



Department
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Gavin
By
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Our ref: FOI2020/16620
email:[request-672930-](mailto:request-672930-27July2020@defra.gov.uk) 27 July 2020

Dear Gavin,

REQUEST FOR INFORMATION: Contract for Teleperformance - Clean Air Zone Programme/Vehicle Checker

Thank you for your request for information of 26 June 2020 about the contract for teleperformance - Clean Air Zone Programme/Vehicle checker. We have handled your request under the Freedom of Information Act 2000 (FOIA).

The information you requested and our response are detailed below:

Teleperformance - Clean Air Zone Programme/Vehicle checker

The details I require are:

- *The original sourcing method for finding a supplier*
- *Any suppliers who applied for inclusion on any/contract and were not successful*
- *Actual contract values of each framework/contract*
- *Start date & duration of framework*
- *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?*

The information you have requested is not held by Defra. We have searched our contracts database however we cannot find a contract that relates to “Teleperformance - Clean Air Zone Programme/Vehicle checker”.

If you are able to provide further details regarding the nature of this contract and which service area within the organisation it applies to, it may assist further.

The following link to Defra’s purpose, priorities and departmental plan may assist you:

<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs/services-information>

We attach Annex giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter please contact me.

Yours sincerely

Jo Collinge
Information Rights Team
InformationRequests@defra.gov.uk

Annex

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 11 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Andrew Mobsby, Head of Information Rights via email at InformationRequests@defra.gov.uk and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our website.

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner's Office (ICO) for a decision. Please note that generally the ICO cannot make a decision unless you have first exhausted Defra's own complaints procedure.

The ICO's offices are currently closed so please visit their website on how to contact them during this period, here:

<https://ico.org.uk>