

Reference: 2134618

Information requests

information.requests@ofcom.org.uk

19 February 2026

Freedom of Information request: Right to know request

Thank you for your request for information about a contract for room booking software.

We received this request on 22 January 2026 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

Your request and our response

1. I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.

Room Booking Software:

<https://www.find-tender.service.gov.uk/Notice/026997-2025>

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

Please see the information you require here:

<https://www.contractsfinder.service.gov.uk/Notice/a785541c-1da6-4991-854f-a8efdb7f4b0c>

We can confirm we have awarded a contract via GCloud 14 to Matrix Booking Ltd after an evaluation and selection process for Room Booking software.

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

ICTdutymanager@ofcom.org.uk.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).