



Ministry
of Defence

Ministry of Defence

Defence Business Services Secretariat
Room 6303
Tomlinson House
Norcross
Thornton-Cleveleys
FY5 3WP

Ref: FOI2020/11349

Email: DBSRES-Secretariat@mod.gov.uk

30 October 2020

Dear Mr Thank you for your email of 24 September 2020 to the Ministry of Defence (MOD) requesting the following information:

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

Enterprise Resource Planning Software Solution (ERP):

Primary Customer Relationship Management Solution (CRM):

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

Primary Human Resources (HR) and Payroll Software Solution:

For example, iTrent, ResourceLink, HealthRoster; software of this nature.

The organisation's primary corporate Finance Software Solution:

For example, Agresso, Integra, Sapphire Systems; software of this nature.

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

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.

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.

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

5. *Annual Spend: What is the annual average spend for each contract?*
6. *Contract Duration: What is the duration of the contract please include any available extensions within the contract.*
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.*
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.*
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.*
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).*

On 9 October 2020 you provided the following clarification:

“We are seeking the information of the Ministry of Defence only. Please provide.”

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.

Records relating to some of the information you have requested are centrally held, however, there are other standalone systems and local networks used at some MOD establishments/units for which information is not currently available.

Section 12 of the FOIA makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for central government is set at £600. This represents the estimated cost of one person spending 3.5 working days in determining whether the department holds the information, and locating, retrieving and extracting it.

I have to advise you that we will not be able to answer your request without exceeding this limit. Given the lack of a central, all-encompassing database of all of the contracts and software applications you have referred to, to fully answer your questions, a pan-Defence survey of every MOD and Service establishment, both in the UK (of which there are in the region of 920) and overseas would need to be carried out. This would make the cost of replying in full to your questions around £23,025.

Section 16 (Advice and Assistance) of the FOIA requires a public authority to offer advice and assistance on how to reduce or refine a request to bring the cost of compliance under the limit by narrowing or limiting its scope. I would advise that, were you to narrow your focus to a specific supplier or contract title, details of which could be searched for on

contracts finder at the link below, some information in scope of your request could be provided in relation to that contract.

<https://www.gov.uk/contracts-finder>

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.gov.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

Defence Business Services (Secretariat)