

Date issued: 22 December 2020

Freedom of Information Request

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our information access policy.

You asked for the following information:

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

Contact Centre Services for Tfw:

<http://ted.europa.eu/udl?uri=TED:NOTICE:465188-2020:TEXT:EN:HTML>

The details we require are:

- 1. Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages*
- 2. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date*
- 3. Start date & duration of framework*
- 4. Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?*
- 5. Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?*
- 6. Who is the senior officer (outside of procurement) responsible for this contract?"*

Having reviewed your questions, we are able to provide the following information:

In response to question 1:

As stated in the Contract Notice referenced, the procurement of these services was an 'open procedure' and therefore, had no separate PQQ stage. The procurement process is still currently ongoing and information regarding suppliers who tendered is deemed commercially sensitive.

The number of tenders received and information on the successful tenderer will be made public via a Contract Award Notice, which will be published following successful completion of the standstill period and any subsequent contract award. This information cannot be made available now.

In response to question 2:

There has been no spend on this contract as referred to in the Contract Notice referenced, as it has not yet been awarded.

In response to question 3, 4 & 5:

Should the contract be awarded, the term of the contract will be 18 months with the option to extend the contract for 12 months at 6-month intervals. No decision has been made on whether the contract is being extended, and any decision to extend will be made at a future date. We aim to execute the contract early in January 2021, with a contract start date of 1 February 2021.

In response to question 6:

It is anticipated that the Transport for Wales Head of Customer Experience will be the contract owner once awarded.

We hope this information is of use to you.

Yours sincerely,

Transport for Wales