



## Department of Health & Social Care

Freedom of Information Team  
Department of Health and Social Care  
39 Victoria Street  
London  
SW1H 0EU

[www.gov.uk/dhsc](http://www.gov.uk/dhsc)

Mr Ewan Owen  
[request-716127-32e053c8@whatdotheyknow.com](mailto:request-716127-32e053c8@whatdotheyknow.com)

2 February 2021

Dear Mr Owen,

### **Freedom of Information Request Reference FOI-1287309**

Thank you for your request dated 5 January in which you asked the Department of Health and Social Care (DHSC):

*"I am currently researching what software solutions are used to manage and track FOI, Subject Access and other DPA/GDPR related disclosure requests and would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.*

*Understanding you are a new organisation the details we require are:*

- *What, if any, software is used for managing and tracking FOI, Subject Access, DPA disclosure requests?*
- *If bespoke software is to be used, is the contract already in place - what was the start date, duration and value of the contract?*
- *Is there an extension clause in the contract and, if so, the duration of the extension?*
- *Who is/will be the senior officer/s (outside of procurement) responsible for managing the FOI, Subject Access, DPA disclosure request process? "*

Your request has been handled under the Freedom of Information Act (FOIA).

I have numbered your questions for ease of reference.

### **Question 1: What, if any, software is used for managing and tracking FOI, Subject Access, DPA disclosure requests?**

Microsoft Dynamics 365 Customer Engagement and e-discovery.

### **Question 2: If bespoke software is to be used, is the contract already in place - what was the start date, duration and value of the contract?**

Our support contract covers all 'in support' Microsoft Products and Services. As long as the software has not gone EOL (End of Life) then it is covered by current contract. Start Date: Quarter 2 2020. Contract value: £47,000.

**Question 3: Is there an extension clause in the contract and, if so, the duration of the extension?**

This is an annual renewal so does not have an extension clause built in.

**Question 4: Who is/will be the senior officer/s (outside of procurement) responsible for managing the FOI, Subject Access, DPA disclosure request process?**

I can confirm that the Department holds information relevant to your request.

The following senior officer are in charge of the respective areas;

FOI: Paul Richardson

Subject Access Request (RoAR) & DPO: Lee Cramp

If you are not satisfied with the handling of your request, you have the right to appeal by asking for an internal review. This should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the address at the top of this letter, or the email address at the end of this letter.

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of your internal review, you may complain directly to the Information Commissioner's Office (ICO). Generally, the ICO cannot make a decision unless you have already appealed our original response and received our internal review decision. You should raise your concerns with the ICO within three months of your last meaningful contact with us.

The ICO can be contacted at:

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

<https://ico.org.uk/concerns>

Yours sincerely,

Ed Franklyn  
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