



Department
for Work &
Pensions

Gavin Peel
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Central Fol Team 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: FOI2020/65731

Date 13 November 2020

Dear Gavin Peel,

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

You asked for:

"I am looking to understand if the following 3 awarded contracts have continued beyond their published "contract end date" by way of any contract extension and if so, what the new extended contract end dates are:

*<https://www.contractsfinder.service.gov.uk/Notice/79b2ee6c-3b3f-40c9-9762-ba75c6b48a61?origin=SearchResults&p=1>
Pension Wise Contact Centre
Procurement reference: ecm_4557*

*<https://www.contractsfinder.service.gov.uk/Notice/ce7ef705-c5d3-4e3e-9094-ab163e2ffd93>
Universal Credit Booking Service Contact Centre Service Contract Procurement reference:
UI_DWP_101955*

*<https://www.contractsfinder.service.gov.uk/Notice/eac25da3-9f70-4ea8-8988-fc5c490518aa>
Warm Home Discount Scheme
Procurement reference: UI_DWP_101659"*

DWP Response

Please see the text below for answers to your questions:

Pension Wise Contact Centre
Procurement reference: ecm_4557

DWP holds no information on this, Pension Wise is part of the Money and Pensions Service, who can be contacted at contact@maps.org.uk. Further information about the Money and Pensions Service can be found here, <https://www.moneyandpensionsservice.org.uk/>

Universal Credit Booking Service Contact Centre Service Contract
Procurement reference: UI_DWP_101955

This contract was extended with a contract end date of 26 July 2020.

Warm Home Discount Scheme
Procurement reference: UI_DWP_101659

This contract has been extended with a contract end date of 30 April 2022.

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

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@dw.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 or telephone 0303 123 1113 or 01625 545745