



East London
NHS Foundation Trust
Information Governance
Robert Dolan House
9 Alie Street
London
E1 8DE

Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

27 August 2024

Our reference: FOI DA5490

I am responding to your request for information received 16 July 2024. 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,

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



We promise to work together creatively to: learn
'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

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 organisation's software contract, please send me the organisation's primary contract around the types of contracts below.

- A. Enterprise Resource Planning Software Solution (ERP) - this is the organisation's main ERP system and may include service support, maintenance and upgrades.**
- B. Primary Customer Relationship Management (CRM) Solution - this is the organisation's main CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firm step**
- 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, Resource link.**
- 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**

In some cases you may come across contracts that provides service support maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.

For each of the categories above can you please provide me with the relevant contract information listed below:

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

Answer: Please see Appendix 1.

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

Answer: Please see Appendix 1.

Question 3: The date in which these applications were implemented

Answer: Please see Appendix 1.

Question 4: 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's name again please provide me with the actual software name.



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Answer: Please see Appendix 1.

Question 5: 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: Please see Appendix 1.

Question 6: Number of Users/Licenses: What is the total number of user/licenses for this contract?

Answer: Please see Appendix 1.

Question 7: Annual Spend: What is the annual average spend for each contract?

Answer: Please see Appendix 1.

Question 8: Contract Duration: What is the duration of the contract please include any available extensions within the contract.

Answer: Please see Appendix 1.

Question 9: 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: Please see Appendix 1.

Question 10: 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: Please see Appendix 1.

Question 11: Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.

Answer: Please see Appendix 1.

Question 12: 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: Please see Appendix 1.



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