system.

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

**HR:** IBM

**Payroll:** IBM

**Finance:** Advanced

**3. The date in which these applications were implemented**

**HR:** August 2007

**Payroll:** August 2007

**Finance:** April 2010

**4. 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's name again please provide me with the actual software name.**

**HR:** Electronic Staff Record

**Payroll:** Electronic Staff Record

**Finance:** Efinancials

**5. 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.**

**HR:** Rolling contract

**Payroll:** Rolling contract

**Finance:** Integrated General Ledger

**Please also include any modules included within the contract as this will support the categories you have selected in question 1.**

**HR:** Not applicable

**Payroll:** Not applicable

**Finance:** Not applicable

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

**HR:** Not applicable

**Payroll:** Not applicable

**Finance:** 120

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

**HR:** We do not hold this information, this is nationally managed contract with the Department of Health

**Payroll:** We do not hold this information, this is nationally managed contract with the Department of Health

**Finance:** Approximately £29,881 rolling contract

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

**HR:** Rolling contract

**Payroll:** Rolling contract

**Finance:** Rolling contract

**9. 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.**

**HR:** August 2007

**Payroll:** August 2007

**Finance:** April 2010

**10. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.**

**HR:** Rolling contract

**Payroll:** Rolling contract

**Finance:** Rolling contract

**11. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.**

**HR:** Ongoing

**Payroll:** Ongoing

**Finance:** Ongoing

**12. 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).**

**HR/Payroll:** Head of HR Systems

[laura.brown@uhbw.nhs.uk](mailto:laura.brown@uhbw.nhs.uk)

**Finance:** Head of Finance (Financial Performance)

[kate.herrick@uhbw.nhs.uk](mailto:kate.herrick@uhbw.nhs.uk)

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**