



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI375413243

Thank you for your request for information relating to software and applications.

You have requested the following information:

1. I am writing to you under the Freedom of Information Act 2000 to request information concerning the types of software and applications that may be in use in your organisation.

Please can you provide the information requested in the table below:

Finance (Ledgers)

- **Supplier Name**
- **Software Name & Version / Release**
- **Contract Expiry Date**
- **Contract extensions available, if any?**
- **Contract Value - not given**
- **Annual Fees (Software Support and Maintenance, or SaaS)**
- **Hosting (customer (on premise or cloud) or supplier)**

Financial Budgeting & Forecasting

- **Supplier Name**
- **Software Name & Version / Release**
- **Contract Expiry Date**

- Contract extensions available, if any?
- Contract Value
- Annual Fees (Software Support and Maintenance, or SaaS)
- Hosting (customer (on premise or cloud) or supplier)

Financial Document Management

- Supplier Name
- Software Name & Version / Release
- Contract Expiry Date
- Contract extensions available, if any?
- Contract Value
- Annual Fees (Software Support and Maintenance, or SaaS)
- Hosting (customer (on premise or cloud) or supplier)

Supplier Invoice Processing

- Supplier Name
- Software Name & Version / Release
- Contract Expiry Date
- Contract extensions available, if any?
- Contract Value
- Annual Fees (Software Support and Maintenance, or SaaS)
- Hosting (customer (on premise or cloud) or supplier)

Secure Cheque Printing

- Supplier Name
- Software Name & Version / Release
- Contract Expiry Date
- Contract extensions available, if any?
- Contract Value
- Annual Fees (Software Support and Maintenance, or SaaS)
- Hosting (customer (on premise or cloud) or supplier)

Income Management (Cash Receipting)

- Supplier Name
- Software Name & Version / Release
- Contract Expiry Date
- Contract extensions available, if any?
- Contract Value
- Annual Fees (Software Support and Maintenance, or SaaS)
- Hosting (customer (on premise or cloud) or supplier)

Procurement (POs & Reqs)

- Supplier Name
- Software Name & Version / Release
- Contract Expiry Date

- Contract extensions available, if any?
- Contract Value
- Annual Fees (Software Support and Maintenance, or SaaS)
- Hosting (customer (on premise or cloud) or supplier)

Sourcing, Tenders, Contracts

- Supplier Name
- Software Name & Version / Release
- Contract Expiry Date
- Contract extensions available, if any?
- Contract Value
- Annual Fees (Software Support and Maintenance, or SaaS)
- Hosting (customer (on premise or cloud) or supplier)

Catalogues / Marketplace

- Supplier Name
- Software Name & Version / Release
- Contract Expiry Date
- Contract extensions available, if any?
- Contract Value
- Annual Fees (Software Support and Maintenance, or SaaS)
- Hosting (customer (on premise or cloud) or supplier)

Payroll / Payroll Service

- Supplier Name
- Software Name & Version / Release
- Contract Expiry Date
- Contract extensions available, if any?
- Contract Value
- Annual Fees (Software Support and Maintenance, or SaaS)
- Hosting (customer (on premise or cloud) or supplier)

HR

- Supplier Name
- Software Name & Version / Release
- Contract Expiry Date
- Contract extensions available, if any?
- Contract Value
- Annual Fees (Software Support and Maintenance, or SaaS)
- Hosting (customer (on premise or cloud) or supplier)

Performance Management (HR / appraisals)

- Supplier Name
- Software Name & Version / Release

- **Contract Expiry Date**
- **Contract extensions available, if any?**
- **Contract Value**
- **Annual Fees (Software Support and Maintenance, or SaaS)**
- **Hosting (customer (on premise or cloud) or supplier)**

Employee Expenses

- **Supplier Name**
- **Software Name & Version / Release**
- **Contract Expiry Date**
- **Contract extensions available, if any?**
- **Contract Value**
- **Annual Fees (Software Support and Maintenance, or SaaS)**
- **Hosting (customer (on premise or cloud) or supplier)**

Reporting / Analytics / Business Intelligence / Data Warehouse/ Data Pool

- **Supplier Name**
- **Software Name & Version / Release**
- **Contract Expiry Date**
- **Contract extensions available, if any?**
- **Contract Value**
- **Annual Fees (Software Support and Maintenance, or SaaS)**
- **Hosting (customer (on premise or cloud) or supplier)**

CRM (Client Relationship Management)

