

20 October 2015
Reference: F0002497

Dear XXXX

I am writing in respect of your recent request of 29 September 2015 for the release of information held by the Civil Aviation Authority (CAA).

You requested information relating to various software contracts. Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are able to provide the information in the attachment.

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
Gatwick Airport South
Gatwick
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
www.ico.gov.uk/complaints.aspx

If you wish to request further information from the CAA, please use the form on the CAA website at <http://www.caa.co.uk/application.aspx?catid=286&pagetype=65&appid=24>.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Stevens'.

Mark Stevens
External Response Manager

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.

Enterprise Content Management- covers the provision of Enterprise Content Management (ECM) software and associated services including Document and Records Management (EDRM) solutions e.g. document Asset Management Software- is a business practice that involves managing and optimizing the purchase, deployment, maintenance, utilization, and disposal of software applications within an organization. Data Management and Reporting Systems (DMRS) Software - covers the provision of Data Management and Reporting Systems (DMRS) software and associated services for the purposes of business intelligence, data Mobile Application Solutions- covers the provision of Mobile Application Solutions for the purposes of delivering mobile application requirements for a variety of mobile devices, platforms and interfaces.											
1. Software Category: Enterprise Content Management; Asset Management; Data Management and Reporting Systems; Mobile Application Solutions.	2. Software Supplier: Can you please provide me with the software provider for each contract?	3. Software Brand: 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.	4. Contract Description: Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included. Please also include the modules included within the contract.	5. Number of Users/Licenses: What is the total number of user/licenses for this contract?	6. Annual Spend: What is the annual average spend for this contract?	7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.	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.	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.	10. 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.	11. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract. Please include their full name, actual job title, contact number and direct email address.	12. Notes: Please provide me with any further information with regards to this contract this could include any contract extension available as well as information on renewals or plans for future tenders.
Asset Management Software	Snow Software Ltd	Snow License Manager & Snow Inventory	Support & maintenance agreement covering Snow License Manager & Snow Inventory and Software Recognition Service (incl Enterprise Optimisation Services)	1700 Licenses	£ 4,450.00	5 years	01/01/2014	31/12/2018	Nov-18	Terry Taylor IT Contracts & Licensing Manager 01293 573720 Terry.Taylor@caa.co.uk	
Asset Management Software	CRMWorks Ltd	Easy Vista 2010	Easy Vista CRM/Care support & maintenance contract	Discovery Usage & SNMP: 1500 Asset Management: 23 Service Management: 30 Self Service Portal: 999 CMDB: 23	£ 15,000.00	6 months	01/09/2015	29/02/2016	Jan-16	Simon Sheeran Head of IT Services 01293 573942 Simon.Sheeran@caa.co.uk	Currently under review with a view to possibly moving to SaaS Easy Vista.
Asset Management Software	Pangea Systems Ltd	LANDesk Management Suite & LANDesk Security Suite	LANDesk Management Suite & LANDesk Security Suite PMA/Subs and annual support	LANDesk Management Suite: 1600 LANDesk Security Suite: 1600	£ 29,200.00	2 years	26/02/2014	25/02/2016	Jan-16	Matt Lockyer Infrastructure Manager 01293 573548 Matt.Lockyer@caa.co.uk	
DMRS	IBM	Cognos Impromptu 7.3 Cognos PowerPlay 7.3	All used in conjunction with legacy systems. No requirement to upgrade and no requirement for support, therefore agreed with IBM that support and maintenance agreement not required to continue usage.	Cognos Impromptu User: Cognos Impromptu Admin: Cognos PowerPlay User: Cognos PowerPlay Transformer:	£ -	Lapsed		N/A	N/A	N/A	
