

## **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:**

**Please confirm whether you receive services from any of the following providers and if so, the nature of that service (software product, service etc), the year in which you first engaged with that provider?**

- a. **Capita Plc**
- b. **Northgate Public Services**
- c. **Civica**

**ANSWER:**

Please see document entitled [2013 03 14 Smith 2873 Attachment for the answers.](#)

**Please confirm the date at which you first engaged the services of the relevant providers above and any documentation associated with their appointment including:**

- a. **Details of any competing offers received at the time of their appointment including price**
- b. **Any presentations received through the RFP / tender process**
- c. **Any minutes from the meetings discussing the RFP / tender process and dictating the decisions taken**

The information collated so far for the overall response to this request has been done so within the fees limit. To locate and retrieve the information requested in Q2 could take several hours more work. It is therefore exempt under s12 of the Freedom of Information Act. The information has been archived, and members of staff who were responsible or in attendance of meetings at the time are no longer working for this authority. It is estimated that to try and locate the information in the archive will take this request over the fees limit. We can also advise that any information relating to Q2 of the request, even if the information could be located within the timescale, would potentially be subject to exemption from release under s41 (given in confidence) and s43 (commercial interests).

**Please provide copies of any contracts governing provision of the services and the following details for either the last two available financial years or the last 24-months:**

- a. **License fees paid**
- b. **Maintenance fees paid**
- c. **Licenses cancelled**
- d. **Maintenance contracts cancelled**

Please see document entitled [2013 03 14 Smith 2873 Attachment for the answers.](#)

**Please confirm whether you share the services provided by the companies listed above with another council? If so, what services do you share?**

None of the above are shared with another council

**Please confirm whether you are currently in the process of replacing any of the services with the providers listed above, timing of that replacement and reasons for their replacement**

We are currently re tendering for the Open Housing System. This is in advance of the end of its contract term and ensures a new system is in place before the old one would need to be decommissioned.

**Please provide contact details for the relevant person tasked with management of the relationship with each provider**

The ICT Contracts & Procurement Manager is responsible for these and can be contacted through the main switchboard or our postal address, both of which are provided below. We do not give our personal details of staff below director level since we consider that to be an absolute exemption under section 40(2) (personal data), and this therefore constitutes a refusal under section 17 of the Freedom of information Act 2000.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

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.