

**Information Governance**

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Web: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

12 March 2019

Reference no.18190424

Dear

**Request for Information: Freedom of Information Act**

Thank you for your email of 7 March making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

**Request and Response:**

I require the organisation's to provide me with the following contract information relating to the following corporate software/enterprise applications:

A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main ERP system and may include service support, maintenance and upgrades.

None, no information held.

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, Firmstep

None, no information held.

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, Resourcelink.

ESR, the Trust does not have a payroll system.

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

e-Financials.

1. eFinancials v4.1
2. Advanced Business Software and Solutions Limited
3. Formal tender
4. We are currently in the middle of a 5 year support and maintenance contract, this contract has early termination penalties.
5. 01/04/2016
6. 31/03/2021
7. Yes – we are planning to upgrade the current system to version v5.02
8. Section 43 applied
9. No
10. <https://www.oxfordhealth.nhs.uk/about-us/governance/board-of-directors/>

If you are concerned with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance