

FOIWorks

Pricing

An open source, front end Freedom of Information request service developed in collaboration with local authorities, for local authorities.

FOIWorks improves the quality of FOI requests by providing a user-centred request process that intelligently leverages already published information. Built around the needs of both citizens and information officers, the solution streamlines authorities' FOI workflows and reduces the amount of correspondence per request - or in some cases removes the need for the request to be made at all.

Like all of our solutions, we can integrate FOIWorks with your existing backend management system(s) – 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.

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.

FOIWorks £11,500 per year (based on 4 year contract 3+1) <i>Contracts renewed years 5 onwards subject to 15% discount</i> Cost includes: • FOIWorks with your authority's domain and branding • Meets WCAG 2.2 AA government accessibility standards • 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	FOIWorks + disclosure log £16,000 per year (based on 4 year contract 3+1) <i>Contracts renewed years 5 onwards subject to 15% discount</i> This additional package is ideal for local authorities who don't currently have a disclosure log, but would like to reduce duplicate requests via FOIWorks. Cost includes: • All the standard features and support • Built-in disclosure log, providing a public record of responses to requests, and a source from which FOIWorks can detect duplicate requests
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of: ○ Infreemation ○ iCasework ○ Other identified system ● End-to-end testing (including bug fixing) ● Open source software licence ● Hosting ● Site maintenance ● Support	
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Add-on services

We can also help you transform the way your residents interact with you in relation to other service areas, including:

- Street, highway and environment fault reporting (e.g. potholes, fly-tipping, public rights of way etc.)
- Waste (residential and commercial bin day checks, bulky/green waste subscriptions, missed collection reports, etc.)
- Environmental health reporting (private reporting and case management)
- Licence applications
- and more

Within the G-Cloud 15 framework look for the SocietyWorks Suite, which will allow you to combine our citizen-centred products and take a cohesive approach to your interactions with residents for your statutory duties.

Business readiness and scoping programme

Having worked with local authorities for over 20 years, we understand the pressures implementing new software or services can create.

We offer a business readiness and scoping programme, designed to support you in achieving manageable transitions throughout and after the implementation of your FixMyStreet Pro service.

Our experienced service designers will work with you to design a programme that works with the grain inside your local authority – engaging early with the departments that might be impacted by changes, exploring solutions that work across and between teams, identifying risks to be mitigated ahead of time, and delivering a clear set of requirements for your

FOIWorks instance, taking into consideration your specific needs and future service improvements.

We offer two options depending on your requirements:

1. Rapid review (£6,750)

A focused, 5-day evaluative programme to quickly understand your organisation's readiness for digital change. We will help you to identify key risks, gaps and opportunities, and provide clear, prioritised actions that can be taken immediately.

2. Deep dive (£13,500)

An in-depth, 10-day engagement for larger councils or authorities with the most complex needs. Working closely with your teams, we will help you to explore challenges in detail, assess readiness across multiple areas, and support you in shaping a clear and realistic approach to digital transformation.

Invoicing

The first annual invoice 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