

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

Our Ref: FOI2019/42753

2 January 2020

Dear Mr Daniel Leonard,

Thank you for your Freedom of Information (FoI) request received on 28 November. You asked:

*Please confirm the manufacturer of your telephony system(s) that are currently in place?*

*When was the installation date of your telephony equipment?*

*Who maintains your telephony system(s)?*

*Please confirm value of the initial project and value of annual support/maintenance services (in £)?*

*When is your contract renewal date?*

*Please confirm the manufacturer of your Contact centre system(s) that are currently in place?*

*When was the installation date of your contact centre infrastructure?*

*Who maintains your contact centre system(s)?*

*Please confirm value of the initial project and value of annual support/maintenance services (in £)?*

*How many contact centre employees/agents do you have?*

*When is your contract renewal date?*

*Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?*

*How many employees do you have overall within your organisation?*

*Who currently provides your calls and lines?*

*What is your current annual spend on calls and lines?*

*When is your contract renewal date?*

*Are you using SIP or ISDN?*

*Do you use a wide area network?*

**DWP Response:**

I can confirm that the information requested is not held by the Industrials Injuries Advisory Council but it is held by DWP.

*Please confirm the manufacturer of your telephony system(s) that are currently in place?*  
Unified Comms/Non Contact Centre - Cisco, but this is a managed service from Vodafone

*When was the installation date of your telephony equipment?*  
DWP started to consume the service from Vodafone in 2015

*Who maintains your telephony system(s)?*  
Vodafone

*Please confirm value of the initial project and value of annual support/maintenance services (in £)?*

The information you have requested is commercially sensitive and is therefore exempt from release under Section 43 of the Freedom of Information Act.

Section 43 exempts information which, if disclosed, would be likely to prejudice the commercial interests of any person. It protects not only the commercial interests of third parties but also the commercial interests of the Department. It is intended to protect the ability of a public authority like DWP to obtain goods or services on the best possible commercial terms and to protect the legitimate commercial interests of its suppliers. The information you seek falls into this category.

As required by the FoI Act the use of this exemption requires the public interest for and against disclosure to be assessed. Generally speaking, there is a public interest in the disclosure of commercial information to ensure transparency in the accountability of public funds and to show that public money is being used effectively. Conversely, there is a public interest in ensuring that disclosure does not compromise an existing competitive market environment or the Department's ability to secure best value for money for the taxpayer. On balance I am satisfied that, in this instance, the public interest in applying the exemption outweighs the public interest in disclosure.

*When is your contract renewal date?*  
July 2021

*Please confirm the manufacturer of your Contact centre system(s) that are currently in place?*  
Genesys

*When was the installation date of your contact centre infrastructure?*  
2017-2018

*Who maintains your contact centre system(s)?*  
BT and DWP

*Please confirm value of the initial project and value of annual support/maintenance services (in £)?*

The information you have requested is commercially sensitive and is therefore exempt from release under Section 43 of the Freedom of Information Act.

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*How many contact centre employees/agents do you have?*

26,000

*When is your contract renewal date?*

31 March 2022

*Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?*

Skype

*How many employees do you have overall within your organisation?*

I can confirm that the Department holds this information. However, the information is exempt under Section 21 of the Freedom of Information Act because the information is reasonably accessible to you, as it is already in the public domain.

However, to be helpful you can find the information you seek at

<https://www.gov.uk/government/publications/dwp-workforce-management-information-september-2019>

*Who currently provides your calls and lines?*

Vodafone

*What is your current annual spend on calls and lines?*

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*When is your contract renewal date?*

31st April 2021

*Are you using SIP or ISDN?*

SIP

*Do you use a wide area network?*

Yes

If you have any queries about this letter, please contact me quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

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**Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwf.gov.uk](mailto:freedom-of-information-request@dwf.gov.uk) or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF  
Web: [ico.org.uk/Global/contact\\_us](http://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745