65150 Registrar and HWRC booking systems and contract details

Does the council currently use any dedicated software or online booking/appointment management system for its registrar services (e.g. for booking birth, death, marriage or citizenship registration appointments)?

Yes.

If yes, please provide:

The name of the current software supplier / provider

CGI.

The contract start date

01/04/16.

The contract end date (or expected renewal date)

Currently 31/03/29 but can be extended to 31/03/35.

Whether an extension clause exists, and if so, the maximum extension period

As above.

The annual cost of the contract (or total contract value)

Charges are within our ICT contract costs, which are currently approximately £26m per year. The charges are not structured in a way that we can report spending for these line items as a standalone value.

Whether the council has made a decision on retendering this service

No.

If no dedicated system is in use, does the council have any plans to procure one?

Not applicable.

Does the council (or a contractor on its behalf) currently use any dedicated software or online system for booking visits to household waste recycling centres, or for managing HWRC permits (e.g. van, trailer or trade permits)?

Yes.

If yes, please provide:

The name of the current software supplier / provider

The contract start date

The contract end date (or expected renewal date)

Whether an extension clause exists, and if so, the maximum extension period

The annual cost of the contract (or total contract value)

Whether the council has made a decision on retendering this service

Please refer to our responses above.

If no dedicated system is in use, does the council have any plans to procure one?

Not applicable.