

Information Access Team



Marcus le Brocq

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Our reference: 1661407

Your reference: request-963839-8a2812cb@whatdotheyknow.com

Date: 20 April 2023

Dear Mr le Brocq

**Freedom of Information Act 2000**  
**Reference number: 1661407**

On 23rd March 2023 we received the following request for information from you: -

**Please can you provide the following information under FOI:**

- 1. How much does the council pay annually to the software supplier LiquidLogic for your Early Years & Education Management System (EYES) software system? If this has changed then please provide the new supplier details.  
(if it is not possible to extract these costs from the greater Children's Social Care System Software (LCS) costs then please provide the combined annual figure paid to the supplier each year of the contract. There are numerous payments to the supplier each year on the council's contracts register and expenditure over £500 but it is not possible to determine what these pertain to as many seem ad hoc and not planned maintenance and support.**
- 2. What was the total contract value as originally contracted and the original term in years?**
- 3. When does this original contract expire and are there any planned extensions, if so how many years?**
- 4. When will you be approaching the market to consider your replacement procurement options for best value of the Early Years & Education Management System (EYES) software system?**

**County of opportunity**

## **Our Response**

Your request for information has been considered under the Freedom of Information Act 2000 I can confirm that Hertfordshire County Council does hold the information you have requested, and can respond as follows: -

- 1. How much does the council pay annually to the software supplier LiquidLogic for your Early Years & Education Management System (EYES) software system? If this has changed then please provide the new supplier details**

This was part of HCC's Shared Managed Service (SMS) contract with Serco, and we are unable to break the costs down to the level required to answer your questions on the cost of our Early Years & Education Management System (EYES) software system

- 2. What was the total contract value as originally contracted and the original term in years?**

As explained in question 1. this was sub-contracted by Serco as part of the SMS contract which would have contained items outside of the Liquidlogic contract.

- 3. When does this original contract expire and are there any planned extensions, if so how many years?**

The SMS contract with Serco expired on 31<sup>st</sup> March 2023.

- 4. When will you be approaching the market to consider your replacement procurement options for best value of the Early Years & Education Management System (EYES) software system?**

The Council has entered into a new contract with Liquidlogic from 1<sup>st</sup> April 2023 via CBC Framework, RM3821

- The total cost is £2,511,082.28
- The contract started on 1<sup>st</sup> April 2023 and expires on 31<sup>st</sup> March 2030, the contract is for 5 years + 2 years

If you have any questions, please do not hesitate to contact me, quoting the reference above. To find out more about Freedom of Information, please visit <http://www.hertfordshire.gov.uk/your-council/work/foi/>

If you are unhappy with the way the County Council has handled your request for information you may request an internal review of the request. This will be carried out by a member of the County Council Legal Services Team, who has had no prior involvement with the request. Requests for an internal review should be sent to the Information Governance Unit at the address above.

If you are unhappy with the outcome of the internal review you are entitled to ask the Information Commissioner to investigate your complaint. You should write to: FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Ingrid Howard  
Information Access Practitioner