



Government Legal Department

Operations
102 Petty France
Westminster
London
SW1H 9GL

+44 (0)20 7210 3000
FOI@governmentlegal.gov.uk
www.gov.uk/gld

Ref No: **FOI 25_011**

04 February 2025

Dear [REDACTED]

Thank you for your email of 11 January 2025 which containing your request for information. The Government Legal Department ("GLD") have processed your request for information under the Freedom of Information Act 2000 ("the Act").

Request

I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.

Electronic Document Bundling:

<https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.contractsfinder.service.gov.uk%2FNotice%2F33a0c61b-4773-48af-bf25-b07996d631b5&data=05%7C02%7Cfoi%40governmentlegal.gov.uk%7C8c2d9d36d3ad4055399308dd2e493df4%7Cafe00aac5df7413ca672e4e584a49d56%7C1%7C0%7C638717614286665465%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMilslkFOljoitWTFpbCIsIlIdUljoyfQ%3D%3D%7C40000%7C%7C%7C&sdata=zzoLXPQkHKLE3yLf6Je7czTXdU1CGZwuNQygDFMdwU%3D&reserved=0>

The details we require are:

- 1.) What are the contractual performance KPI's for this contract?
- 2.) Start date & duration of framework/contract?
- 3.) Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?
- 4.) Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?
- 5.) Who is the senior officer (outside of procurement) responsible for this contract, as the officer named on the government's contract finder service is no longer contactable?

Response

Pursuant to Section 1(1)(a) of the Act, GLD informs you that holds the information you have requested.

1.) What are the contractual performance KPI's for this contract?

P1 (critical) incidents answered in 30 minutes and resolved in 24 hours

P2 (major) incidents answered in 1 hour and resolved in 48 hours

P3 (minor) incidents answered in 24 hours and resolved in 30 days

P4 (nominal) incidents answered in 72 hours

A dedicated email account or online ticketing to be made available to the GLD Service Desk.

All tickets to be responded to within 15 minutes.

2.) Start date & duration of framework/contract?

13 May 2023, expiry, 12 May 2025.

3.) Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?

Yes. 12 month extension option.

4.) Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?

No

5.) Who is the senior officer (outside of procurement) responsible for this contract, as the officer named on the government's contract finder service is no longer contactable?

GLD holds this information, but is withholding it pursuant to the exemption contained within Section 40(1) of the Act. This is because the named individual responsible for this contract is below the Senior Civil Service (SCS) grade and would therefore have no expectation that their name would be published in the course of their duties. Providing their name would contravene Article 5(1)(a) of the United Kingdom General Data Protection Regulations because there is no lawful basis to process the information.

Your Rights

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original correspondence. Please use the contact details provided at the top of this letter in order to request an internal review relating to your original request.

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ICO.org.uk

Yours sincerely,

Freedom of Information Team

Operations, Government Legal Department,
102 Petty France, Westminster
London SW1H 9GL

FOI@governmentlegal.gov.uk