

Information Governance

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I am responding to your request for information received 9 April 2020. I am sorry for the delay in acknowledging and processing 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

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:

The information I require is in relation the organisations software contract specifically for your Wheelchair Services

Question 1 Do you operate an inhouse service for wheelchair equipment or is it outsourced? If you are an outsourced service, then thank you for your time and I have no further questions.

Answer: The Trust's wheelchair equipment service is outsourced.

Question 2 If you are in house service who is your current wheelchair service software provider?

Question 3 Is it an external or internally hosted solution?

Question 4 How many staff are within your service? i.e Clinicians, assessors, rehab engineers & Admins

Question 5 Do you operate over multiple depots or just one?

Question 6 Do you service your wheelchairs t in house or is it outsourced?

Question 7 If it's outsourced who is your supplier?

Question 8 Did you tender for your current system or was it procured through a framework?

Question 9 If tendered when did you last tender for your current contract?

Question 10 As a result of a tender / procurement exercise did you change providers?

Question 11 How long is the contract over and does it include extension periods?

Question 12 What date did your current contract start?

Question 13 Please provide the financial value of the contract in the last 12 months

Question 14 Was hardware included in your contract?

Answer: Not applicable.