

Reference Number: FOI202425/513
From: Commercial
Date: 13 February 2025
Subject: Contract and Income Management Software.

Q1 Who is your current system supplier for your Contract and Income Management Software (normally the stakeholders will be in the trust finance team)?

A1 CIVICA / SLAM

Q2 When does that contract expire (not including optional extensions)?

A2 31/12/2025

Q3 What is the length of the current contract?

A3 1 year

Q4 Is it a cloud-hosted or on-premises (hosted on trust servers) solution?

A4 The SLAM system is hosted onsite.

Q5 Does your Contract and Income Management Software include in-built analytics and dashboarding tools?

A5 Yes

Q6 Is there a limit on additional users and/or do additional users incur additional licence costs?

A6 Maximum 5 system users. Additional users would incur additional licence costs.