



Foreign &  
Commonwealth  
Office

**FCO Services**  
Foreign and Commonwealth Office  
King Charles Street  
London SW1A 2AH

Website: <https://www.gov.uk>

27 October 2015

Dear

**FREEDOM OF INFORMATION ACT 2000 REQUEST REF: FOI 0962-15**

Thank you for your email of 29 September 15 asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

I would like to request information under the Freedom of Information Act.

The information I require is in relation the organisation's software contract specifically for:

- **Enterprise Content Management-** covers the provision of Enterprise Content Management (ECM) software and associated services including Document and Records Management (EDRM) solutions e.g. document scanning, image processing, web content and workflow management and systematic control e.g. document life cycle solutions.
- **Asset Management Software-** is a business practice that involves **managing** and optimizing the purchase, deployment, maintenance, utilization, and disposal of **software** applications within an organization.
- **Data Management and Reporting Systems (DMRS) Software** - covers the provision of Data Management and Reporting Systems (DMRS) software and associated services for the purposes of business intelligence, data and performance management including data warehouse provision, data manipulation, quality and integration tools, data analytics and big data solutions.
- **Mobile Application Solutions-** covers the provision of Mobile Application Solutions for the purposes of delivering mobile application requirements for a variety of mobile devices, platforms and interfaces.

The organisation may have several contracts relating to the contract above but can you please provide me with the primary/secondary contracts. Please concentrate on contracts over £1,000.

Can you please provide me with the following contract information for each of the contract category specified above:

1. **Contract Category:** Please see select from the categories provided; Enterprise Content Management; Asset Management; Data Management and Reporting Systems; Mobile Application Solutions.
2. **Existing Supplier Name** 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 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 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.
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.

I am writing to confirm that FCO Services have now completed the search for the information which you requested.

Please be aware that FCO Services is a trading fund of the Foreign and Commonwealth Office, which was established in April 2008. While FOI requests do come into FCO Services directly, our trading fund status with our parent organisation requires all requests to be registered with the FCO. Replies supplied by FCO Services are specifically information about FCO Services and any information that is required from the FCO would require a separate FOI request to be submitted directly to the FCO.

Below are the responses that we can provide to your questions.

### **Enterprise Content Management**

There are no formal contracts in place for Enterprise Content Management. FCO Services utilises Open Source Software which is hosted and supported internally. The web site is under a pay as you go cloud service under the G-Cloud Framework with Crown Commercial Services.

### **Asset Management Software**

There are no contracts in place for Asset Management Software, FCO Services use a customised system which is fully supported in house.

### **Data Management and Reporting Systems (DMRS) Software**

FCO Services use a bespoke reporting system which is fully supported in house. There are no contracts.

### **Mobile Application Solutions**

Although FCO Services do utilise mobile application solutions we are not responsible for any contracts related to these solutions. This information would need to be requested directly from the Foreign and Commonwealth Office at: [foi-dpa.imd@fco.gov.uk](mailto:foi-dpa.imd@fco.gov.uk).

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Yours sincerely,

Corporate Knowledge and Security



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.