



UNCLASSIFIED

Resources Directorate

Mark Chester
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Council House
Earl Street
Coventry
CV1 5RR

Please contact: Mark Chester
Telephone: 024 76 787970
Mark.chester@coventry.gov.uk

Our reference: Req00282
Date 14th September 2015

Dear

Freedom of Information Act (FOIA) 2000

Thank you for your recent request for information. Your request has been considered under the above Act. You have requested the following information.

Contract information relating to the following corporate software/applications:

1. *Enterprise Resource Planning Software Solutions (ERP)*
2. *Customer Relationship Management (CRM) Solutions*
3. *Human Resources (HR) and Payroll Software Solutions*
4. *Finance Software Solutions*

Response:

In accordance with Section 21 (FOIA), information in relation to your questions 1-4 above is available by accessing the link below

<http://www.coventry.gov.uk/contractsregister>

Along with the actual contract information for the above can you also provide me with the maintenance and support contract associated with each of the categories above if it not already within the existing contract.

For each of the categories above can you please provide me with the relevant contract information listed below:

1. *Software Category: ERP, CRM, HR, Payroll, Finance*
2. *Software Supplier: Can you please provide me with the software provider for each contract?*
3. *Software Brand: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.*
4. *Contract Description: Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included. Please also include the modules included within the contract.*
5. *Number of Users/Licenses: What is the total number of user/licenses for this contract?*
6. *Annual Spend: What is the annual average spend for each contract?*
7. *Contract Duration: What is the duration of the contract. Please include any available extensions within the contract.*
8. *Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.*
9. *Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.*
10. *Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.*

Response:

Following careful consideration, the Council regrets to inform you that it has decided not to disclose information in relation to your questions 1-10 above.

Information you have requested has been withheld from disclosure. The exemption engaged is Section 12. Section 12 of the Act exempts Public Authorities from providing information where the estimated cost of compliance with the request exceeds the appropriate limit. Any estimate must be made in accordance with the limits set in fees regulations made under Section 12 (5) of the Act.

These Fees Regulations (SI 2004/3244 Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations) allow for a refusal where the cost of compliance, for local authorities such as the Council, would exceed £450. As a guide, staff time to identify and extract this information is charged at a rate of £25 per hour.

The information as requested is not held or recorded in our systems in a reportable format. Since a substantial amount of work, including identifying, retrieving, reviewing and extracting the requested information for each contract, will be involved in processing your request as it is currently phrased, a fee will be payable before we can provide you with the information. The fee in this case is **£625 (£25 x 25 hours)** - please see the schedule below explaining how this was calculated. If the actual cost turns out to be less than the estimate, the balance will be returned to you.

DISBURSEMENTS	CHARGE MADE
COST OF COMPLYING WITH THE REQUEST	£625 (£25 x 25 hours) charged at a rate of £25 per hour of officer time estimated to be spent identifying, retrieving, reviewing and extracting requested information

Payment can be made using the online payment facility on the [Council web site](#).

To do this, go to 'Pay Online' and select - **Freedom of Information request**. **Please insert your request reference number (Req00385)** in the 'Account' box. While the legislation allows the Council 20 working days to respond to your request from the date of its receipt, this time limit is suspended until we receive payment.

As soon as we receive your payment we will begin work on your request (please be aware that payments take at least three working days from receipt to clear). Alternatively, if you do not want to pay online, please make cheques payable to **Coventry City Council** and send to the address given below. If we do not receive your payment by 10th December 2015, we will consider your request closed and no further action will be taken by the Council.

11. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract.

Christian Davies Christian.davies@coventry.gov.uk

12. If the organisation have an outsourced provider that looks after all software can you please request this information from your provider? - Not applicable

You are free to use this information for your own purposes. If you wish to use the information for other purposes, you will need to contact us.

If you are unhappy with the outcome or handling of your request you should write to us within 40 working days of the date of this letter:

Information Governance
 Council House, Room 21a
 Lower Ground Floor
 Earl Street, Coventry.
 CV1 5RR
infogov@coventry.gov.uk

If having done that you are still dissatisfied, the Information Commissioner can be contacted at:

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

Yours sincerely

Mark Chester
Head of ICT Infrastructure and Operations