Request:

I would like to make a formal request for Information under the Freedom of Information Act.

Thank you in advance for the information, it is appreciated.

1. Does your organisation use any **bespoke software systems?**

    Yes
   If yes, please kindly complete questions a –g. If no, please proceed to question 2.

   a.   What is the core purpose of these system/s?
         Accident / Incident recording system
         CMS - Content Management System
         Contact Directory - Internal contact directory
         Councillors Intranet - Intranet site containing information relevant to the Members
         Councillors Planning Application Notification
         Events Calendar
         Homecare - records of training
         iResident - Revenues, Benefits and Housing online accounts
         Issue Reporting System
         Listed Buildings web application
         NT Graphics - Graphics design team work management system
         Parking online Payments - Parking notice pre-validation
         Parking tickets photo viewer
         Request and Feedback Processing
         Resource Booking - Room and Resource Booking
         Sickness Case Notes
         SIMS Training - Schools Training
         Time Recording - Flexi Recording system
         Vacant Properties
         VOICE - Employee suggestion scheme.

   b.   Do these system/s integrate with your organisations financial management systems?
         No for all systems apart from:
         Parking online Payments - Parking notice pre-validation - It only displays the
         amount to be paid for a given PCN and directs the person to Capita's
         payment processing page. Capita integrates with Axis Income Management
         system by sending a nightly download.
   c.   Do these system/s enable e-payments, online payments or BACS transactions?
         No for all systems apart from:
         Parking online Payments - Yes, it enables online payments through Capita.
   d.   Which company/companies are you contracted to for each bespoke software
         system?
         Internal development
   e.   What is the total value of each of these contracts over their respective terms?

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N/A
f.   When does the current contract term for these system/s expire?
        N/A
g.   Who are the technical and procurement leads for these system/s and their contact details?
        Business Applications Managers
- Simon Jamieson (simon.jamieson@northtyneside.gov.uk)
- Paula Henderson (paula.henderson@northtyneside.gov.uk)

2.   Is your organisation in the process of exploring the scope or planning the procurement of a **bespoke software system** or an **off-the-shelf commercially branded software system** which you envisage will require **bespoke development** to fit your organisation's needs?

Yes, though strictly we are using a low-code platform for support of non-commercially available requirements.

If yes, please kindly complete the following questions:

a.   Will this system/s integrate with your organisations financial management system/s?
        Yes
b.   Will this system/s enable e-payments, online payments or BACS transactions?
        Some functions will link to epayment systems. Epayment itself is a standard COTS service
c.   Will this system/s automate processes or data currently managed by spreadsheets?
        Yes
d.   Will this system/s automate paper based processes?
        Yes
e.   Will this system/s capture large volumes of data from outside your organisation?
        Yes
f.   When is the prospective go-live date for such system/s?
        Agile development, therefore continuous release
g.   What is the estimated budget for such system/s over the intended contractual period (rough order of magnitude)?

        £2M
h.   Who will be the technical and procurement lead for these project/s?

These projects are already under way, procurement stage for the platform is complete. Development is done inhouse within the existing outsourced ICTenvironment not procured externally

Lead for the projects is Ben Kaner, Head of Digital Strategy
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