

08 August 2023

**Our Ref:** RFI 52129

Dear

**Freedom of Information Act 2000  
Information in Relation to Software Contracts**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above which you requested on 10 July 2023.

A response to each of the questions raised has been provided by the Planning, Performance & Informatics Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Robyn Watterson**  
**Information Governance Officer**

**Q1. The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields:**

- a) Enterprise Resource Planning Software Solution (ERP)**
- b) Primary Customer Relationship Management Solution (CRM)**
  - For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature
- c) Primary Human Resources (HR) and Payroll Software Solution:**
  - For example, iTrent, ResourceLink, HealthRoster; software of this nature
- d) The organisation's primary corporate Finance Software Solution**
  - For example, Agresso, Integra, Sapphire Solutions; software of this nature
  
- **Name of Supplier:**
  - Can you please provide me with the software provider for each contract?
- **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.
- **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?
- **Number of Users/Licenses:**
  - What is the total number of user/licenses for this contract?
- **Annual spend:**
  - What is the annual average spend for each contract?
- **Contract Duration:**
  - What is the duration of the contract, please include any available extensions within the contract?
- **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.
- **Contract Expiry:**
  - What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY
- **Contract Review Date:**
  - What is the review date of this contract? Please include month and year of 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.
- **Contract 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)***

A1. Please see below in relation to software contracts used by the Trust.

- a) The Trust do not use Enterprise Resource Planning Software Solution.
- b) The Trust do not use Primary Customer Relationship Management Solution.
- c) HR and Payroll are provided regionally by the Business Service Organisation (BSO).
- d) Finance Systems are provided regionally by the BSO.

BSO may hold the information that you have requested in relation to point c) and d). You may wish to contact them at [foi.bso@hscni.net](mailto:foi.bso@hscni.net)