

29 July 2014
FOIA reference: F0001989

Dear XXXX

I am writing in respect of your recent request of 2 July 2014, for the release of information held by the Civil Aviation Authority (CAA) relating to external/3rd party hosting contracts. Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are pleased to be able to attach the information requested.

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.

Government Vertical	Contract SI Email	Organisation Name	Type of Hosting	Supplier Name	Annual Average Spend	Contract Duration	Expiry Date	Review Date	
Central Government	infoservices@caa.co.uk	Civil Aviation Authority	Web	eCommerce Resource Unit Ltd (ECRU)	£	855.00	1 year	Nov-14	Oct-14
			Web	Rackspace Ltd	£	14,880.00	1 year	Nov-14	Oct-14
			Web	Brinkster	£	20.02	2 year	Jul-14	Jun-16
			SaaS	Riskdisk Ltd	£	945.00	2 year	Nov-14	Oct-14
			SaaS	Cardinus	£	4,012.20	3 year	Jul-14	May-15
			SaaS	Flightglobal Ascend	£	14,500.00	3 year	Nov-14	Oct-14
			SaaS	Google	£	810.00	1 year	Apr-14	Mar-15
			SaaS	Citrix Online UK Limited	£	1,922.40	1 year	Jan-14	Jan-14
			SaaS	MXTools	£	614.28	1 year	Sep-14	Jul-14
			SaaS	AIMediaComms	£	6,995.00	1 year	Sep-14	Aug-14
			SaaS	Avoka Europe Ltd	£	39,098.17	1 year	Feb-15	Jan-15
			SaaS	comScore Europe Ltd (formerly Nedstat Ltc	£	5,880.00	1 year	Oct-14	Sep-14
			SaaS	Ninian Solutions Ltd (Huddle)	£	36,000.00	1 year	Nov-14	Aug-14
			SaaS	SitelImprove Ltd	£	7,239.25	1 year	Jun-15	Feb-15
			SaaS	SitelImprove Ltd	£	1,872.15	1 year	Feb-15	Feb-15
			SaaS	Survey Monkey	£	299.00	1 year	Apr-14	Mar-14
			SaaS	Parasoft UK Ltd	£	613.33	1 year	Aug-14	Jun-13
			SaaS	Softcat Ltd	£	5,100.00	1 year	Mar-14	Jan-15
			SaaS	Boeing Company	N/A		Ongoing	N/A	N/A
			SaaS	Equiniti ICS Ltd	£	41,088.00	1 year	Sep-14	Aug-14
			SaaS	Google	£	270.00	1 year	Nov-14	Oct-14
			SaaS	Google	£	263.32	1 year	Jul-14	Jun-14
			SaaS	Microsoft Ireland Operation Ltd	£	1,500.00	1 year	Mar-15	Mar-15
			SaaS	Microsoft Ireland Operation Ltd	£	4,200.00	1 year	Apr-15	Apr-15
			SaaS	Microsoft Ireland Operation Ltd	£	2,512.44	1 year	Mar-15	Feb-15
			SaaS	Microsoft Ireland Operation Ltd	£	7,440.00	1 year	Nov-14	Oct-14
			SaaS	Microsoft Ireland Operation Ltd	£	12,000.00	1 year	Mar-15	Jan-15
			SaaS	Versoworks Pty Ltd	£	1,016.67	3 year	Sep-16	Aug-16
			SaaS	X:drive Computing Ltd	£	483.00	1 year	Jul-14	Jun-14
			SaaS	Benefex Ltd	£	25,275.00	4 year	Jul-17	May-17
			SaaS	JetNet LLC	£	2,486.14	1 year	Aug-13	Jul-13
			SaaS	Assima PLC	£	4,739.00	1 year	Mar-15	Jan-15
			SaaS	Flightglobal Ascend	£	5,840.00	1 year	Mar-15	Feb-15
			SaaS	International Civil Aviation Organization (IC	£	1,025.00	1 year	Mar-15	Feb-15
			SaaS	Kalamazoo Security Print Ltd	£	1,790.00	1 year	Dec-14	Nov-14
			SaaS	NetDimensions Ltd	£	30,637.50	1 year	Aug-14	May-14
			SaaS	Online Media Technologies Ltd	£	118.00	1 year	Mar-15	Feb-15
			SaaS	Salesforce.com Sarl	£	6,690.60	3 year	Jul-15	Jun-15
			SaaS	Earth Point Corporation	£	31.65	6 mths	Mar-14	Mar-14
			SaaS	Google	£	257.18	1 year	Sep-14	Jul-14

Note:

Exchange	Premise based
VOIP	N/A traditional on premise PABX's
Contact Centre	Premise based Contact Centre Professional
Unified Communications	N/A

Contract Description	Full Name	Job Title	Contact Number	Direct Email Address
ASSI Website Hosting via Xibis	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Rackspace Hosting Service	Steve Lay	Telecoms & Environment Manager	01293 573442	steve.lay@caa.co.uk
Domain Name Rnwl europeanforum.com	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Riskdisk Online Credit Checking & Monitoring Service	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Workstation & Pace ISS Reporter & ASL	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Ascend Online Subscription	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Google Earth Pro Sub x3 (ATS)	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
GoTo Training Service (up to 25 participants)	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Spamhaus Datafeed	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Vuelio Subscription for 1 Year	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Avoka SmartForm Factory 1 Prod & 1 Test Liv & Supp	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
comScore Digital Analytix (web utilisation)	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Huddle Enterprise Account	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Search Improve & Site Alarm hosted service	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
SiteCheck Quality Assurance hosted service	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Survey Monkey Gold Plan - ISD A/C	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Parasoft SOA Test Annual Support & Maintenance	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
WebSpy Vantage Ultimate 2500 User Subscription	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Boeing Online System	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
SaaS CRM Licensing	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Google Earth Pro Sub x1 (GSS)	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Google Earth Pro Sub x1 (GSS)	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Windows Azure Pay-as-You-Go EPT Dev	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Windows Azure Pay-as-You-Go PreProduction	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Windows Azure Support for Production & DevTest	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Windows Azure Pay-as-You-Go DevTest	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Windows Azure Pay-as-You-Go Production	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Speckie Licence with Maintenance Assurance	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
WhosOff Online Leave Planner	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
RewardHub Voluntary Benefits Portal	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Aerodex Evolution Subscription	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Atlantic Link Hosting Support & Maint	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Airline & Airport Data (Flightglobal Ascend)	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Airline & Airport Data (ICAO)	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
VisitorNet Online Annual Hosting & Support	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
EKP Gold LMS Hosted Lic 1,250 User	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
AVS4YOU Unlimited Subscription	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Service Cloud Pro & Chatter Plus Subscription	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Earth Point (tools for Google Earth)	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk
Google Earth Pro Sub x1 (DAP)	Terry Taylor	Contracts & Licencing Manager	01293 573720	terry.taylor@caa.co.uk