



Department  
for Work &  
Pensions

Gavin Peel  
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Central FoI Team [www.gov.uk/dwp](http://www.gov.uk/dwp)  
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Email:  
[freedom-of-information-  
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

Our Ref: FOI2020/65725

Date 13 November 2020

Dear Gavin Peel,

Thank you for your Freedom of Information (FoI) request received on 29 October 2020.

You asked for:

*"<https://www.contractsfinder.service.gov.uk/Notice/e4d1adf4-2019-46b5-9be5-45febcb448c1?origin=SearchResults&p=1>  
Contact Centre Services Package B  
Procurement reference: tender\_154428/683172*

*<https://www.contractsfinder.service.gov.uk/Notice/7635c6be-b428-4c03-86c9-dbbe0bbcc7a8?origin=SearchResults&p=1>  
Contact Centre Services Package A  
Procurement reference: tender\_154428/692764*

*When awarded, these contracts were scheduled to end in 2021. Has there been any extensions awarded?"*

## **DWP Response**

We confirm that we do hold the information you have requested.

Currently no extensions have been awarded for either the Package A or B contracts, these contracts are scheduled to cease in 2021 as detailed in contracts finder.

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

Yours sincerely,

DWP Central Freedom of Information Team  
Department for Work and Pensions

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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@dpw.gov.uk](mailto:freedom-of-information-request@dpw.gov.uk) or by writing to DWP, Central FoI 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 [ico.org.uk/Global/contact\\_us](http://ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745