



National Audit Office

The UK's independent public spending  
watchdog

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Reference FOI-1736

Date 07 August 2024

## ENTERPRISE APPLICATION

Thank you for your request of 17 July 2024 for information about specific software contracts held by the National Audit Office (NAO).

Your request has been handled under the terms of the Freedom of Information Act 2000 (FOIA). Your specific request is set out in **Annex A** and we have supplied our responses in an Excel spreadsheet attached with this letter.

We have withheld certain information under section 40(2) (personal information) of the FOIA. Details of these exemptions and how they apply to your request can be found at **Annex B**.

**Annex C** 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 the FOIA.

We hope you find this response helpful.

Yours sincerely,

**NAO FOI Team**



## **Annex A**

(Your original request is in italics below)

*To the organisation's Freedom of Information Officer,*

*This is an email to request information under the FOI Act.*

*I want to apologise in advance for the length of this request, the first part is just an outline of the request bellow (A-D) I have added this for clarification so you know exactly what I am referring to. Can you please read all the information within the request this is an urgent request so if you could please provide me with the information before the 20 working days this will be greatly appreciated.*

*You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the following.*

*The information I require relates to the organisation's software contract, please send me the organisation's primary contract around the types of contracts below.*

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

### **A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main**

*ERP system and may include service support, maintenance and upgrades.*

### **B. Primary Customer Relationship Management (CRM) Solution-this is the organisation's main**

*CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firm step*

### **C. Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main**

*HR/payroll system and may include service support, maintenance and upgrades. In some cases, the HR contract maybe separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resource link.*

### **D. The organisation's primary corporate Finance Software Solution-this is the organisation's main**

*Finance system and may include service support, maintenance and upgrades. Example of finance systems the organisation may use could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP*

*In some cases you may come across contracts that provides service support maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.*

*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. Name of Supplier: Can you please provide me with the software provider for each contract?*
- 3. The date in which these applications were implemented*
- 4. 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's name again please provide me with the actual software name.*
- 5. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included. Please also include any modules included within the contract as this will support the categories you have*

selected in question 1.

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

7. *Annual Spend: What is the annual average spend for each contract?*

8. *Contract Duration: What is the duration of the contract please include any available extensions within the contract.*

9. *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.*

10. *Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.*

11. *Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.*

12. *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).*

*If any of the information is not available, please can you provide me with the notes on the reasons why?*

## **Annex B**

**This annex sets out the exemptions that we have applied to your request.**

### **Section 40, Freedom of Information Act 2000 – Personal information**

Section 40, paragraphs 1-4, of the Freedom of Information Act 2000 (FOIA) provides that:

(1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.

(2) Any information to which a request for information relates is also exempt information if—

(a) it constitutes personal data which does not fall within subsection (1), and

(b) the first, second or third condition below is satisfied.

(3A) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act—

(a) would contravene any of the data protection principles, or

(b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.

(3B) The second condition is that the disclosure of the information to a member of the public otherwise than under this Act would contravene Article 21 of the GDPR (general processing: right to object to processing).

(4A) The third condition is that—

(a) on a request under Article 15(1) of the GDPR (general processing: right of access by the data subject) for access to personal data, the information would be withheld in reliance on provision made by or under section 15, 16 or 26 of, or Schedule 2, 3 or 4 to, the Data Protection Act 2018, or

(b) on a request under section 45(1)(b) of that Act (law enforcement processing: right of access by the data subject), the information would be withheld in reliance on subsection (4) of that section.

### **Reasons why we have applied this exemption:**

We are not obliged, under Section 40(2) of the FOIA to provide personal information if releasing it would contravene any of the provisions of the Data Protection Act 2018. In this instance we believe the release of the direct contact details of individual National Audit Office officers would contravene the first data protection principle which is that the processing of personal data must be lawful, fair and transparent. Processing in this context includes disclosure and therefore we consider section 40(2) is engaged. In this instance we do not believe it would be fair to the individual officers to disclose this personal information. This exemption is absolute and is not subject to the public interest test.

## **Annex C**

### **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@nao.org.uk](mailto:FOI@nao.org.uk) or by post to:

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

The FOI and Correspondence Manager 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](http://www.ico.org.uk/foicomplaints)

Alternatively, you can contact the ICO at <https://ico.org.uk/> or Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF.