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
[Website Link]

If you wish to request further information from the CAA, please use the form on the CAA website at [Website Link].

Yours sincerely

[Signature]

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.
<table>
<thead>
<tr>
<th>Contract Duration</th>
<th>Contract Expiry</th>
<th>Contract Review Date</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 year 01/02/2015</td>
<td>31/01/2016</td>
<td>Jul-15</td>
<td>Gerry Williams</td>
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<td>2 years 26/02/2014</td>
<td>25/02/2016</td>
<td>Jan-16</td>
<td>Matt Lockyer</td>
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<td>3 years 18/12/2013</td>
<td>17/12/2016</td>
<td>Oct-16</td>
<td>Daryl Sampson</td>
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<tr>
<td>6 months 01/09/2015</td>
<td>29/02/2016</td>
<td>Jan-16</td>
<td>Simon Sheeran</td>
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<tr>
<td>1 year 01/11/2015</td>
<td>31/10/2016</td>
<td>Oct-16</td>
<td>Stuart Bates</td>
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<tr>
<td>3 years 01/09/2015</td>
<td>31/08/2017</td>
<td>01/05/2017</td>
<td>Simon Sheeran</td>
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**Software Supplier:** IBM

- IBM Rational Robot 8
- IBM Rational Manual Tester 8
- Cognos PowerPlay 7.3
- Cognos Impromptu User:
- Cognos Impromptu Admin:
- Q-Pulse 5 Primary User Licenses: 75
- iPad Audit Licenses: 70
- Good Dynamics: 350
- Good Mobile Messaging for Lotus Domino: 1
- Good Mobile Messaging for Microsoft Exchange: 1
- Collaboration Suite Server: 1
- Good Share User License: 500
- Good SMIME User License: 500
- Good Connect User License: 500
- Good Collaboration Suite User License: 500

**Enterprise Content Management:**

- 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.
- Enterprise Content Management covers the provision of Enterprise Content Management (ECM) software and associated services including Document and Records Management (EDRM) solutions.