

## **FREEDOM OF INFORMATION ACT 2000**

Your request for information has now been considered and the Council's response to your questions is shown below.

### **You asked:**

Customer Services (CRM)

Public Protection (Environmental)

Highways Management (Inspection, Maintenance) Highways Asset

Management Plan (HAMP) Street Works On-Street parking GIS Telephony

For each of the above systems I would like to know the following information:

Name of current supplier

Cost of initial implementation

On-going costs (Support and licencing)

Number of FTE's that support the systems When the current IT contract is due to finish If any of the above systems are delivered as part of a partnership or shared working arrangement can you please give the other parties involved and what your is your monetary contribution.

### **ANSWER:**

Customer Services (CRM)

currently Belfast CRM

Initial cost £29200,

On-going costs £6300,

Expiry 31/3/13 we're replacing it with the Microsoft CRM

Public Protection (Environmental)

UNI-form from Idox

Initial cost £97K,

On-going costs £22.5K,

Expiry 31/3/13 Perpetual licence renewed annually.

Highways Management (Inspection, Maintenance)

Mayrise

Initial cost £15700,

On-going costs £4300,

Expiry 31/3/13

Highways Asset Management Plan (HAMP)

Mayrise As above

Street Works

Mayrise As above

GIS

Mapnow from Mayrise As above

On-Street parking

ICES parking gateway

Initial cost £17220,  
On-going costs £20K,  
Expiry 31/5/13

Metric Parking meter monitoring  
Initial Costs Not known \*\*,  
On-going costs £45K ,  
Expiry 31/1/13

LLPG from Northgate –  
Initial cost £1K,  
On-going costs £1843 renewed annually  
Mapinfo from PITNEY BOWES-  
£10500-  
Initial cost £600 \*,  
On-going costs £10500, renewed annually

Telephony  
Virgin Media  
Year 1 cost £1,150,741K  
Year 2 £37046K,  
Year 3 £37046K  
Expiry 23/5/15 option to extend for a further two years.

\*\* Initial Cost would have been actioned by the TRO team  
\*Initial cost a single copy bought in about 1993/4 and we now have 60 licences.

The systems are supported by a Business Application Support Team that support a range of council applications. A team of four staff support all of the above plus others.

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If you are dissatisfied with the handling of your request please write to:  
**Information Governance Manager**  
**Information and Customer Access**  
**Leicester City Council**

**FREEPOST (LE985/33)**

**New Walk Centre**

**LEICESTER LE1 6ZG**

e-mail: [info.requests@leicester.gov.uk](mailto:info.requests@leicester.gov.uk)

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office**

**Wycliffe House**

**Water Lane**

**Wilmslow SK9 5AF**

**Telephone: 01625 545 700**

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

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.