

**Information Governance**

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**Our reference: FOI DA3160**

Thank you for your request for information received 11<sup>th</sup> July 2019. I am sorry for the delay in responding to you. 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,

Ayomide Adediran  
Information Governance Coordinator

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:**

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

**Enterprise Resource Planning Software Solution (ERP):**

The Trust does not use this software solution.

**Primary Customer Relationship Management Solution (CRM):**

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

The Trust does not use this software solution.

**Primary Human Resources (HR) and Payroll Software Solution:**

For example, iTrent, ResourceLink, HealthRoster; software of this nature.

The Trust uses ESR (Electronic Staff Record). Please see answers below.

**Question 1. Name of Supplier: Can you please provide me with the software provider for each contract?**

Answer: IBM.

**Question 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.**

Answer: ESR (Electronic Staff Record).

**Question 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.**

**Please also list the software modules included in these contracts.**

Answer: The NHS Electronic Staff Record (ESR) provides an integrated HR and payroll system to NHS organisations.

**Question 4. Number of Users/Licenses: What is the total number of user/licenses for this contract?**

Answer: Not applicable.

**Question 5. Annual Spend: What is the annual average spend for each contract?**

Answer: Nil, as this is provided centrally.

**Question 6. Contract Duration: What is the duration of the contract please include any available extensions within the contract.**

Answer: This contract is ongoing.

Chair: Marie Gabriel

Chief Executive: Dr Navina Evans

**Question 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.**

Answer: ESR was implemented in the Trust in August 2017 and this contract is on an on-going basis.

**Question 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.**

Answer: Ongoing.

**Question 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.**

Answer: Not applicable.

**Question 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).**

Answer: Isabella Larkin, Head of Transactional Service,  
[isbellalarkin@nhs.net](mailto:isbellalarkin@nhs.net), 020 7655 4143.

**The organisation's primary corporate Finance Software Solution:  
For example, Agresso, Integra, Sapphire Systems; software of this nature.**

The Trust uses Oracle. Please see answers below.

**Question 1. Name of Supplier: Can you please provide me with the software provider for each contract?**

Answer: Oracle.

**Question 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.**

Answer: Oracle iprocurement and Oracle Bi.

**Question 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.**

**Please also list the software modules included in these contracts.**

Answer: The Trust does not hold this information as this is outsourced to SBS who nominate Oracle.

**Question 4. Number of Users/Licenses: What is the total number of user/licenses for this contract?**

Answer: Approximately 15 licences.

**Question 5. Annual Spend: What is the annual average spend for each contract?**

Answer: The Trust does not hold this information as this is incorporated in the annual fee paid to SBS.

**Question 6. Contract Duration: What is the duration of the contract please include any available extensions within the contract.**

Answer: The Trust does not hold this information as this is outsourced to SBS who nominate Oracle.

**Question 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.**

Answer: June 2017.

**Question 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.**

Answer: 31/3/2022.

**Question 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.**

Answer: October 2021.

**Question 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).**

Answer: Dave Adams, Deputy Director of Finance, [dave.adams1@nhs.net](mailto:dave.adams1@nhs.net) , 020 7655 4208.