

**Information Governance**

The Green  
1 Roger Dowley Court  
Russia Lane  
London  
E2 9NJ

**Telephone:** 020 7655 4131

**Email** [elft.foi@nhs.net](mailto:elft.foi@nhs.net)

**Website:** <https://www.elft.nhs.uk>

1 September 2020

**Our reference: FOI DA3456**

I am responding to your request for information received 28 May 2020. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Keshia Harvey  
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision. If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

**Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention**

**Request:**

I want to apologise in advance for the length of this request, the first part is just an outline of the request below (A-D) I have added this for clarification so you know exactly what I am referring to. Can you please read all the information within the request this is an urgent request so if you could please provide me with the information before the 20 working days this will be greatly appreciated.

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

I require the organisation's 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.

**Question 1. Software Category: ERP, CRM, HR, Payroll, Finance**

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

**Question 3. 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.**

**Question 4. 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.**

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

**Question 5. Number of Users/Licenses: What is the total number of user/licenses for this contract?**

**Question 6. Annual Spend: What is the annual average spend for each contract?**

**Question 7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.**

**Question 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.**

**Question 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.**

**Question 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.

**Question 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).

**Answer:** The Trust does not have we do not have an ERP system.

**B. Primary Customer Relationship Management (CRM) Solution-**this is the organisation's main

**Question 1. Software Category:** ERP, CRM, HR, Payroll, Finance

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

**Question 3. 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.

**Question 4. 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.

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

**Question 5. Number of Users/Licenses:** What is the total number of user/licenses for this contract?

**Question 6. Annual Spend:** What is the annual average spend for each contract?

**Question 7. Contract Duration:** What is the duration of the contract please include any available extensions within the contract.

**Question 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.

**Question 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.

**Question 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.

**Question 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).

**Answer:** The Trust does not have we do not have a CRM system.

**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, Resourcelink.**

Answer: Payroll is outsourced and we therefore do not have this information.

**Question 1. Software Category: ERP, CRM, HR, Payroll, Finance**

Answer: HR - Electronic Staff Record (ESR)

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

Answer: IBM

**Question 3. 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.**

Answer: Electronic Staff Record (ESR) - oracle application

**Question 4. 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.**

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

Answer: National NHS Payroll Solution

N/A

**Question 5. Number of Users/Licenses: What is the total number of user/licenses for this contract?**

Answer: N/A

**Question 6. Annual Spend: What is the annual average spend for each contract?**

Answer: The average spend is £300k.

**Question 7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.**

Answer: On-going

**Question 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.**

Answer: 01/04/2020

Chair: Mark Lam

Chief Executive: Dr Navina Evans

**Question 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.**

Answer: 31/03/2023

**Question 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.**

Answer: The contract is reviewed annually.

**Question 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).**

Answer: Isabella Larkin, Head of People and Culture: [isabellalarkin@nhs.net](mailto:isabellalarkin@nhs.net)

**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**

**Question 1. Software Category: ERP, CRM, HR, Payroll, Finance**

Answer: Finance

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

Answer: NHS Shared Business Services

**Question 3. 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.**

Answer: Oracle

**Question 4. 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.**

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

Answer: Contract is a call-off from a framework and has robust measures which include upgrade, maintenance and support mechanisms.

**Question 5. Number of Users/Licenses: What is the total number of user/licenses for this contract?**

Answer: Unknown/Unlimited

**Question 6. Annual Spend: What is the annual average spend for each contract?**

Answer: £15,000

**Question 7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.**

Answer: 5 years

**Question 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.**

Answer: 01/04/2017

**Question 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.**

Chair: Mark Lam

Chief Executive: Dr Navina Evans

Answer: 31/03/2022

**Question 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.**

Answer: 31/03/2022

**Question 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).**

Answer: Dave Adams, Deputy Director of Finance  
[Dave.adams1@nhs.net](mailto:Dave.adams1@nhs.net)  
020 7655 4000