



Ministry of Defence

Our Ref: FOI2015/01928

Ministry of Defence
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17 March 2015

Dear [REDACTED]

Thank you for your email of 18th February 2015 requesting the following information:

- "1) What, if any, social media management platform do you use within the department? (e.g. CrowdControl, HootSuite, Meltwater Buzz etc)*
- 2) If using a paid-for social media management platform how much does this cost either per year or per month*
- 3) How long does this contract last for and when was it awarded?*
- 4) How many users does this contract allow for?*
- 5) What, if any, media enquiry management software do you use? (e.g. Gorkana, Veulio, COLIN)*
Please provide the email address of the person responsible for social media within your organisation
- 6) If using a paid-for media enquiry management solution how much does this cost either per year or per month?*
- 7) How long does this contract last for and when was it awarded?*
- 8) How many users does this contract allow for?*
Please provide the email address for your Head of Media or Corporate Communication within your organisation
- 9) What, if any, Freedom of Information enquiry management software do you use? (e.g. CC Tracker, KnowAll Enquire)*
- 10) If using a paid-for media enquiry management solution how much does this cost either per year or per month?*
- 11) How long does this contract last for and when was it awarded?*
- 12) How many users does this contract allow for?"*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence, and I can confirm that some information in scope of your request is held.

The information you have requested can be found below interweaved with your questions.

1) What, if any, social media management platform do you use within the department?

We use Hootsuite.

2) If using a paid-for social media management platform how much does this cost either per year or per month?

The annual cost for Hootsuite is £24,400 inc. VAT.

3) How long does this contract last for and when was it awarded?

A three year contract was awarded in Q1 2014.

4) How many users does this contract allow for?

We have 100 licences.

5) What, if any, media enquiry management software do you use?

We do not use any media enquiry management software.

6) Please provide the email address of the person responsible for social media within your organisation.

DDC-Strategy-DigAndBrandDepHd@mod.uk

7) If using a paid-for media enquiry management solution how much does this cost either per year or per month?

8) How long does this contract last for and when was it awarded?

9) How many users does this contract allow for?

N/A

10) Please provide the email address for your Head of Media or Corporate Communication within your organisation.

DDC-Director@mod.uk

11) What, if any, Freedom of Information enquiry management software do you use?

We use eCase2 which is supplied by Fivium.

12) If using a paid-for media enquiry management solution how much does this cost either per year or per month?

We have interpreted your question to refer to the Freedom of Information enquiry management software. The monthly cost for eCase2 is £17,147 ex. VAT. It should be noted that the system does not just manage FOI requests, but also has the capacity to manage up to 12 case types and is a Software as a Service solution.

13) How long does this contract last for and when was it awarded?

A two year contract was awarded in Q4 2013.

14) How many users does this contract allow for?

The contract does not specify a maximum or minimum number of users.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 1st Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>

Yours sincerely,

DDC Secretariat Parliamentary