

Reference: 534328

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10 May 2018

### **Freedom of Information: Right to know request**

Thank you for your request for information where you asked about IT Systems.

This was received by Ofcom on 10 April and it has been considered under the Freedom of Information Act 2000 (the Act).

Please see below our responses under each of the questions you asked:

#### *Finance System*

- *What Applications are you running for Finance System?*

SAP.

- *When does the contract expire?*

Q4 2018.

- *Which vendor/System Integrator (SI) implemented your current System?*

Capgemini.

- *Who is your current system support partner?*

NIIT.

- *How much do you spend on support for your current system?*

The information you requested is being withheld as it falls under the exemption in section 43(2) of the Act. This deals with information that would prejudice the commercial interests of a person or company if it were to be disclosed (e.g. spend-related information on systems). In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. Annex A to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

- *Are you planning to renew or replace your current System?*

We do not have any plans to renew or replace our current System.

- *Are you planning to tender for a new system upon expiry?*

We do not have any plans to tender for a new system upon expiry.

#### *HR System*

- *What Applications are you running for HR system?*

SAP.

- *When does the contract expire?*

Q4 2018.

- *Which vendor/System Integrator (SI) implemented your current System?*

Capgemini.

- *Who is your current system support partner?*

NIIT.

- *How much do you spend on support for your current system?*

Spend-related information on systems is exempt from disclosure under section 43(2) of the Act.

- *Are you planning to renew or replace your current System?*

We do not have any plans to renew or replace our current System.

- *Are you planning to tender for a new system upon expiry?*

We do not have any plans to tender for a new system upon expiry.

#### *CRM System*

- *What Applications are you running for CRM system?*

Salesforce.

- *When does the contract expire?*

Q1 2021.

- *Which vendor/System Integrator (SI) implemented your current System?*

Methods Digital.

- *Who is your current system support partner?*

NIIT.

*- How much do you spend on support for your current system?*

Spend-related information on systems is exempt from disclosure under section 43(2) of the Act.

*- Are you planning to renew or replace your current System?*

We do not have any plans to renew or replace our current System.

*- Are you planning to tender for a new system upon expiry?*

We do not have any plans to tender for a new system upon expiry.

### *Projects System*

*- What Applications are you running for projects?*

Microsoft Excel, Jama

*- When does the contract expire?*

For Jama - Q4 2019.

*- Which vendor/System Integrator (SI) implemented your current System?*

For Jama – CGI.

*- Who is your current system support partner?*

Jama supports their own application, NIIT supports Microsoft Excel

*- How much do you spend on support for your current system?*

Spend-related information on systems is exempt from disclosure under section 43(2) of the Act.

*- Are you planning to renew or replace your current System?*

There are no plans to renew or replace our current system.

*- Are you planning to tender for a new system upon expiry?*

There are no plans to tender for a new system upon expiry.

*- If tender, when are you planning to publish for a tender (PQQ, RFI, RFP)?*

We do not currently have any plans to publish for a tender.

*- Which framework do you use for procurement?*

Crown Commercial Service framework and G-Cloud.

### *BI System*

- *What Applications are you running for BI?*

SAP, Power BI, Microsoft Excel.

- *When does the contract expire?*

Q4 2018.

- *Which vendor/System Integrator (SI) implemented your current System?*

Capgemini.

- *Who is your current system support partner?*

NIIT.

- *How much do you spend on support for your current system?*

Spend-related information on systems is exempt from disclosure under section 43(2) of the Act.

- *Are you planning to renew or replace your current System?*

We do not have any plans to renew or replace our current System.

- *Are you planning to tender for a new system upon expiry?*

We do not have any plans to tender for a new system upon expiry.

### *Planning and Budgeting System*

- *What Applications are you running for Planning and Budgeting?*

SAP and Microsoft Excel.

- *When does the contract expire?*

Q4 2018.

- *Which vendor/System Integrator (SI) implemented your current System?*

Capgemini.

- *Who is your current system support partner?*

NIIT.

- *How much do you spend on support for your current system?*

Spend-related information on systems is exempt from disclosure under section 43(2) of the Act – see above.

- *Are you planning to renew or replace your current System?*

Yes.

- *Are you planning to tender for a new system upon expiry?*

Yes.

- *If tender, when are you planning to publish for a tender (PQQ, RFI, RFP)?*

We do not currently have plans to publish for a tender.

- *Which framework do you use for procurement?*

Crown Commercial Service framework and G-Cloud.

#### *Workforce Planning System*

- *What Applications are you running for Workforce Planning?*

Microsoft Excel

- *When does the contract expire?*

N/A.

- *Which vendor/System Integrator (SI) implemented your current System?*

N/A.

- *Who is your current system support partner?*

N/A.

- *How much do you spend on support for your current system?*

Spend-related information on systems is exempt from disclosure under section 43(2) of the Act.

- *Are you planning to renew or replace your current System?*

We do not have any plans to renew or replace our current system.

- *Are you planning to tender for a new system upon expiry?*

We do not have any plans to tender for a new system upon expiry.

1) *What is your budget for IT spend for 2017/2018?*

Spend-related information on IT systems is exempt from disclosure under section 43(2) of the Act – see above.

2) *Are you planning to join a Shared Service in the next 1 - 2 years?*

We do not have any plans to join a 'shared service'.

3) *Who is responsible for the procurement process?*

The Commercial team is responsible for the procurement process.

4) *What is the size of the organisation?*

We have taken this to mean the number of employees who work for Ofcom. The latest statistics concerning employee numbers can be accessed on the 2016/2017 Annual Report at page 85: [https://www.ofcom.org.uk/\\_data/assets/pdf\\_file/0021/104358/annual-report-2016-accessible.pdf](https://www.ofcom.org.uk/_data/assets/pdf_file/0021/104358/annual-report-2016-accessible.pdf).

5) *How many Finance FTEs?*

There are currently 30 full-time employees working in our Finance team.

6) *How many HR FTEs?*

There are currently 24 full-time employees working in our Human Resources team.

7) *How many Procurement FTEs?*

There are currently 6 full-time employees working in our Procurement team.

If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

**Jerin John**

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

#### **Timing**

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all

such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings  
The Secretary to the Corporation  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

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 Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**Annex A**

<b>Section 43(2) – where information, if disclosed, would or would be likely to, prejudice the commercial interests of a company</b>	
<b>Factors for disclosure</b>	<b>Factors for withholding</b>
<ul style="list-style-type: none"><li>• Open policy making and public confidence in regulated activities</li></ul>	<ul style="list-style-type: none"><li>• Specific companies are identifiable and as such their ability to conduct their business activities would be diminished if this data were publicly available at this time. Therefore, commercial interest would be prejudiced.</li></ul>
<b>Reasons why public interest favours withholding information</b>	
<ul style="list-style-type: none"><li>• Ofcom enjoys a positive relationship with its stakeholders and suppliers and is entrusted with commercially sensitive data provided by those companies. The release of this information into the public domain would impair both this relationship and Ofcom’s ability to regulate in a fair and proportionate manner.</li></ul>	