



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_152

20 August 2025

Dear [REDACTED],

Thank you for your email of 22nd July 2025 containing your request for information. The Government Legal Department ("GLD") have considered your request under the Freedom of Information Act 2000 ("the Act", "FOIA")

Request

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the information below.

I wish to submit to the organisation a freedom of information request relating to the organisation's ICT contracts, specifically around:

1. contact centre contract(s)
2. inbound network services contract (s)

The first part of my request relates to contact centre service contracts which could relate to one of the following:

1. Advanced call distribution to control the flow of calls and maximise customer experience
2. Email, website live chat and integrations with popular social media apps like Facebook and Instagram
3. Performance monitoring tools to track performance, customer satisfaction and other key sales metrics

This could be part of a whole package or separate service applications.

Please send me the following information for each provider:

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
3. Contract Duration: For each supplier, please state the contract duration of the contract expires. If available please also include any contract extensions.
4. Contract Expiry: For each supplier, please state the date of when the contract expires.
5. Contract Review: For each supplier, please state the date of when the contract will be reviewed.

6. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
7. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address. At the very least please provide me with their actual job title.
8. Number of Agents; please provide me with the total number of contact centre agents;
9. Number of Sites; please can you provide me with the number of sites the contact centre covers.
10. Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?
11. Do you use Microsoft Exchange 2003 as your email server? If not, then which products do you use?
12. Number of email users: Approximate number of email users across the organisations.

The second part of my request relates to the use inbound network services contracts which could relate to one of the following:

1. 0800, 0845, 0870, 0844, 0300 number
2. Routing of calls
3. Caller Identifier
4. Caller Profile- linking caller details with caller records
5. Interactive voice response (IVR)

For a contract relating to the above please can you provide me with?

1. Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.
2. Annual Average Spend: For each supplier, please state the annual average (over 3 years) spend for each supplier
3. Contract Expiry: For each supplier, please state the date of when the contract expires.
4. Contract Review: For each supplier, please state the date of when the contract will be reviewed.
5. Contract Description: For each supplier, please state a brief description of the services provided of the overall contract.
6. Contact Details: For each supplier, please state the person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.

Also, I would appreciate it if the contract information was included within a spreadsheet.

Response

Under section 1(1)(a) of the Act, GLD confirms it holds some of the information you requested. Where the requested information is already publicly available on the Government's Contracts Finder service, GLD refuses those parts under section 21 (information reasonably accessible by other means).

Part 1 – Contact centre service contracts

Advanced call distribution (Genesys Cloud CX) – supplier: Virgin Media O2 Business (VMO2) – published on Contracts Finder.

GLD is applying an exemption contained in Section 21 of the Act (information accessible by other means). This is because the information is already accessible to you as it is in the public domain. Where information is already accessible to you, GLD is not required to provide it as you can access the information here <https://www.contractsfinder.service.gov.uk/Search>

Omnichannel / email integration (Microsoft 365) – supplier: Phoenix Software – published on Contracts Finder.

GLD is applying an exemption contained in Section 21 of the Act (information accessible by other means). This is because the information is already accessible to you as it is in the public domain. Where information is already accessible to you, GLD is not required to provide it as you can access the information here <https://www.contractsfinder.service.gov.uk/Search>

Performance monitoring tools (ServiceNow) – supplier: Softcat – published on Contracts Finder.

GLD is applying an exemption contained in Section 21 of the Act (information accessible by other means). This is because the information is already accessible to you as it is in the public domain. Where information is already accessible to you, GLD is not required to provide it as you can access the information here <https://www.contractsfinder.service.gov.uk/Search>

Inbound network / trunk lines / numbering – supplier: VMO2 – published on Contracts Finder.

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Your numbered questions

Incumbent supplier

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Annual average spend (3-year)

Where totals/estimates appear in the published notices, s.21 applies as above. To the extent granular breakdowns are not published, disclosure would be likely to prejudice commercial interests and is exempt under s.43(2).

