



10 October 2018

FREEDOM OF INFORMATION REQUEST – 1252/18

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request / Response:

I am writing to you under the Freedom of Information Act 2000 (the Act) to request the following information from your procurement and contracting department.

Questions 1-4 are Information Technology related.
Questions 5 is for the Revenues or Finance department.

My questions are:

1. Name of your existing software product for processing of Council Tax?
e.g. Capita, Northgate, Civica or other, please give Company and or product name.

Answer: Civica

2. Date of the next software licence renewal?
if a perpetual licence then the date of maintenance renewal please?

Answer: The next software licence renewal is 30 September 2022.

3. Annual cost of software (Council Tax)?
i.e. software licence and or maintenance (if not separated from Housing Benefit and or NNDR, then total cost please)

Answer: The annual cost of software is £45,000.

4. Are the printing of Council tax bills produced in-house or by external provider?

Answer: Council Tax bills are printed by an external provider.

5. The average cost to the Authority per bill produced? (To calculate cost I do not require staffing costs, so Information Technology cost, printing, postage, collating and any other direct costs, divided by the number of bills produced, please do not deduct revenue from advertisers that may sponsor bill production).

Answer: The average cost per bill is £0.578 (excluding VAT).

If you are dissatisfied with the handling of your request please contact the Head of Corporate Governance, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP

You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Business Support Team
Rutland County Council