

[REDACTED]

Date: 30 May 2023
Reference: F0006249

Dear [REDACTED]

Thank you for your request of 16 May 2023, for the release of information held by the Civil Aviation Authority (CAA). For reference your original enquiry was as follows:

The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields.

Enterprise Resource Planning Software Solution (ERP):

Primary Customer Relationship Management Solution (CRM):

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

Primary Human Resources (HR) and Payroll Software Solution:

For example, iTrent, ResourceLink, HealthRoster; software of this nature.

The organisation's primary corporate Finance Software Solution:

For example, Agresso, Integra, Sapphire Systems; software of this nature.

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

2. 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.*

3. Description of the contract: *Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.*

Please also list the software modules included in these contracts.

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

Civil Aviation Authority

Aviation House, Beehive Ring Road, Crawley, West Sussex RH6 0YR. www.caa.co.uk

Email: foi.requests@caa.co.uk

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

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

7. **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.

8. **Contract Expiry:** What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

9. **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.

10. **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).

Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA). I can confirm the CAA does hold information within scope of the original request; if I may I shall address each of your points in turn:

Enterprise Resource Planning Software Solution (ERP):

Combination of Success Factors & Business by Design

Primary Customer Relationship Management Solution (CRM):

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

Microsoft Dynamics 365

Primary Human Resources (HR) and Payroll Software Solution:

For example, iTrent, ResourceLink, HealthRoster; software of this nature.

SAP SuccessFactors + ePayact

The organisation's primary corporate Finance Software Solution:

For example, Agresso, Integra, Sapphire Systems; software of this nature.

SAP Business by Design

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

- ERP – SAP
- CRM – Microsoft
- HR – SAP
- Payroll - CGI
- Finance - SAP

2. **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.

- ERP – SuccessFactors & Business by Design

- CRM – Dynamics 365
- HR – SuccessFactors
- Payroll - ePayfact
- Finance – Business by Design

3. Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also list the software modules included in these contracts.

- ERP/HR/Finance systems plus support are all procured via a supplier - PA Consulting. They are responsible for communicating with SAP and support partners.
- CRM – Purchased via our Microsoft reseller - Computacenter

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

- ERP – Business By Design – 939 licences
- SuccessFactors – 1600 users
- CRM – Dynamics 365 Team member licenses – 625.
- HR - detail as per ERP response
- Payroll – 19 user licenses
- Finance – detail as per ERP response

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

- ERP – Business by Design - £226,213.21; SuccessFactors - £358,921.89
- CRM – include in our Enterprise Agreement costs.
- HR – SuccessFactors - £358,921.89
- Payroll – ePayfact – System is outsourced so no contract value
- Finance – Business by Design - £226,213.21

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

- ERP – SuccessFactors – 3 years; Business by Design – 1 year.
- CRM – 3 year agreement.
- HR – detail as per ERP response
- Payroll – 2 year contract with an option to renew for a further 24 months.
- Finance – detail as per ERP response

7. 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.

- ERP – 17/09/2022 for both SuccessFactors and Business by Design.
- CRM – 01/04/2021
- HR – 17/09/2022
- Payroll – Q1 2021
- Finance – 17/09/2022

8. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

- ERP – Q3 2025 for SuccessFactors; Q3 2023 for Business by Design.
- CRM – Q1 2024
- HR – Q3 2025
- Payroll – Q1 2023
- Finance – Q3 2023

9. 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.

- ERP – Q2 2025 for SuccessFactors; Q2 2023 for Business by Design.

- CRM – Q4 2023
- HR – Q2 2025
- Payroll – Q1 2023
- Finance – Q2 2023

10. **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).

The information you are requesting, namely contact details of a specific individual, is exempt by way of section 40(2) of Freedom of Information Act, since disclosure of this information would breach current data protection legislation. The individual(s) concerned has not consented to their personal data being disclosed. The management of the contracts, however, falls within the remit of our procurement team, I can provide contact details for the team in general:

Email: procurement@caa.co.uk.

Website: [How and what we buy | Civil Aviation Authority \(caa.co.uk\)](https://www.caa.co.uk/How-and-what-we-buy)

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:-

FOI.Requests@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 out below. A request for an internal review should be submitted within 40 working days of the date of this letter.

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

Freedom of Information Team
Information Rights Specialist

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.