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

Primary Customer Relationship Management Solution (CRM):
The software used is Service Point which is provided by Digital Health and Care Wales as part of a Service Level Agreement (SLA). Further information can be requested from Digital Health and Care Wales via the following link: https://dhcw.nhs.wales/use-of-site/freedom-of-information/.

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.

1. **Name of Supplier: Can you please provide me with the software provider for each contract?**
   Electronic staff record (ESR): NHS Business Service Authority
   Nurse Rostering System: Softcat PLC

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.**
   Electronic Staff Record (ESR)
   Allocate Software

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.**
   Human Resource Management (HRM) system: Fully inclusive contract with maintenance and support.
   Nurse Rostering system inclusive of maintenance and support.

   Please also list the software modules included in these contracts.
   HRM system: No software modules included

   Nurse Rostering system:
   Healthroster
   Safe Care Live
   EOL - Employee online

Allocate me (app)
Cloud staff (Collab bank)
Bank staff
Roster Perform (dashboard)
Insight (dashboard)
Inbound ESR Go
Outbound time and attendance interface

4. **Number of Users/Licenses: What is the total number of user/licenses for this contract?**
HRM system: Circa 18,000
Nurse Rostering system: 9,000

5. **Annual Spend: What is the annual average spend for each contract?**
These contracts are procured on an All Wales basis via NHS Wales Shared Partnership. They can be contactedvia the following link
https://nwssp.nhs.wales.

6. **Contract Duration: What is the duration of the contract please include any available extensions within the contract.**
Primary Human Resources (HR):
HRM system:
4 years remaining - August 2025 with no available extensions

Nurse Rostering system:
5 years - No extension options

7. **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.**
HRM system:
2009

Nurse Rostering system:
31st March 2021

8. **Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.**
HRM system:
August 2025

Nurse Rostering system:
30th January 2026

9. **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.**
HRM system:
Currently under review

Nurse Rostering system:
Approx. 1st January 2025

10. **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).**
    These contracts are procured on an All Wales basis via NHS Wales Shared Partnership. They can be contacted via the following link
    https://nwssp.nhs.wales.