

Ref. No: 1551  
Date: 13/02/25  
Subject: Contract and Income Management Software.

## REQUEST

**I am interested in certain information held by your organisation regarding your Contract and Income Management Software.**

**As part of your response, please can you include the following information:**

- 1. Who is your current system supplier for your Contract and Income Management Software (normally the stakeholders will be in the trust finance team)?**
- 2. When does that contract expire (not including optional extensions)?**
- 3. What is the length of the current contract?**
- 4. Is it a cloud-hosted or on-premises (hosted on trust servers) solution?**
- 5. Does your Contract and Income Management Software include in-built analytics and dashboarding tools?**
- 6. Is there a limit on additional users and/or do additional users incur additional licence costs?**

## RESPONSE

1. CIVICA
2. Expires December 2026
3. 2 years
4. Cloud Hosted
5. Yes
6. The contract covers 50 licenses.