DMRS	IBM	IBM Rational ClearQuest 5.0 IBM Rational Manual Tester 8 IBM Rational Robot 8 IBM Rational Software Modeler 7	All used in conjunction with legacy systems (now seldom used). No requirement to upgrade and no requirement for support, therefore agreed with IBM that support and maintenance agreement not required to continue usage.	IBM Rational ClearQuest: 11 IBM Rational Functional Tester: 3 IBM Rational Rational Rose: 2 IBM Rational Robot: 3 IBM Rational SoDA: 1 IBM Rational RequisitePro: 3 IBM Rational IBM Rational Rose Modeler: 2	£ -	Lapsed		N/A	N/A	N/A	
DMRS	Infor Global Solutions Ltd	SmartStream Platform Analyser	All used in conjunction with legacy systems. No requirement to upgrade and little requirement for support, but agreement required to be in place for continued use of the product.	Server license: 1 Clients: 25	£ 5,100.00	1 year	01/04/2015	31/03/2016	Dec-15	Stuart Bates Application Support Service Manager 01293 573840 Stuart.Bates@caa.co.uk	
DMRS	Microsoft	SQL Server Reporting Services	Microsoft Select Plus agreement enabling maintenance of Software Advantage.	Microsoft SQL Server Enterprise Core: 12 Microsoft SQL Server Standard Core: 56	£ 20,000.00	3 years	01/09/2015	31/08/2017	01/05/2017	Simon Sheeran Head of IT Services 01293 573942 Simon.Sheeran@caa.co.uk	
Enterprise Content Management	ADOS Corporation	ADOS Client 6	All used in conjunction with a legacy system. No requirement to upgrade and no requirement for support, therefore agreed with ADOS Corporation that support and maintenance agreement not required to continue usage.	Users: 46	£ -	Lapsed		N/A	N/A	N/A	
Enterprise Content Management	CACI	OfficeBase	This is a support and maintenance agreement covering the use of OfficeBase which is used as part of our Field Technology Project.	User type: WallChart: 3 General named web user (Inspectors, Management): 97 Systems Admin: 5	£ 109,576.78	1 year	01/02/2015	31/01/2016	Jul-15	Gerry Williams Service Design & Implementation Manager 01293 573642 Gerry.Williams@caa.co.uk	
Enterprise Content Management	Microsoft	Sharepoint	Microsoft Enterprise Subscription Agreement/Microsoft Select Plus agreement enabling maintenance of Software Advantage.	SharePoint Server: 4 SharePoint Server User CAL: 1245 SharePoint Server Enterprise CAL: 500	£ 10,500.00	3 years	01/09/2015	31/08/2017	01/05/2017	Simon Sheeran Head of IT Services 01293 573942 Simon.Sheeran@caa.co.uk	
Enterprise Content Management	OpenText	LiveLink	Support & maintenance agreement covering LiveLink ECM Document Management solution.	LiveLink ECM - Document Management Solution: 1 LiveLink ECM - Document Management Additional Users: 600 LiveLink ECM - Document Management Read Only Users: 500 Intangible Maintenance LiveLink Records Management: 600 LiveLink SDK: 10 Intangible Maintenance LiveLink Remote Cache: 600 Intangible Maintenance LiveLink Multi-File Output: 600 Intangible Maintenance LiveLink Records Management Security Module: 600 Intangible Maintenance LiveLink License Key: 600	£ 71,786.40	1 year	01/11/2015	31/10/2016	Oct-16	Stuart Bates Application Support Service Manager 01293 573840 Stuart.Bates@caa.co.uk	
Mobile Application Solutions	Good	Good Connect v2.2.2.0 Good Share Server Good Dynamics	Subscription covering the use of Good technology on mobile devices.	Good of Enterprise User License: 1100 Good Collaboration Suite User License: 500 Good Connect User License: 500 Good SMIME User License: 500 BoxTone for Good Mobility Manager User License: 500 Good Share User License: 500 Collaboration Suite Server: 1 Good Mobile Control Server: 1 Good Mobile Messaging for Microsoft Exchange: 1 Good Mobile Messaging for Lotus Domino: 1 Good Dynamics Platform User License: 350 Good Dynamics User License: 350 Good AppCentral Mobile Application Management: 350 BoxTone for Good Mobility Manager: 350	£ 20,000.00	3 years	18/12/2013	17/12/2016	Oct-16	Daryl Sampson Head of Infrastructure 01293 573457 Darryl.Sampson@caa.co.uk	
Mobile Application Solutions	Ideagen	Q-Pulse	Support and maintenance of Q-Pulse Quality Management System	Q-Pulse 5 Primary User Licenses: 75 Q-Pulse 5 Secondary User Licenses: 250 Q-Pulse Offline Audit Users: 50 iPad Document Licenses: 70 iPad Audit Licenses: 70	£ 8,700.00	3 years	01/01/2015	31/12/2017	Aug-17	Stuart Bates Application Support Service Manager 01293 573840 Stuart.Bates@caa.co.uk	