

# GREATER LONDON AUTHORITY

[REDACTED]  
[REDACTED]  
(By email)

Our Ref: MGLA220920-5013

15 October 2020

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 22 September 2020. Your request has been considered under the Freedom of Information Act 2000.

You requested:

*Under the Freedom of Information (FOI) Act 2000, please provide the information in the attached document covering Finance, HR/Payroll Systems and Tax.*

Please find attached the information we hold within the scope of your request and our answers to your questions.

We have withheld information relating to our spend on tax advisory and compliance services (part 3, question 3 a-c) because it is exempt from disclosure under Section 43(2) – Prejudice to commercial interests. This is a qualified exemption, for which we must provide evidence of harm and conduct a public interest test. Please see Annex A at the end of this letter.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA220920-5013.

Yours sincerely

[REDACTED]  
**Information Governance Officer**

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>

## Freedom of Information Request

Please provide the following information covering Finance, HR/Payroll systems and Tax under the Freedom of Information Act. In case of query, please email [ ]

### Finance System

1	What is the main Finance/ERP system? Please identify the version currently in use (e.g. Oracle Financials 12.1.3, Oracle Cloud ERP 20C, or SAP ECC 6.0) <b>SAP ECC 6.0</b>
2	Is the Finance/ERP system delivered through a shared service? <b>Yes</b>
2a	If yes, who is the shared service provider? <b>Transport for London (TfL)</b>
3	Which modules are in use in the main Finance/ERP system? (e.g. Payables, Receivables, General Ledger, Assets) and what was the year of implementation? <b>Payables, Receivables, General Ledger, Assets. The GLA has been using SAP via TfL since 2009.</b>
4	Which external organisation managed the implementation of the main Finance/ERP system? <b>The GLA does not hold this information. The GLA uses TfL's SAP service. You may request this information directly from TfL (<a href="mailto:foi@tfl.gov.uk">foi@tfl.gov.uk</a>)</b>
5	Is there a functional or technical support contract in place for the main Finance/ERP system? <b>The GLA does not hold this information. The GLA uses TfL's SAP service. You may request this information directly from TfL (<a href="mailto:foi@tfl.gov.uk">foi@tfl.gov.uk</a>)</b>
5a	If yes, who is the current functional or technical support provider? <b>The GLA does not hold this information. The GLA uses TfL's SAP service. You may request this information directly from TfL (<a href="mailto:foi@tfl.gov.uk">foi@tfl.gov.uk</a>)</b>
5b	On what date does the functional or technical support contract end? <b>The GLA does not hold this information. The GLA uses TfL's SAP service. You may request this information directly from TfL (<a href="mailto:foi@tfl.gov.uk">foi@tfl.gov.uk</a>)</b>
6	Please list any other Finance systems in use including version, implementation date, system implementation company, modules in use, support contract provider and contract end date <b>None</b>
7	What tools or systems are in use for internal Finance reporting? <b>BEX, Business Warehouse</b>
8	What tools or systems are in use for external Finance reporting? <b>None</b>
9	What tools or systems are in use for Planning and/or budgeting? <b>BEX, Business Warehouse</b>
10	Are you using a scanning solution for accounts payable processing? <b>The GLA does not hold this information. The GLA uses TfL's SAP service. You may request this information directly from TfL (<a href="mailto:foi@tfl.gov.uk">foi@tfl.gov.uk</a>)</b>
10a	If yes, which software is used? <b>N/A</b>
11	Are you using robotic process automation in any area of your Finance system?

