



Reference: RFI 1711027

**Request:**

1. Are you currently implementing a new Children's Social Care Case Management Software  
Yes
2. If yes you are implementing a system then please provide what Children's Social Care Case Management Software are you implementing and when is the planned go-live date of all functionality as per the tender?

The target date is March 2018

3. Is this the same with the dates on the tender documents? If not what is the difference  
We did not specify a go-live date in the tender documents.
4. Have there been any additional costs outside the original contract for the implementation?  
If yes, please specify

North Tyneside Council procured a children's case management system alongside an adults case management system, web portal, early help, and finance modules.

The implementation costs for all of the above systems are approximately £1.4m. It is not possible to be exact about the amount which is attributable to children's case management, but an estimate would be no more than £700k

5. If No you are not currently implementing a Children's Social Care Case Management Software, with regard to the last system you implemented how long in months from contract award date did the software to go live and the previous case management to be switched off?  
n/a