

21 October 2015
Reference: F0002498

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 contracts for Banking Services, Audit Services and Card Processing Services. 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.

Please input the information below:											
1. Contract Category: Banking Services; Audit Services; Card Processing Services / Merchant services	2. Existing Supplier: Can you please provide me with the provider for each contract?	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.	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 provide 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.
Audit Services	Grant Thornton	Audit of Bond Administrators (ATOL scheme)	Call off basis - no average spend data available	Amendment 5 let for extended duration 13 months	01/04/2015	31/07/2016	Feb-16	Not a software contract. Procurement contact details are procurement@caa.co.uk			This contract re-tender is subjective to legislative changes on the ATOL scheme. Therefore it is unclear whether this service will be required in the future
Audit Services	KPMG	Internal audit services	No average annual spend data available as contract has only been live for just over 12 months	48 months	08/04/2014	07/04/2018	Apr-17	Not a software contract. Procurement contact details are procurement@caa.co.uk			
Audit Services	PWC	External audit services	No average annual spend data available as contract has only been live for just over 12 months	36 months	01/09/2014	31/08/2017	Aug-16	Not a software contract. Procurement contact details are procurement@caa.co.uk			
Banking Services	RBS / NatWest	Provision of sterling and currency current accounts, deposit accounts, foreign exchange facilities, direct debit and payment facilities	£25,000	Open ended	01/01/1996	n/a	n/a	Not a software contract. Procurement contact details are procurement@caa.co.uk			
Banking Services	Goldman Sachs	Provision of deposit facilities	nil	Open ended	14/04/2014	n/a	n/a	Not a software contract. Procurement contact details are procurement@caa.co.uk			
Card Processing Services / Merchant Services	WorldPay	Provision of hand-held (PDQ) terminals, mail order / telephone order facilities, online payment facilities, merchant acquiring.	Payment facilities £6,000 Merchant acquiring £120,000	Open ended	01/10/2012	n/a	n/a	Not a software contract. Procurement contact details are procurement@caa.co.uk			