

29 July 2013
FOIA reference: F0001598

Dear XXXX

I am writing in respect of your recent application of 12 June 2013, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

"I am applying under the terms of the Freedom of Information Act for the following information about your current HR and Payroll solution or service.

Please can you provide information for the below:

- 1. The name of your current HR/Payroll software solution and provider. (If this is outsourced provide the name of the outsourcing provider).*
- 2. The date that the contract was signed with your HR/Payroll provider.*
- 3. The length of the current contract term for both HR and Payroll.*
- 4. The value of the current contract.*
- 5. The date that the HR and Payroll contracts are due to be renewed.*
- 6. How many employees are there in your organisation?"*

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are pleased to be able to provide the information below.

1. The Payroll software used is ePayfact. This is outsourced with the provider being Ministry of Justice (MOJ) Shared Services.
2. The ePayfact software contract was obtained on 1 October 2001.
3. The contract with MOJ Shared Services has no end date.
4. The contract value with MOJ Shared Services was £50,718.66 with standard annual per capita charge of £60.00.
5. See 3 above.
6. As of 1st July 2013 – 1070 individuals are recorded on resourcelink as CAA employees, a breakdown of staff can be found below.

Civil Aviation Authority

<u>Employee Type</u>	<u>Number</u>
Casual	43
Perm	942
Fixed Term	85
Grand Total	1070

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Mark Stevens
External Response Manager
Civil Aviation Authority
Aviation House
Gatwick Airport South
West Sussex
RH6 0YR

mark.stevens@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk/complaints.aspx

Should you wish to make further Freedom of Information requests, please use the e-form at <http://www.caa.co.uk/foi>.

Yours sincerely

Rick Chatfield
Information Rights and Enquiries Officer

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.