	<b>The GLA does not hold this information. The GLA uses Tfl's SAP service. You may request this information directly from Tfl (<a href="mailto:foi@tfl.gov.uk">foi@tfl.gov.uk</a>)</b>
11a	If yes, which system(s)? <b>N/A</b>
11b	For each system which elements have been automated? (e.g. invoice entry, journal entry) <b>The GLA does not hold this information. The GLA uses Tfl's SAP service. You may request this information directly from Tfl (<a href="mailto:foi@tfl.gov.uk">foi@tfl.gov.uk</a>)</b>
12	Please specify the procurement route that would be used for upgrading or replacing any of the current Finance systems? e.g. G-Cloud, Crown Commercial Services or Tender <b>The GLA does not hold this information. The GLA uses Tfl's SAP service. You may request this information directly from Tfl (<a href="mailto:foi@tfl.gov.uk">foi@tfl.gov.uk</a>)</b>
13	Are there any Finance/ERP systems replacement or transformation projects being planned? <b>The GLA does not hold this information. The GLA uses Tfl's SAP service. You may request this information directly from Tfl (<a href="mailto:foi@tfl.gov.uk">foi@tfl.gov.uk</a>)</b>
13a	If yes, what is the timescale e.g. next 6 months, 9 months, 12 months etc. <b>N/A</b>
13b	Has a procurement exercise already been undertaken to source suppliers? <b>The GLA does not hold this information. The GLA uses Tfl's SAP service. You may request this information directly from Tfl (<a href="mailto:foi@tfl.gov.uk">foi@tfl.gov.uk</a>)</b>
14	What are the business areas in which manual processing is most prevalent? (e.g. Accounts Payable, Cash & Treasury Management, Management Accounts) <b>General Ledger journals</b>
15	Who should be contacted in connection with Finance Systems ownership queries? (Name, number, email) <b>The GLA does not hold this information. The GLA uses Tfl's SAP service. You may request this information directly from Tfl (<a href="mailto:foi@tfl.gov.uk">foi@tfl.gov.uk</a>)</b>

## HR/Payroll System

1	What is the main HR system in use? (Please include version e.g. Oracle Core HR 12.1.3, Oracle Cloud HCM 20C, Workday) <b>iTrent</b>
2	Which modules are in use in the main HR system? (e.g. Core HR, Absence, Time, Performance, Learning, Recruitment) <b>Core, Absence, Expenses, Learning &amp; OD</b>
3	Is Payroll in use? (if yes, please include the Payroll system details at question 7) <b>No</b>
4	Is the HR system delivered through a shared service? <b>No</b>
4a	If yes, who is the shared service provider? ( <b>N/A</b> )
4b	Is any Payroll processing delivered through the shared service? <b>Yes</b>

5	Which external organisation managed the implementation of the main HR system? <b>MHR</b>
6	Is there a functional or technical support contract in place for the main HR system? <b>Yes</b>
6a	If yes, who is the current functional or technical support provider? <b>MHR</b>
6b	On what date does the functional or technical support contract end? <b>31/03/22</b>
7	Please list any other HR and/or Payroll systems in use including version, implementation date, system implementation company, modules in use, support contract provider and contract end date <b>EngageATS</b> <ol style="list-style-type: none"> <li><b>1. Version: V1 18.09.20</b></li> <li><b>2. Implementation date: 28 April 2014</b></li> <li><b>3. System implementation company: Havas People (Company Registration Number: 02793794)</b></li> <li><b>4. Modules in use – Custom system (non-modular)</b></li> <li><b>5. Support contract provider – Vendor (Havas People)</b></li> <li><b>6. Contract end date: 30 March 2022</b></li> </ol>
8	What reporting tools or systems are in use for HR reporting? <b>Business Intelligence</b>
9	Are you using robotic process automation in your HR system? <b>No</b>
9a	If yes, which elements have been automated? (e.g. job/position creation)
10	Please specify the procurement route that would be used for upgrading or replacing any of the current HR systems? e.g. G-Cloud, Crown Commercial Services or Tender <b>Tender</b>
11	Are there any HR or Payroll system replacement or transformation projects being planned? <b>The GLA is currently working with Transport for London on a possible shared service in respect of HR and payroll systems under a public sector delegation agreement.</b>
11a	If yes, what is the timescale next 6 months, 9 months, 12 months etc. <b>12 – 18 months.</b>
11b	If yes, has a procurement exercise already been undertaken to source suppliers <b>(N/A)</b>
12	Is the HR system integrated with the accounting system? <b>No</b>
12a	If yes, please detail how e.g. automated feed or manual input? <b>(N/A)</b>
13	Who should be contacted in connection with HR Systems ownership queries? (Name, number, email) <b>The Human Resources Reward and Operations Manager, c/o GLA Switchboard 020 7983 4000 or <a href="https://www.london.gov.uk/about-us/contacting-city-hall-and-mayor">https://www.london.gov.uk/about-us/contacting-city-hall-and-mayor</a></b>

