FOIWorks

Pricing

An open-source FOI service for councils, launched in 2018, that improves the quality of FOI requests by providing a user-centred request process that intelligently leverages already published information.

Developed in collaboration with Hackney Council, **FOIWorks** is a user-needs focused solution to streamlining authorities' FOI workflows and reducing request volumes. Like all of our services we can integrate FOIWorks with your existing backend management services – we have an established integration with the Infreemation and iCasework FOI case management systems, and can work with you to integrate with other similar systems including options for an end-to-end open source case management solution, developed for and within government – contact us for more information.

- A simple interface for citizens, building trust and reducing customer support time.

- Intelligent suggestions from the disclosure log and custom links help make it easier to access Section 21 'information already available' responses. Hackney reduced correspondence per request by 10% through the use of intelligent suggestions.

- Integration with your case management system allows the citizen to receive a reference number immediately.

- Disclosure Log integration resurfaces past responses, helping you to get more value out of your officers' past work.

- The system becomes more effective as more responses are added to the disclosure log.

- Built-in analytics provide feedback on which suggestions are most effective at reducing duplicate requests.

- Proudly Open Source software, following the Government Digital Service Standard.

Service

FOIWorks is provided as a cloud hosted, managed and maintained solution, with options for integrating into existing case management systems or to add an end-to-end open source case management component. This pricing covers the work necessary to scope your requirements and provide a recommendation for the implementation.

Pricing

FOIWorks is priced at £11,500 annually. This includes all staff onboarding and project management.

Item	Breakdown	Cost
Annual fee (based on 4 year contract 3+1) *Contracts renewed years 5 onwards subject to 15% discount*	- Full on-boarding process: - Project kick off meeting - Create scoping and technical documentation - Set up project & comms tools - Project management - Full user training - Development & integration with one of: - Infreemation - iCasework - Other identified system - End to end testing (including bug fixing) - Organisation branding applied - Open source software licence - Hosting - Site maintenance - Support	£11,500

Invoicing

The first annual invoice (to include development, design & integration costs) will be issued on commencement of the contract; subsequent invoices on the anniversary of the contract start date.

Ordering

Contact SocietyWorks to commission scoping work. Email: enquiries@societyworks.org