



FOI Ref: 2016/005

15<sup>th</sup> February 2016

## **REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002**

Thank you for your request for information under the Freedom of Information (Scotland) Act 2002, received by email on 28<sup>th</sup> January 2015. Your specific requests and the relevant information held by the Park Authority are provided below.

### **1. What (if any software) do you use to monitor/process FOI requests?**

The Park Authority logs FOI requests on an Excel spreadsheet.

### **2. Is that software externally purchased, if so please can you provide the name of the company**

The Park Authority purchases this software from Microsoft via a Software Licence Agreement utilising a Crown Commercial Services Marketplace. Further information can be found at: <https://www.gov.uk/guidance/buying-goods-and-services-options-for-public-sector-buyers>

### **3. Please provide the cost of purchasing it or the cost of the internal development**

The negotiation of this contract is via a framework agreement, and is renewed on an annual basis. As such the cost of purchase is considered to be commercially sensitive information. Release of this information would provide a competitive advantage to other providers in the same market. Therefore this information has been withheld from release under S33(1)(b) of the Freedom of Information (Scotland) Act 2002.

This exemption is subject to the public interest, which means that consideration must be given as to whether there is a greater public interest in the disclosure of the requested information. The software contracts currently in place with the Park Authority are renewed on an annual basis, which means that the current cost of the software used by the Authority has been calculated relative to existing market conditions for these products.

While the Park Authority is required to be accountable and transparent in the use of its resources, and acknowledges the public interest in seeing the evidence of this accountability by the provision of information about how much money is spent on software, there is also a requirement for the Authority to ensure value for money, and to ensure that the competitive interests of organisations we do business with are not compromised by the disclosure of information that could give an

## **LOCH LOMOND & THE TROSSACHS NATIONAL PARK AUTHORITY**

National Park Headquarters, Carrochan, Carrochan Road, Balloch, G83 8EG Long: 4°34'24"W Lat: 56°00'12"N  
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advantage to rival organisations in the same industry.

It has therefore been concluded that the public interest in disclosing the cost of software purchased by the Park Authority is outweighed by the greater public interest in withholding the information, thereby protecting the commercial interests of the software organisation we have negotiated our current software purchase from.

#### **4. What software do you use to look after your organisations assets?**

The Park Authority uses two software packages, IDOX Estate Management and Access asset Manager.

#### **5. Is that software externally purchased, if so please can you provide the name of the company**

The software is externally purchased from Idox and The Access Group.

#### **6. Please provide the cost of purchasing it or the cost of the internal development**

The cost of purchasing the software is part of a contractual agreement with the two companies, and as such is considered to be commercially sensitive information. Release of this information would provide a competitive advantage to other providers in the same market. Therefore this information has been withheld from release under S33(1)(b) of the Freedom of Information (Scotland) Act 2002.

This exemption is subject to the public interest, which means that consideration must be given as to whether there is a greater public interest in the disclosure of the requested information. Software companies operate in a competitive market involving the sale of their products to generate revenue. The software contracts currently in place between IDOX and the Access Group and the Park Authority are renewed on an annual basis, which means that the current cost of the software used by the Authority has been calculated relative to existing market conditions for these products.

It has therefore been concluded that the public interest in disclosing the cost of software purchased by the Park Authority is outweighed by the greater public interest in withholding the information, thereby protecting the commercial interests of the software organisations we have negotiated our current software purchases from.

Yours sincerely

Information Officer

info@lochlomond-trossachs.org

#### **Review Procedure**

If you are dissatisfied with this decision, or the way in which the Authority has dealt with your request, you are entitled to require the Authority to review its decision. Please note that in order for a review to take place you are required to:

- Send your request for review in writing, setting out in full the reasons why you are requesting a review.
- Submit your review request within 40 working days of either the date on which you

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received a response from the Authority or the date by which you should have received a response under the terms of the Freedom of Information (Scotland) Act 2002, whichever is the later.

- address your review request to the Director of Corporate Services:

Jaki Carnegie  
Loch Lomond & The Trossachs National Park Authority  
National Park Headquarters  
Carrochan  
Carrochan Road  
Balloch  
G83 8EG  
E-mail: [info@lochlomond-trossachs.org](mailto:info@lochlomond-trossachs.org)

The review will be handled by staff who were not involved in the original decision. You will receive notice of the result of your review within 20 working days.

If you are not satisfied with the response to your request for review, you can contact the Scottish Information Commissioner, the independent body which oversees the Freedom of Information (Scotland) Act 2002, at:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS  
Tel: 01334 464610  
Website: [www.itspublicknowledge.info](http://www.itspublicknowledge.info)  
E-mail: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

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