## Tax

1	Is tax software in use? (e.g. for Making Tax Digital VAT filings, corporation tax returns or tax provision calculations) <b>Yes – Making Tax Digital (MTD)</b>
1a	If yes, which software and version and what date is the software contracted until? (Please include information for each tax type) <b>MTD – we purchase this service and it is an e-file spreadsheet, we do not have any further details on the software and version</b>
1b	If no, how is tax compliance and reporting for this area managed? (e.g. reliance on non-tax specific systems, and/or self-service tools such as Excel, Alteryx etc.) <b>N/A</b>
2	Do you use any other specialist tax software? (e.g. for PSA returns, construction industry scheme etc.) <b>No</b>
2a	If yes, which software and version and what date is the software contracted until? (Please include information for each tax type) <b>N/A</b>
2b	If no, how is tax compliance and reporting for this area managed? (e.g. reliance on non-tax specific systems, and/or self-service tools such as Excel) <b>Excel</b>
3	How much is spent in total on tax advisory <b>and</b> compliance services across the following categories:
3a	Indirect taxes <b>The GLA holds the information requested but it is exempt from disclosure under Section 43(2) – Prejudice to commercial interests. This is a qualified exemption, for which we must provide evidence of harm and conduct a public interest test. Please see Annex A at the end of this letter.</b>
3b	Corporate/Direct Taxes <b>Information withheld as above</b>
3c	People related Taxes <b>Information withheld as above</b>
4	Is there a tax strategy in place? <b>Not a requirement</b>
4a	If yes, what date does it run until? <b>N/A</b>
5	Is there a tax technology strategy in place? <b>No</b>
5a	If yes, what date does it run until? <b>N/A</b>
6	Is there a Brexit plan for tax? <b>No</b>
7	Who should be contacted in connection with tax ownership queries? (Name, number, email) <a href="mailto:GLATEchnicalAccountancy@london.gov.uk">GLATEchnicalAccountancy@london.gov.uk</a> 02079834255

## Annex A

### Section 43(2) – Prejudice to commercial interests and Public Interest Test

The GLA holds the information requested but it is exempt from disclosure under Section 43(2) – Prejudice to commercial interests

*(2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)*

This is a qualified exemption, for which I am required to provide evidence of harm and conduct a public interest test.

### **Evidence of Harm**

I have considered the potential harm that could be caused by disclosure. In this case the disclosure of the GLA's spend on tax services prejudices the commercial interests of the GLA by affecting our ability to source suppliers in a competitive environment and therefore revenue.

### **Public Interest Test**

Factors favouring disclosure S43 - Disclosure of the requested information would allow transparency in understanding how public money is spent by the GLA and facilitate accountability. The requested information would demonstrate the GLA's commitment to ensuring value for money.

Factors favouring non-disclosure S43 - Disclosure of the requested information would weaken the position of the GLA in a competitive environment, due to a disclosure of market sensitive information. This would have a harmful effect on future partnerships when entering into commercial activities.

### **Public Interest Test**

The GLA recognises the legitimate public interest in the release of information relating to expenditure and best value for the taxpayer. In balancing the public interest in disclosure, we consider the greater good or benefit to the community as a whole if the information is released or not. The 'right to know' must be balanced against the need to enable effective government and to serve the best interests of the public. The public interest would not be met if the GLA released information that could result in the expenditure of further public money and it is important that the GLA protects its own commercial interests. In view of this, I have found that the public interest lies in favour of preserving the commercial interests of the GLA by withholding the requested information and withholding the information outweighs the public interest in disclosure.