- **Supplier Name**
- **Software Name & Version / Release**
- **Contract Expiry Date**
- **Contract extensions available, if any?**
- **Contract Value**
- **Annual Fees (Software Support and Maintenance, or SaaS)**
- **Hosting (customer (on premise or cloud) or supplier)**

BACS payments

- **Supplier Name**
- **Software Name & Version / Release**
- **Contract Expiry Date**
- **Contract extensions available, if any?**
- **Contract Value**
- **Annual Fees (Software Support and Maintenance, or SaaS)**
- **Hosting (customer (on premise or cloud) or supplier)**

Field Services (Works Order Management)

- **Supplier Name**

- **Software Name & Version / Release**
- **Contract Expiry Date**
- **Contract extensions available, if any?**
- **Contract Value**
- **Annual Fees (Software Support and Maintenance, or SaaS)**
- **Hosting (customer (on premise or cloud) or supplier)**

Access Control Systems

- **Supplier Name**
- **Software Name & Version / Release**
- **Contract Expiry Date**
- **Contract extensions available, if any?**
- **Contract Value**
- **Annual Fees (Software Support and Maintenance, or SaaS)**
- **Hosting (customer (on premise or cloud) or supplier)**

Artificial Intelligence / Machine Learning / Robotics

- **Supplier Name**
- **Software Name & Version / Release**
- **Contract Expiry Date**
- **Contract extensions available, if any?**
- **Contract Value**
- **Annual Fees (Software Support and Maintenance, or SaaS)**
- **Hosting (customer (on premise or cloud) or supplier)**

Legal and Legal Forms

- **Supplier Name**
- **Software Name & Version / Release**
- **Contract Expiry Date**
- **Contract extensions available, if any?**
- **Contract Value**
- **Annual Fees (Software Support and Maintenance, or SaaS)**
- **Hosting (customer (on premise or cloud) or supplier)**

Social Care (Adults and Children)

- **Supplier Name**
- **Software Name & Version / Release**
- **Contract Expiry Date**
- **Contract extensions available, if any?**
- **Contract Value**
- **Annual Fees (Software Support and Maintenance, or SaaS)**
- **Hosting (customer (on premise or cloud) or supplier)**

Schools Information Management System

- **Supplier Name**
- **Software Name & Version / Release**
- **Contract Expiry Date**
- **Contract extensions available, if any?**
- **Contract Value**
- **Annual Fees (Software Support and Maintenance, or SaaS)**
- **Hosting (customer (on premise or cloud) or supplier)**

Ticketing Solution (if any)

- **Supplier Name**
- **Software Name & Version / Release**
- **Contract Expiry Date**
- **Contract extensions available, if any?**
- **Contract Value**
- **Annual Fees (Software Support and Maintenance, or SaaS)**
- **Hosting (customer (on premise or cloud) or supplier)**

IT Outsource Provider (if any)

- **Supplier Name**
- **Software Name & Version / Release**
- **Contract Expiry Date**
- **Contract extensions available, if any?**
- **Contract Value**
- **Annual Fees (Software Support and Maintenance, or SaaS)**
- **Hosting (customer (on premise or cloud) or supplier)**

For Question 1, please refer to the attached document.

In addition, please provide your organisation's

2. Contract Register

Following careful consideration, the information you requested falls under the exemption(s) in Section 21 of the Freedom of Information Act 2000, which relates to 'information reasonably accessible to the applicant by other means.'

The exemption applies as the information is published and publicly available to view by accessing the Council website, please use the following link:

<https://www.coventry.gov.uk/contractsregister>

This exemption is not subject to the public interest test.

3. Overall non-staff spend

It is confirmed that the Council does hold information pursuant to your request. However, it is our view that the information is exempt from disclosure under Section 43(2) – Commercially Sensitive

Information. Section 43(2) exempts information from disclosure where disclosure of that information would, or would be likely to, prejudice the commercial interests of any person (an individual, a company, the public authority itself or any other legal entity).

It is the Council's position that the third-party providers and its own commercial interests would be prejudiced and/or would be likely to be prejudiced by the disclosure of the requested information.

Once the information is disclosed this means that it will be in the public domain and it could not only be used by the requester but also any other providers in a similar market.

Arguments in favour of disclosure.

- Promote accountability and transparency for the Council's decisions and in its spending of public money.
- Assist the public to understand and challenge our decisions.
- Inform the public of the activities carried out on their behalf, allowing for more user involvement and collaborative decision making.
- Enable the public to better scrutinise the public monies spent

Arguments against disclosure.

