



15 March 2016

**FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0177-16**

Thank you for your email of 10 February 2016 asking for information under the Freedom of Information Act (FOIA) 2000. In your email you asked:

*I wish to submit a freedom of information request to the organisation with regards to their current recycling and waste support and maintenance contracts.*

*I require the organisation to provide me with the following contract information relating to the following corporate software/applications:*

1. *Enterprise Resource Planning Software Solutions (ERP)*
2. *Customer Relationship Management (CRM) Solutions*
3. *Human Resources (HR) and Payroll Software Solutions*
4. *Finance Software Solutions*

*Along with the actual contract information for the above can you also provide me with the maintenance and support contract associated with each of the categories above if it not already within the existing contract.*

*For each of the categories above can you please provide me with the relevant contract information listed below:*

1. *Software Category: ERP, CRM, HR, Payroll, Finance*
2. *Software Supplier: Can you please provide me with the software provider for each contract?*
3. *Software Brand: 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.*
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.*
5. *Number of Users/Licenses: What is the total number of user/licenses for this contract?*
6. *Annual Spend: What is the annual average spend for each 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 provided 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.*

*If the organisation have an outsourced provider that looks after all software can you please request this information from your provider?*

*If any of the information is not available please can you provide me with the notes on the reasons why?*

*If possible can you please input the information on the spreadsheet provided. If you have not received the attached within this email can you please just send me the information in any format?*

I am writing to confirm that we have now completed the search for the information, which you requested. I can confirm that Wilton Park does hold information relevant to your request. .

Please find the information that Wilton Park can release to you. Some information has been withheld using Section 43 - Commercial interests. Section 43 is a qualified exemption and is subject to the public interest test. Having applied that test, it is judged that to release this information would, or is likely to, prejudice Wilton Park's ability to negotiate future contracts at competitive rates by providing potential bidders with commercially sensitive information relating to the annual average spend on cleaning services and security guarding services. Similarly, release of the information in respect of the service provider's average costs would, or is likely to, prejudice the service provider's commercial interests when bidding for other contracts.

In respect of the providing of more detail as to the dates, we are withholding this information under Section 31(1) (a) – law enforcement - of the Freedom of Information Act (FOIA). The exemption in section 31 (1) (a) is designed to cover all aspects of the prevention and detection of crime. Section 31 is a qualified exemption, which means that it is subject to a public interest test. We acknowledge the public interest in openness and transparency and we recognise that releasing this information would provide the public with assurance that we are protecting our IT infrastructure. However, section 31 is engaged because releasing the information will prejudice the prevention of crime by facilitating the possibility of a criminal offence being carried out. Hacking into an IT system is a criminal offence. Wilton Park takes the protection of its IT infrastructure very seriously. We implement the mandatory requirements of the Cabinet Office Security Policy Framework and follow Her Majesty's Government's Information Assurance standards and best practice which covers all areas of security.

For the reasons set out above, we have assessed that the public interest in maintaining this exemption outweighs the public interest in disclosure.

There are no contracts in place for enterprise resource planning software. The information provided relates to the following contracts.

**Category: CRM**

**Supplier:** Pythagoras

**Brand:** Microsoft Dynamics

**Contract Description:** Support and maintenance only – no upgrades.

**Number of Users/Licences:** 52

**Annual Average Spend:** Redacted by virtue of Section 43 – Commercial interests.

**Contract Duration:** One year – rolling.

**Contract start date:** Q3 2015

**Contract Expiry:** Q3 2016

**Review date:** Estimated Q2 2016

**Category: HR and Payroll**

**Supplier:** Sage

**Brand:** Sage Payroll and Sage HR

**Contract Description:** Support and maintenance only – no upgrades.

**Number of Users/Licences:** 5

**Annual Average Spend:** Redacted by virtue of Section 43 – Commercial interests.

**Contract Duration:** One year – rolling.

**Contract start date:** Q2 2015

**Contract Expiry:** Q2 2016

**Review date:** Estimated Q1 2016

**Category: Finance**

**Supplier:** Diazone Computer Suppliers

**Brand:** Sage 2000

**Contract Description:** Support and maintenance only – no upgrades.

**Number of Users/Licences:** 5

**Annual Average Spend:** Redacted by virtue of Section 43 – Commercial interests.

**Contract Duration:** 3 months

**Contract start date:** Q3 2015

**Contract Expiry:** Q2 2016

**Review date:** Rolling

Contact details for responsible officers for all of the above contracts: Tel. 01903 815020. Email: [admin@wiltonpark.org.uk](mailto:admin@wiltonpark.org.uk).

We have withheld the name and job title of the person responsible for these contracts under section 40 of the Freedom of Information Act. It is our view that disclosure of this information would breach the first data protection principle, which states that personal data should be processed fairly and lawfully. Section 40(2) and (3) of the FOIA therefore apply. It is the fairness aspect of this principle, which we think, would be breached by disclosure in this case. In such circumstances, section 40 confers an absolute exemption on disclosure. We do not therefore have to apply the public interest test.

Yours sincerely

**Senior Information Risk Officer**



We keep and use information in line with the Data Protection Act 1998. We may release this personal information to other UK government departments and public authorities