



Reference: RFI 1712049

**Request:**

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.

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.  
Northgate

2) Date of the next software licence renewal?  
if a perpetual licence then the date of maintenance renewal please?  
Feb 2018

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)  
£96745

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

The Revenues & Benefits Services are delivered as part of a number of services by the Council's partner ENGIE. The contract arrangements between ENGIE and their external billing supplier are therefore outside of the FOI process.

The information supplied to you is owned by the council unless otherwise stated and may be protected by copyright. You are free to use it for your own purposes, including any non-commercial research or for the purposes of news reporting. Any other re-use of a commercial nature will require the permission of the Council. Further enquiries in this respect should be directed to Head of Law and Governance, North Tyneside Council, Quadrant The Silver Link North, Cobalt Business Park, North Tyneside, NE27 0BY