Request:

1. What is the name of the organisation/service/authority you represent?

   North Tyneside Council

2. If the information I am requesting is available elsewhere (eg, s21) please can you tell me where I can find it?

   Yes

3. What is the name of the software you use to manage, process and respond to complaints received? (if not applicable or available elsewhere enter N/A)

   Verint Systems UK Limited

4. How much does the software in question 3 cost? (if not applicable or available elsewhere enter N/A)

   The Council outsourced a number of its central "back-office" services to Engie under a long term contract that commenced on 1st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such this service is provided for the Council by Engie as part of a much larger ICT contract with a contract value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act. The information requested is not the Council's information.

5. When is the software in question 3 due for renewal? (if not applicable or available elsewhere enter N/A)

   01/01/19

6. What is the name of the software you use to manage, process and respond to FOI/EIR requests? (if not applicable or available elsewhere enter N/A)

   Request for Information application developed in-house using the OutSystems low-code platform. This application handles FOI, EIR and SAR requests.

7. How much does the software in question 6 cost? (if not applicable or available elsewhere enter N/A)

   Information not held – The software was developed in-house using the OutSystems low-code platform and is one of many applications. Therefore, costs can not be attributed to individual applications.

8. When is the software in question 6 due for renewal? (if not applicable or available elsewhere enter N/A)

   N/A

9. What is the name of the software you use to manage, process and respond to SAR requests? (if not applicable or available elsewhere enter N/A)

   See response to Question 6, above.

10. How much does the software in question 9 cost? (if not applicable or available elsewhere enter N/A)

    Information not held – The software was developed in-house using the OutSystems low-code platform and is one of many applications. Therefore, costs can not be attributed to individual applications.