

Our Reference: FOI 1620

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

By email: [REDACTED]

Date: 29 September 2014

Dear [REDACTED]

Freedom of Information Act 2000

Further to my letter of 10 September 2014 acknowledging your request for information which was received by us on 4 September, I am now in a position to respond.

Your request is as follows:

I would be grateful if you could send me the following information in relation to your I.T. System to record Incidents and manage investigations. If you use separate systems for recording and investigating or for different areas of business please, provide details of all in attached form (also available in electronic form).

The questions in your form are as follows:

- 1. The name of your current Incident recording & Investigation management System(s) and Provider(s). If this is outsourced please provide the name of your outsourcing provider.*
- 2. The date that the contract was signed with your System(s) provider(s).*
- 3. The length of the current contract term the System(s).*
- 4. When the System(s) contracts are up for renewal.*
- 5. The current annual maintenance charges for your System(s).*
- 6. The original contract value of you System(s).*
- 7. The current number of employees involved in Incident recording & Investigation management including casual and full time staff.*

I am handling your request under the terms of the Freedom of Information (FOI) Act 2000. I will answer each part of your request in the order in which you made it.

- 1) The product is Memex, provided by SAS Software Limited ("SAS").
- 2) 31 December 2011.
- 3) These are perpetual/ rolling licences and have no fixed renewal date.
- 4) Please see response above.
- 5) No information is available on maintenance charges.
- 6) £132.5K (rounded) was the original figure from the Master licence agreement which was the start of the Memex usage.
- 7) The number of staff involved in incident recording and investigation management varies depending on the incident. The way incidents are managed means that individuals are involved as required.

If you have any queries about this letter, please contact me. Please remember to quote the reference number at the top of this letter in any future communications.

If you are not satisfied with the way the Agency has handled your request for information, you should write within two calendar months of the date of this letter to the Openness Team, and ask for an internal review. They will arrange for the Complaints Coordinator to conduct the review. Their address is Food Standards Agency, Room 2C Aviation House, 125 Kingsway, London, WC2B 6NH (email: Openness.team@foodstandards.gsi.gov.uk).

If you are not content with the outcome of the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Agency. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through the website at: www.ico.gov.uk

Yours sincerely

[Redacted signature]

[Redacted contact information]