Our Ref: UKSBS-FOI-25-26-099

17 February 2026

Dear

Thank you for your email of 4 February 2026 in which you requested the following information:

REQUEST DETAILS:

DDaT25156 - Mass Messaging Communication Software

https://www.contractsfinder.service.gov.uk/notice/f29ee80e-3610-4df2-88d2-0adc8f00836f

What were the contractual performance KPI's for this contract?

Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages?

Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date?

Start date & duration of framework/contract?

When is this up for renewal?

Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

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

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

Who is the senior officer (outside of procurement) responsible for this contract?
When does the framework tender get released?

Who was awarded the contract?

Your request was handled under the terms of the Freedom of Information Act 2000.

Under the Freedom of Information Act 2000 ('the Act'), you have the right to:

- know whether we hold the information you require
- be provided with that information (subject to any exemptions under the Act which may apply).

I can confirm that UKSBS holds some of the information you have requested. Please find our responses below:

RESPONSE DETAILS:

What were the contractual performance KPI's for this contract?

No KPI's were required on this contract

Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages?

This contract was a direct award based upon price as the selected criteria as is permitted under the CCS G-Cloud Framework 14. No PQQ or ITT stage is undertaken as part of the procurement procedure to reach an award decision under the CCS G-Cloud framework.

Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date?

The following exemption applies:

Section 21 – Information reasonably accessible by other means.
The above exemption is absolute and class-based and therefore no Public Interest Test or Harm Test is required.

The information that you have requested is already reasonably accessible to you by other means and is therefore exempt by virtue of Section 21 of the Freedom of Information Act 2000. UKSBS are required to make certain information available to the public as part of a publication scheme.

The information requested is available in the public domain via the following address:
https://www.contractsfinder.service.gov.uk/notice/f29ee80e-3610-4df2-88d2-0adc8f00836f

Start date & duration of framework/contract?

The following exemption applies:

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When is this up for renewal?

If re-procurement of this contract is needed in the future, then this will usually commence prior to the end date of this contract, the end date is stated in the Contract Finders Notice. Please see information via the following address: https://www.contractsfinder.service.gov.uk/notice/f29ee80e-3610-4df2-88d2-0adc8f00836f

Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

Please see the accompanying attachment.

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

Yes, there is an optional 12-month extension within the contract.

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

Regarding the contract no decision has been made. Any extension of the G-Cloud Framework 14 would need to be a decision made by the Crown Commercial Services as the Framework owner. They can be contacted at foi-team@cabinetoffice.gov.uk

Who is the senior officer (outside of procurement) responsible for this contract?

The following exemption applies:

Section 40(2) Personal Information

Section 40(2) applies to third party personal data. This would not be released under the Freedom of Information Act unless there is a strong public interest. The disclosure of any information which could lead to the identification of an individual would breach the Data Protection Principles contained with the Data Protection Act 2018, namely the first principle which states that personal data shall be processed lawfully, fairly and in a transparent manner in relation to individuals.

This exemption is absolute and class based therefore I am not required to apply either the public interest test or harm test in disclosure.

In accordance with the Act, this letter represents a Refusal Notice for this part of your request.

When does the framework tender get released?

I have established that this information is not held by UKSBS. I believe information relevant to this part of your request may be held by another public authority. Your request may be more appropriately addressed to foi-team@cabinetoffice.gov.uk

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Who was awarded the contract?

The following exemption applies:

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I hope this information is of assistance.

If you are dissatisfied with the above response, you have a right to request a review of your Freedom of Information request. Details of the complaints and review procedure are appended to this letter.

Yours sincerely

Information Management Assurance Officer
Risk and Assurance
UK Shared Business Services Ltd

UKSBS Information Commissioner's Office Registration Number: Z1237687

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