

## Response to Request for Information

Reference      FOI 01168  
Date            04 January 2016

### ***Income Management System***

**Request:**

Please can you provide me with the following information under the Freedom of Information Act.

***The name of the contractor who currently provides your income management system (collecting/ processing card and cash payments).***

[Unit 4 Business World](#)

***The date this contract started***

[1 April 2014](#)

***The date this contract ends***

[22 April 2018](#)

***The one off capital costs of the software***

[£7.89M \(This was within an overall transformation programme\)](#)

***The annual support charges associated with this contract***

[Support and maintenance - £176,000 PA](#)

Please note:

[Our income management system is part of the Agresso system and not a stand-alone system and therefore all costs relate to the whole system and the implementation of the transformation programme.](#)