



Date  
11 November 2025

Post Office  
100 Wood Street  
London EC2V 7ER

Your Ref:

Classification:  
Public

Dear [REDACTED],

## Freedom of Information Request – FOI2025/00799

We are writing in response to your email received by Post Office Limited (**"Post Office"**) on 30 October 2025, which has been dealt with under the terms of the Freedom of Information Act 2000 (**"FOIA"**).

In your email, you have requested the information shown verbatim in bold below:

**"I noticed that Post Office Limited recently awarded a contract to Medallia for a Customer Engagement Platform (published on Contracts Finder, 30 May 2024). I'm researching upcoming procurement activity in the customer experience and contact-centre space, and I wondered if you could confirm who currently provides Post Office's contact-centre technology or services. If there are any future plans or frameworks under which related procurements will be published, I'd be grateful if you could point me to the appropriate notice or contact."**

We can confirm that Post Office holds some of the information you have requested.

Post Office utilises a multi-vendor model to provide our contact centre capability, including Microsoft, ServiceNow, Verizon and government frameworks such as G Cloud.

There are no upcoming procurements planned in this area at present, however we publish all future procurement opportunities, including those related to customer experience and contact centre technology, on the governments **Find a Tender**

**Service (FTS) here:**

<https://www.find-tender.service.gov.uk/Search>

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing [information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk).

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

0303 123 1113  
[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team  
[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)  
<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

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