



Foreign &
Commonwealth
Office

Knowledge & Technology Directorate
Foreign and Commonwealth Office
King Charles Street
London SW1A 2AH

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

23 October 2015

FREEDOM OF INFORMATION ACT 2000 REQUEST REF: FOI 0799-15

Thank you for your email of 4th August 2015 asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

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

- *Enterprise Resource Planning Software Solutions (ERP)*
- *Customer Relationship Management (CRM) Solutions*
- *Human Resources (HR) and Payroll Software Solutions*
- *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,*

UNCLASSIFIED

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. *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.*
 - i. *If the organisation have an outsourced provider that looks after all software can you please request this information from your provider?*
 - ii. *If any of the information is not available please can you provide me with the notes on the reasons why?*
 - iii. *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 the Foreign and Commonwealth Office (FCO) does hold information relevant to your request.

I am not able to release the answers to all of your questions due to several exemptions from the FOI Act that have been applied to this response. I shall detail these where appropriate. The numbered responses to follow relates to your questions in italics above.

1. There is no CRM system at the FCO. HR, Finance, and Payroll are all elements of the ERP, there are not separate systems.
2. Oracle is the software supplier of the ERP.

UNCLASSIFIED

UNCLASSIFIED

3. The ERP software is Oracle E-Business Suite.
4. In respect to this question, we are withholding this information under Section 43 (2) – commercial interests - of the Freedom of Information Act (FOIA).

The use of this exemption was carefully considered. The factors in favour of disclosure of this information, including the general public interest and greater transparency and accountability, were carefully weighed against the need to allow business-people and commercial organisations the space to conduct their lawful business competitively and without fear of disclosure of sensitive commercial information. We consider that this transparency also poses risks to the protection of commercially confidential information. Failure to protect such commercially sensitive information would limit the sources of information and interlocutors available to the FCO and limit the FCO's ability to promote the British economy and lobby for the interests of British businesses overseas. In this case after such consideration we believe that the public interest in withholding the redacted information outweighs the public interest in its release.

5. Potentially all FCO staff are users. We cannot provide a definitive answer, as to the exact number of employees in the organisation changes regularly, but there are approximately 14,000 users at any one time.
6. We have three active contracts for ERP operating services totalling £6,337,505 over two years.
7. The current contract is G-Cloud3. G-Cloud contracts are all for 2 years and cannot be extended, only re-procured.
8. Current contract from Q2- 2014 to Q2- 2016.

In respect to the providing more detail as to the dates, we are withholding this information under Section 24 (1) – national security - and Section 31 (1) (a) – law enforcement - of the Freedom of Information Act (FOIA).

Section 24 is a qualified exemption, which means that it is subject to a public interest test. We acknowledge the public interest in openness and transparency, but we consider that there is also a public interest in the FCO protecting national security. Having reviewed the requested material, we are concerned that disclosure could undermine the confidentiality and integrity of departmental systems leading to IT systems being compromised or disrupted and consequently adversely impact on UK's security. We have therefore concluded that the exemption applies and that non-disclosure serves the public interest better than release in this instance.

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

UNCLASSIFIED

into an IT system is a criminal offence. The FCO 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.

9. As response for question 8 above.

10. As response for question 8 above.

11. This information you have requested is personal data relating to third parties, the disclosure of which would contravene one of the data protection principles. In such circumstances sections 40(2) and (3) of the Freedom of Information Act apply. In this case, our view is that disclosure would breach the first data protection principle. This states that personal data should be processed fairly and lawfully. It is the fairness aspect of this principle, which, in our view, would be breached by disclosure. In such circumstances, s.40 confers an absolute exemption on disclosure. There is, therefore, no public interest test to apply.

- i. The information above has been received from the outsourced provider.
- ii. Reasons why information cannot be provided for each relevant question.
- iii. We cannot use your spreadsheet but the information has been provided above.

Yours sincerely,

Knowledge & Technology Directorate



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.