



Reference: FOI1417

**Request:**

1. Which software provider does your LA use to manage National Client Caseload Information System (NCCIS) returns to DfE?

This service is currently provided via a service level agreement with Sunderland City Council. The software provider is Cognisoft.

2. How much do you pay the software supplier annually for support and maintenance?

We pay a monthly fee to Sunderland City Council, we are not aware of the software costs as these are negotiated between Sunderland City Council and Cognisoft.

3. Is the solution hosted internally/locally or delivered as a SaaS cloud hosted solution?

This information is not held

4. When is the contract due for renewal and what notice period are you required to give?

We are in the process of procuring our own access to a software solution to deliver this function within North Tyneside Council. We are required to give one months' notice for the current arrangements.

5. Does your system currently integrate with other children's services systems e.g. Education and Social Care case management systems?

No.

6. Who is the contract manager responsible for market engagement when the contract ends?

Mark Barrett, Senior Manager - Employment and Skills.