

[REDACTED]  
[REDACTED]

31 March 2021  
Reference: F0005190

Dear [REDACTED]

Thank you for your request of 10 March 2021, for the release of information held by the Civil Aviation Authority (CAA). We have considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA).

Your request and our response:

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

*Primary Customer Relationship Management Solution (CRM):*

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

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

Microsoft

*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.*

Dynamics

*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.*

CRM – Licensed under Microsoft Enterprise Subscription Agreement

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

456

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

£117k

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

Annual subscription

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.*

March 2018

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.*

March 2024

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.*

Not applicable (rolling contract).

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).*

Business Support Manager, ISD.Contracts2@caa.co.uk

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:-

██████████@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 in the attachment. 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



**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.