Further to your Information request FOI64944 please find your questions and our responses below:

• Who provides your IT social services solution for your Adults department?

Response: Civica – the Paris Application

• What is the cost of the associated contract?

Response: £40,384 p.a.

• When is this contract due to expire?

Response: 31st March 2014

• Who provides your IT social services solution for your Children's department?

Response: Civica – the Paris Application

• What is the cost of the associated contract?

Response: £40,384 p.a.

• When is this contract due to expire?

Response: 31st March 2014

• What do you use for your resource allocation system? (Is it in-house or some other system?)

Response: Paris is used to calculate the RAS and has been jointly developed in-house with Civica and an external consultant.

• If applicable, what e-market place solution do you use?

Response: N/A

• If applicable, what call monitoring solution do you use?

Response: CM2000

This concludes your request FOI64944.

If you require translation of the information you have been sent please do not hesitate the contact us.

If you are unhappy with the information we have provided in response to your request please write to:
Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Chris Daniels
Information Management Officer
Legal Department
Corporate Directorate
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Town Hall, St.Ives Road
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