



National Audit Office

The UK's independent public spending
watchdog

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Reference FOI-1696

Date 21 March 2024

Dear

NAO SOFTWARE CONTRACTS

Thank you for your request of 26 February 2024 for information about the National Audit Office's various software contracts. Your request has been handled in accordance with the Freedom of Information Act 2000 (FOIA).

We can confirm that we hold information in scope of your request. Your request is set out in **Annex A** for reference, and we have provided our response to each point in the Excel spreadsheet attached with this letter.

We hope you find this response helpful. **Annex B** sets out the steps you may wish to take if you are not satisfied with the way we have handled your request for information under FOIA.

Yours sincerely,

NAO FOI Team



Annex A

Request for information about NAO's software contracts:

(Your request is in italics and our response below)

We are writing to you under the Freedom of Information Act 2000 to request information. Please provide the following details:

- 1. What software do you use for your payroll, hr and finance solutions, how much annually do you spend on each, when does each contract expire?*
- 2. Do you manage your payroll in-house or do you outsource it if so, who do you outsource it to?*
- 3. How many people do you pay each month using your payroll solution?*
- 4. How many pensioners do you pay using your payroll solution?*
- 5. Do you use Microsoft power platform technologies such as Power Automate, Power Virtual Agents?*
- 6. What is the employee count at your organisation?*
- 7. Do you collaborate with other organisations in the delivery of HR & Payroll shared services? If so which organisation?*
- 8. Do you work with any industry experts such as ATOS, KPMG, EY, Accenture etc?*
- 9. Who in your organisation is the head of service for HR and Payroll software or services and what is their role?*

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how we can refine our request.

If you can identify any ways that our request could be refined, we would be grateful for any further advice and assistance.

If you have any queries, please don't hesitate to contact us via email. Could you also please acknowledge receipt of our request?

Thank you for your time, we look forward to hearing from you.

Annex B

Statement of Policy

Our policy is to respond to requests made under the Freedom of Information Act 2000 as helpfully and promptly as possible, having regard to the principles set out in the Act. I therefore hope you are happy with the way we have handled your request. If you are not, then you should take the following steps.

In the first instance, within 40 working days, write to the National Audit Office Freedom of Information (FOI) Team at FOI.requests@nao.org.uk or by post to:

FOI Team, Green 2, National Audit Office, 157-197 Buckingham Palace Road, London, SW1W 9SP.

The Head of FOI will arrange a review, which will be conducted by a senior member of staff who was not involved in decisions relating to your original request. Once the review has been completed, we will write informing you of the outcome. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The primary way of escalating your concerns to the Information Commissioner is at: www.ico.org.uk/foicomplaints. Alternatively, you can contact the ICO at Contact us | ICO or Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF.