

Information Governance

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14 June 2023

Our reference: FOI DA4745

I am responding to your request for information received 17 May 2023. 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,



Nimita Parmar
Information Rights 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

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: Further to the original Enterprise Application request, the contracts below have expired.

Question 1: Please provide the current status.



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- Answer:
- a. HR, Payroll – IBM**
Outsourced to Birmingham City University – Contract currently active.
 - b. Finance - NHS Shared Business Services**
Outsourced to SBS – Contract currently active.

If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates. The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields:

- a. Enterprise Resource Planning Software Solution (ERP):**
- b. Primary Customer Relationship Management Solution (CRM):**
For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.
- c. Primary Human Resources (HR) and Payroll Software Solution:**
For example, iTrent, ResourceLink, HealthRoster; software of this nature.
- d. The organisation's primary corporate Finance Software Solution:**
For example, Agresso, Integra, Sapphire Systems; software of this nature.

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

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

The Trust has reviewed question 2a of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 2:

<https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4561.pdf>

b) Primary Customer Relationship Management Solution (CRM):

The Trust has reviewed question 2b of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 5:

<https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4561.pdf>

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

The Trust has reviewed question 2c of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:



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(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 1:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

d) The organisation's primary corporate Finance Software Solution:

The Trust has reviewed question 2d of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 1:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

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

The Trust has reviewed question 3a of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 2:

<https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4561.pdf>

b) Primary Customer Relationship Management Solution (CRM):

The Trust has reviewed question 3b of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 5:

<https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4561.pdf>

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

The Trust has reviewed question 3c of your request for information under the Freedom of Information Act (FOI) 2000.



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d) The organisation's primary corporate Finance Software Solution:

The Trust has reviewed question 3d of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 1:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

Question 4: 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: a) Enterprise Resource Planning Software Solution (ERP)

The Trust has reviewed question 4a of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 3:

<https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4561.pdf>

b) Primary Customer Relationship Management Solution (CRM):

The Trust has reviewed question 4b of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 5:

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



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The Trust has reviewed question 4c of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 1:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

d) The organisation's primary corporate Finance Software Solution:

The Trust has reviewed question 4d of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 1:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

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

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

The Trust has approximately 6,000 users / licences.

b) Primary Customer Relationship Management Solution (CRM):

The Trust has reviewed question 5b of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 5:

<https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4561.pdf>

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

The Trust has reviewed question 5c of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 7:



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<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

d) The organisation's primary corporate Finance Software Solution:

The Trust has reviewed question 5d of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 7:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

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

a) Enterprise Resource Planning Software Solution (ERP)

The ERP solution is supplied by a third party provider as part of a package and it is not possible to extract the spend on Oracle Software; which is supplied as part of this package by the third party supplier.

b) Primary Customer Relationship Management Solution (CRM):

The Trust has reviewed question 6b of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 5:

<https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4561.pdf>

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

The Trust has reviewed question 6c of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 8:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

d) The organisation's primary corporate Finance Software Solution:

The Trust has reviewed question 6d of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:



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(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 8:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

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

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

Contract duration is for two years.

b) Primary Customer Relationship Management Solution (CRM):

The Trust has reviewed question 7b of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 5:

<https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4561.pdf>

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

The Trust has reviewed question 7c of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 10:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

d) The organisation's primary corporate Finance Software Solution:

The Trust has reviewed question 7d of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 10:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

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.



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

Contract start date is 1 June 2022.

b) Primary Customer Relationship Management Solution (CRM):

The Trust has reviewed question 8b of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 5:

<https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4561.pdf>

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

The Trust has reviewed question 8c of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 11:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

d) The organisation's primary corporate Finance Software Solution:

The Trust has reviewed question 8d of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 11:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

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

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

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 12:



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<https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4561.pdf>

b) Primary Customer Relationship Management Solution (CRM):

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

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 5:

<https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4561.pdf>

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

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

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 12:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

d) The organisation's primary corporate Finance Software Solution:

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

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 12:

<https://www.elft.nhs.uk/sites/default/files/2022-09/ANON%20Response%20-%20FOI%20DA4215.pdf>

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

The Trust has reviewed question 10a of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.



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The information requested is accessible here in Question 13:

<https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4561.pdf>

b) Primary Customer Relationship Management Solution (CRM):

The Trust has reviewed question 10b of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 5:

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

The Trust has reviewed question 10c of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 13:

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d) The organisation's primary corporate Finance Software Solution:

The Trust has reviewed question 10d of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here in Question 13:

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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: Dr Mohit Venkataram. Executive Director. Email: mohit.venkataram@nhs.net
020 7655 4000.



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