

[REDACTED]
[REDACTED]

3 June 2020
Reference: F0004812

Dear [REDACTED]

Thank you for your request of 8 May 2020, for the release of information held by the Civil Aviation Authority (CAA). We have considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA).

Your request and our response:

The information I require relates to the organisations software contract, please send me the organisation's primary contract around the types of contract below.

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.

The CAA does not have a business wide ERP solution; however, it has implemented SAP Business by Design (BYD) used by Finance and Procurement and SAP Success Factors (SF) used by HR. SAP BYD and SF are under a 4-year maintenance and support contract until 2022.

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

CRM – Microsoft Dynamics.

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.

The HR system is SAP SF and the payroll system is outsourced to Government Shared Services Connected Ltd (SSCL) via the Ministry of Justice (MoJ).

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 SAP Business by Design.

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.

See question A.

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

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

SAP – HR & Finance
Microsoft Dynamics - CRM
G-Cloud - Payroll

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

SAP – PA Consulting.
CRM – Microsoft
Payroll – Government Shared Services.

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.

See above.

4. 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.

SAP – See above.
CRM – Licensed under Microsoft Enterprise Subscription Agreement
Payroll – Provision of outsourced services (solution and resource) to manage CAA monthly payroll.

Please also include any modules included within the contract as this will support the categories you have selected in question 1.

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

SAP – 2095 licences
CRM – 388 licences

Payroll – Approx. 1 licence, with approximately 15 user certificates. We also have 5 reporting licences.

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

SAP - £437k (licence subscription, maintenance and support)

CRM - £110k

Payroll – Approx. £100k.

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

SAP - 4 years in total (initial 2 year term and 2 x 12 month extensions)

CRM – Annual subscriptions

Payroll – Ongoing (Government to Department agreement)

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.

SAP - September 2018.

CRM – March 2018

Payroll – Unknown.

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.

SAP: September 2020 (initial term).

CRM: March 2021 (next renewal)

Payroll – October 2021.

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.

SAP - Not applicable (contract will be extended)

CRM - Not applicable (rolling contract)

Payroll – Not applicable (rolling contract)

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).

Business Support Manager, ISD.contracts@caa.co.uk

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:-

Caroline Chalk
Head of External Information Services
Civil Aviation Authority
Aviation House
Beehive Ring Road
Crawley
RH6 0YR

caroline.chalk@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 FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
SK9 5AF
<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely

A handwritten signature in cursive script that reads "Fitzgerald".

Jade Fitzgerald
Information Rights 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.