

Information Released under Freedom of Information Act

Subject: Details of Companies House Contact Centre contract

Date Released: 18/04/07

Summary of request: Information on all current Government Contact Centres services which are outsourced to the private sector. The enquirer specifically wanted to know:

1. The Government Department/Agency the service belongs to.
2. Description of the service provided.
3. Name of the private sector company awarded the contract.
4. Date contract was awarded, and date of renewal/re-tender.

Information released:

1. The service belongs to Companies House which is an Agency within the Department of Trade & Industry.
2. The service provided is the provision of 'Call Centre Services'
3. The name of the private sector company awarded the contract is Vertex Data Science Ltd.
4. The Contract is for 5 years and it expires on 31 August 2011