- There is a public interest in allowing public authorities to withhold information which if disclosed, would reduce providers' ability to compete in a commercial environment.
- The successful providers operate in a competitive market. If prejudicing the commercial interests of the successful providers in the market would distort competition in that market, this would not be in the public interest.
- Disclosure of information may cause unwarranted reputational damage or loss of confidence in the Council.
- Revealing information such as pricing and costs can be detrimental to a provider's commercial interest as this could be used to identify financial income. If an organisation has knowledge of a provider's business model, it can exploit this for its own commercial interest. This would also have a detrimental impact on the Council on other contracts and procurements by distorting the market, for the reasons stated above.

Having considered the arguments for and against disclosure, the Council has decided that the public interest in this case is best served by maintaining the exemption under section 43(2) FOIA and by not disclosing the information requested.

The decision to withhold the information requested is therefore upheld on the basis that Section 43(2) in relation to commercially sensitive information has been applied correctly

4. Software spend

Please refer to Question 2.

5. Number of staff / employees (FTEs)?

As of 1 December 2021, the number of Core Council FTE was 4,211.66.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance

Type of Application	Supplier Name	Software Name & version / release	Contract Expiry Date	Contract extensions available, if any?	Contract Value	Annual Fees (Software Support and Maintenance, or SaaS)	Hosting (customer (on premise or cloud) or supplier)
Finance (Ledgers)							
Financial Budgeting & Forecasting							
Financial Document Management							
Supplier Invoice Processing	UNIT4 Business Software Limited	Business World	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	On premise
Secure Cheque Printing	Ricoh	Planet Press	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Supplier
Income Management (Cash Receipting)							
Procurement (POs & Reqs)	UNIT4 Business Software Limited	Business World	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	On premise
Sourcing, Tenders, Contracts,	In-Tend Ltd	In-Tend	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	
Catalogues / Marketplace	TET Limited	Proactis	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	

			ntry.gov.uk/contract-register	try.gov.uk/contract-register	ntry.gov.uk/contract-register	ntry.gov.uk/contract-register	
Payroll / Payroll Service	In-house service?						
HR	Zellis UK Limited	My Employment (Resourcelink)	Information already in public domain: https://www.coventry.gov.uk/contract-register	Information already in public domain: https://www.coventry.gov.uk/contract-register	Information already in public domain: https://www.coventry.gov.uk/contract-register	Information already in public domain: https://www.coventry.gov.uk/contract-register	On premise
Performance Management (HR / appraisals)	Zellis UK Limited	My Employment (Resourcelink)	Information already in public domain: https://www.coventry.gov.uk/contract-register	Information already in public domain: https://www.coventry.gov.uk/contract-register	Information already in public domain: https://www.coventry.gov.uk/contract-register	Information already in public domain: https://www.coventry.gov.uk/contract-register	On premise
Employee Expenses	Zellis UK Limited?	My Employment (Resourcelink)?	Information already in public domain: https://www.coventry.gov.uk/contract-register	Information already in public domain: https://www.coventry.gov.uk/contract-register	Information already in public domain: https://www.coventry.gov.uk/contract-register	Information already in public domain: https://www.coventry.gov.uk/contract-register	On premise?
Reporting / Analytics / Business Intelligence / Data Warehouse/ Data Pool	Document management - NEC Software Solutions UK Limited	Information @ Work	Information already in public domain: https://www.coventry.gov.uk/contract-register	Information already in public domain: https://www.coventry.gov.uk/contract-register	Information already in public domain: https://www.coventry.gov.uk/contract-register	Information already in public domain: https://www.coventry.gov.uk/contract-register	
CRM (Client Relationship Management)							
BACS payments	Bottomline Payment Services Ltd						
Field Services (Works Order Management)							
Access Control Systems							

Artificial Intelligence / Machine Learning / Robotics							
Legal and Legal Forms	Civica UK Limited	Civica Legal	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	On premise but moving to cloud hosted through supplier
Social Care (Adults and Children)	Adults – CareWorks Limited Childrens - Liquidlogic Ltd	CareDirector Protocol	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	On premise On premise
Schools Information Management System	CAPITA BUSINESS SERVICES LIMITED	SIMS	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	Information already in public domain: https://www.covenry.gov.uk/contractsregister	On premise
Ticketing Solution (if any)							
IT Outsource Provider (if any)	In-house service	N/A	N/A	N/A	N/A	N/A	N/A