

**Information Governance Department**

WrightingtonHospital  
Hall Lane  
Appley Bridge  
Lancashire  
WN6 9EP

Tel: 01257 256335  
Email: [foi@wwl.nhs.uk](mailto:foi@wwl.nhs.uk)  
Web: [www.wwl.nhs.uk](http://www.wwl.nhs.uk)

Ref: FOI2015/2767  
Date Received: 29<sup>th</sup> July 2015  
Response Due: 26<sup>th</sup> Aug 2015

21<sup>st</sup> August 2015

Dear

## **INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

We are now pleased to respond to your request for information under the Freedom of Information Act.

You asked:

*I require the organisation to provide me with the following contract information relating to the following corporate software/applications:*

1. *Enterprise Resource Planning Software Solutions (ERP)*
2. *Customer Relationship Management (CRM) Solutions*
3. *Human Resources (HR) and Payroll Software Solutions*
4. *Finance Software Solutions*

*Along with the actual contract information for the above can you also provide me with the maintenance and support contract associated with each of the categories above if it not already within the existing contract.*

*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. *Software Supplier: Can you please provide me with the software provider for each contract?*
3. *Software Brand: 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.*

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4. *Contract Description: Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included.*

*Please also include the modules included within the contract.*

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.*

*If the organisation have an outsourced provider that looks after all software can you please request this information from your provider?*

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

**Refusal Notice.** The information that you have requested in exempt under Section 12 of the Freedom of Information Act because it will take more than 18 hours to retrieve and extract the relevant information.

12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

Regulation 4(3) of the Fees Regulations states that a public authority can only take into

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account the costs it reasonably expects to incur in carrying out the following permitted activities in complying with the request:

- determining whether the information is held;
- locating the information, or a document containing it;
- retrieving the information, or a document containing it; and
- extracting the information from a document containing it.

All public authorities should calculate the time spent on the permitted activities at the flat rate of £25 per person, per hour.

This means that the appropriate limit will be exceeded if it would require more than 18 hours work for all public authorities.

We have examined the feasibility of this application for information, and unfortunately due to the size and complexity of the request; that it is for all our corporate systems which are used by an organisation of over 4500 staff, with 4 divisions and 5 physical sites it will not be possible to provide the information requested.

We hope that in the future our asset register will be able to capture this information and will make the task of sharing this type of information possible but unfortunately at this present time it is not.

I hope you find this information useful, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 256335. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



**Rob Forster**  
Acting Chief Executive

**PLEASE NOTE:**

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting. Any other reuse, for example commercial publication, would require the permission of the copyright holder. You must ensure you gain their permission before reproducing any third party information.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the

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# Wrightington, Wigan and Leigh

NHS Foundation Trust

complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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