



**East London**  
NHS Foundation Trust

**Information Governance**

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26<sup>th</sup> September 2022

**Our reference: FOI DA4215**

I am responding to your request for information received **19<sup>th</sup> May 2022**. 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,

Shuchi Joshi

Senior Information Governance Coordinator – Information Rights

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  
Wycliff House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

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

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**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Interim Chair:** Eileen Taylor

**Request:** The information I am requesting is regarding the Software contracts that your organisation uses in the following areas:

- 1 Enterprise Resource Planning Software Solution (ERP):**
- 2 Primary Human Resources (HR) and Payroll Software Solution:**
- 3 Organisation primary corporate Finance and Procurement Software Solution**
- 4 Primary Reporting Software which compliments Finance and Procurement Solution**

**Question 1: Name of Supplier: Can you please provide the name of your software provider for each of your contracts?**

**Answer:** The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.

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

East London NHS Foundation Trust does not use an ERP Software solution. We are therefore unable to provide this information.

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

East London NHS Foundation Trust contracts payroll services from University Hospitals Birmingham (UHB) who provide the Trust with the use of a system called ESR. As UHB have a direct contract with ESR we are unable to provide the information to your request, however we have responded to the remainder of your questions with information relating to the Trust's contract with UHB.

**Organisation primary corporate Finance and Procurement Software Solution and Primary Reporting Software which compliments Finance and Procurement Solution:**

East London NHS Foundation Trust contracts finance software solutions from Shared Business Services (SBS) who provide the Trust with the use of a software system called Oracle E-Business Suite R12. As SBS have a direct contract with Oracle we are unable to provide the information to your request, however we have responded to the remainder of your questions with information relating to the Trust's contract with UHB.

Oracle is part of a suite of services provided to the Trust by SBS.

**Question 2: The brand of the software: Can you please provide the actual name and version of the software. Please do not provide me with the supplier name again, it is the actual software name required.**

Answer: UHB provides the Trust with ESR.  
SBS provides the Trust with Oracle.

**Question 3: Description of the contract: Can you please provide me with detailed information about this contract and where the solutions are based: i.e. on premise, outsourced or cloud based. Please also provide detail of upgrades, patching, maintenance and support that is included within the terms of the contract or if they are contracted separately**

Answer: UHB Provision of outsourced payroll services.  
SBS Provision of an end-to-end procure to pay (P2P) system.

**Question 4: Please list the software modules / applications included within these contracts and those supplied outside of these contracts.**

**Question 5: In terms of developments or enhancements, are these available within contract or do they incur additional charges?**

**Question 6: Number of Users/Licenses: What is the total number of user/licenses contracted for these solutions? Please state if concurrent or actual user count applies**

**Question 7: Initial / Implementation Costs: What were the initial / implementation costs of each solution?**

Answer: The Trust has reviewed questions 4 - 7 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.

East London NHS Foundation Trust is provided with the use of ESR and Oracle via UHB and SBS respectively. We are therefore unable to provide this information.

**Question 8: Annual Spend: What is the average annual spend for each contract?**

Answer: UHB – £329,092  
SBS - The Trust's contract with SBS is split into two parts:  
Financial Accounting is £444,756

Procurement = £120,273

**Question 9: What is the total contract lifespan cost for each contract?**

Answer: The Trust has reviewed question 9 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.

East London NHS Foundation Trust is provided with the use of ESR and Oracle via UHB and SBS respectively. We are therefore unable to provide this information.

**Question 10: Contract Duration: What is the duration of each of the contracts? Would you please include any available extensions within any of the contracts if appropriate?**

Answer: UHB – 2 years.  
SBS – 3 years.

**Question 11: Contract Start Date: What is the start date of this contract? Please include month and year of the contract. MMM-YY.**

Answer: UHB – June 2022.  
SBS – April 2020.

**Question 12: Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. MMM-YY.**

Answer: UHB – May 2024.  
SBS – March 2023.

**Question 13: Contract Review Date: What is the review date for renewal of this contract? Please include month and year of the review date for each contract. If this cannot be provided please provide estimates of when the contract is likely to be reviewed. MMM-YY.**

Answer: UHB – June 2023.  
SBS – October 2022.

**Question 14: Contact Details: Please provide details of the person within your organisation responsible for these particular software contracts (name, job title, email, contact number).**

Answer: Mohit Venkataram  
[mohit.venkataram@nhs.net](mailto:mohit.venkataram@nhs.net)