Public interest test (s.43(2)): We recognise the public interest in transparency over public expenditure. However, releasing detailed, unpublished spend would be likely to weaken GLD's bargaining position and distort future competition. On balance, the public interest favours maintaining the exemption.

Contract duration/Contract expiry/Contract review date/Contract description

GLD is applying an exemption contained in Section 21 of the Act (information accessible by other means). This is because the information is already accessible to you as it is in the public domain. Where information is already accessible to you, GLD is not required to provide it as you can access the information here <https://www.contractsfinder.service.gov.uk/Search>

Contact details (named officer)

GLD does not disclose names/direct contact details of staff below Director level. Job title: ICT Contracts Manager. This is personal data exempt under s.40(2) of the Freedom of Information Act (FOIA) exempts information from disclosure if it constitutes personal data of a third party and releasing it would breach the UK GDPR's data protection principles or other specific conditions. This means that if disclosing information about someone other than the requester would violate their privacy rights, it can be withheld under this exemption

Number of contact-centre agents

GLD does not hold a fixed, centrally recorded figure; numbers fluctuate with operational demand.

Number of sites

GLD does not hold a discrete count; the contact-centre service operates on a virtual/enterprise-wide basis.

Manufacturer of the contact centre

Genesys (as reflected in the published notice)

GLD is applying an exemption contained in Section 21 of the Act (information accessible by other means). This is because the information is already accessible to you as it is in the public domain. Where information is already accessible to you, GLD is not required to provide it as you can access the information here <https://www.contractsfinder.service.gov.uk/Search>

Email server/product

GLD uses Microsoft 365 (Exchange Online), recorded within the published contract.

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Number of email users

GLD does not hold a fixed count; figures fluctuate with starters/leavers and licensing.

Part 2 – Inbound network services (0800/03xx; routing; IVR; CLI; profiling)

Where these services are covered by our telephony/trunk and contact-centre contracts, the details requested (supplier, value, term, description) are published on Contracts Finder.

GLD is applying an exemption contained in Section 21 of the Act (information accessible by other means). This is because the information is already accessible to you as it is in the public domain. Where information is already accessible to you, GLD is not required to provide it as you can access the information here <https://www.contractsfinder.service.gov.uk/Search>

Annual average spend

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Or otherwise to the extent granular breakdowns are not published, disclosure would be likely to prejudice commercial interests and is exempt under s.43(2).

Public interest test (s.43(2)): We recognise the public interest in transparency over public expenditure. However, releasing detailed, unpublished spend would be likely to weaken GLD's bargaining position and distort future competition. On balance, the public interest favours maintaining the exemption.

Contract expiry

GLD is applying an exemption contained in Section 21 of the Act (information accessible by other means). This is because the information is already accessible to you as it is in the public domain.

Where information is already accessible to you, GLD is not required to provide it as you can access the information here <https://www.contractsfinder.service.gov.uk/Search>

Review date

GLD is applying an exemption contained in Section 21 of the Act (information accessible by other means). This is because the information is already accessible to you as it is in the public domain. Where information is already accessible to you, GLD is not required to provide it as you can access the information here <https://www.contractsfinder.service.gov.uk/Search>

Description

GLD is applying an exemption contained in Section 21 of the Act (information accessible by other means). This is because the information is already accessible to you as it is in the public domain. Where information is already accessible to you, GLD is not required to provide it as you can access the information here <https://www.contractsfinder.service.gov.uk/Search>

Contact details (named officer)

Job title: ICT Contracts *Manager*

S40(2) This is personal data exempt under s.40(2) of the Freedom of Information Act (FOIA) exempts information from disclosure if it constitutes personal data of a third party and releasing it would breach the UK GDPR's data protection principles or other specific conditions. This means that if disclosing information about someone other than the requester would violate their privacy rights, it can be withheld under this exemption

Your Rights

If you are dissatisfied with the handling of your request, you have the right to ask GLD for an internal review. Internal review requests should be submitted to GLD 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