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Contract

FOI Customer Relationship Management System

DFT OPERATOR LIMITED

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-018873

Procurement identifier (OCID): ocds-h6vhtk-050c8d

Published 2 May 2025, 3:55pm

Scope

Description

Provision of Infreemation, a dedicated cloud-based CRM solution specifically designed for managing and automating Freedom of Information (FOI) requests.

Contract 1

Supplier

- Digital Interactive Limited

Contract value

- £43,000 excluding VAT
- £51,600 including VAT

Below the relevant threshold

Date signed

25 April 2025

Contract dates

- 1 May 2025 to 30 April 2028
- Possible extension to 30 April 2029
- 4 years

Description of possible extension:

Option to extend for up to 12 months.

Main procurement category

Goods

CPV classifications

- 48445000 - Customer Relation Management software package
-

Procedure

Procedure type

Below threshold - unknown

Supplier

Digital Interactive Limited

20-22 Wenlock Road

London

N1 7GU

United Kingdom

Email: support@digital-interactive.com

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

DFT OPERATOR LIMITED

- Companies House: 07141122
- Public Procurement Organisation Number: PXPM-5448-GHBZ

Waterloo General Office 2nd Floor

London

SE1 8SW

United Kingdom

Email: procurement@dftoperator.co.uk

Region: UKI45 - Lambeth

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)