

[REDACTED]  
[REDACTED]

7 June 2017  
Reference: F0003186

Dear [REDACTED]

I am writing in respect of your recent request of 9 May 2017, for the release of information held by the Civil Aviation Authority (CAA). Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA).

Your request:

**I would be grateful if you could please answer the following questions related to the software systems used by your organisation.**

**a. Does your organisation use any bespoke software systems?**

Yes

***If yes, please kindly complete the following questions. If no, please proceed to question 2.***

**• What is the core purpose of these system/s?**

- We are a public corporation, established by Parliament in 1972 as an independent specialist aviation regulator. The UK Government requires that our costs are met entirely from charges to those we provide a service to or regulate.
- As the UK's specialist aviation regulator we ensure that:
  - The aviation industry meets the highest safety standards
  - Consumers have choice, value for money, are protected and treated fairly
  - We drive improvements in airlines and airports' environmental performance
  - The aviation industry manages security risks effectively
- Most aviation regulation and policy is harmonised across the world to ensure consistent levels of safety and consumer protection. Worldwide safety regulations are set by the International Civil Aviation Organisation and within Europe by the European Aviation Safety Agency.
- We have a number of bespoke software systems which support the business functions described above plus internal corporate functions.

- **Do these system/s integrate with your organisations financial management systems?**

There are interfaces in place to the organisation's core financial management.

- **Do these system/s enable e-payments, online payments or BACS transactions?**

Yes

- **Which company/companies are you contracted to for each bespoke software system?**

Application Support and Enhancement services for bespoke applications is provided through an outsourcing contract with CGI.

- **What is the total value of each of these contracts over their respective terms?**

Core application support service costs £585k per annum. In addition there are enhancements services which vary but will total approximately £500k per annum.

- **When does the current contract term for these system/s expire?**

Current contract expires in July 2019

- **Who are the technical and procurement leads for these system/s and their contact details?**

Technical Lead is Lawrence Murtagh, CAA Head of Information Services, [lawrence.murtagh@caa.co.uk](mailto:lawrence.murtagh@caa.co.uk). Procurement Lead is Kerry Simmons, Head of Procurement, [kerry.simmons@caa.co.uk](mailto:kerry.simmons@caa.co.uk).

- b. **Is your organisation in the process of exploring the scope or planning the procurement of a bespoke software system or an off-the-shelf commercially branded software system which you envisage will require bespoke development to fit your organisation's needs? Yes**

*If yes, please kindly complete the following questions:*

- **Will this system/s integrate with your organisations financial management system/s? No**
- **Will this system/s enable e-payments, online payments or BACS transactions? No**
- **Will this system/s automate processes or data currently managed by spreadsheets? No**
- **Will this system/s automate paper based processes? Yes**
- **Will this system/s capture large volumes of data from outside your organisation? Yes**
- **When is the prospective go-live date for such system/s? 2018**
- **What is the estimated budget for such system/s over the intended contractual period (rough order of magnitude)? Approximately £1m.**

• **Who will be the technical and procurement lead for these project/s?**

Procurement Lead will be Kerry Simmons, Head of Procurement, [kerry.simmons@caa.co.uk](mailto:kerry.simmons@caa.co.uk). Technical Lead is not yet determined.

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](mailto: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



Rihanne Stephen  
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.