

## **Freedom of Information – Response – 27135**

*I am requesting information under the Freedom of Information Act 2000 regarding two digital service contracts.*

*For each of the following service areas:*

*Registrars Bookings*

*Household Waste Bookings (system believed to be Pentagull)*

*Please provide:*

- 1. Contract start date and expiry date*
- 2. Details of any extension options (including number and length)*
- 3. Total contract value, or annual cost where available (If exact figures are commercially sensitive, please provide an estimated range or band)*
- 4. Any one-off implementation or onboarding costs, where held (again, ranges are acceptable if precise figures are exempt)*
- 5. The job title of the responsible service lead or contract owner*

*If my understanding of the supplier or system names is incorrect, please interpret this request as relating to the current supplier(s) for these services.*

### Household waste data:

1. 20/09/2023 to 19/09/25, extended to 19/09/2026
2. None remaining.
3. £26,000 lifetime
4. £0
5. Commercial Support Manager

### Registrars:

Information in respect of the Registrars' booking system is provided below:

1. Contract start date and expiry date

April 2025 for 36 months with option to extend for 12 months

2. Details of any extension options (including number and length)

See Q1 above.

3. Total contract value, or annual cost where available (If exact figures are commercially sensitive, please provide an estimated range or band)

We can confirm that Suffolk County Council holds this information. However, the information is readily accessible to you, as it is already in the public domain. **Section 21** of the FOIA states that a public authority does not need to provide information under section 1 of the Act if that information is reasonably accessible to the applicant by other means.

This information can be found within the Council's Contracts and Grants register, which is published on the Council's website on this page - [Contracts and orders over £5,000 - Suffolk County Council](#). The register is two third of the way down the page. Once the spreadsheet is open, use the search term 'Registrars' and the relevant entry is highlighted.

4. Any one-off implementation or onboarding costs, where held (again, ranges are acceptable if precise figures are exempt)  
Implementation cost was in the range £9,000-14,000.

5. The job title of the responsible service lead or contract owner  
Registrars – Head of Registrars Service  
IT – Product Owner for Corporate Services.