



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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[DWP Website](#)

Our Ref: FOI2023/91954

28 December 2023

Dear Ewan Owen,

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

“I am looking to update my research regarding what software solutions are currently used to manage and track FOI, Subject Access and other DPA/GDPR related disclosure requests and would be most grateful if you would provide me, under the Freedom of Information Act, the following details.

The details I require are:

- What, if any, software is used for managing and tracking FOI, Subject Access, DPA disclosure requests and complaints?
- If purchased software is used, what was the start date, duration and value of the contract?
- Is there an extension clause in the contract and, if so, the duration of the extension?
- Has a decision been made yet on whether the contract is are being either extended or renewed?
- Who is the senior person/s (outside of procurement) responsible for managing the FOI, Subject Access, DPA disclosure request process?”

DWP Response

1. What, if any, software is used for managing and tracking FOI, Subject Access, DPA disclosure requests and complaints?

We can confirm that we do hold the information you have requested. The software is called eCase Correspondence Complaints Case Management system

2. If purchased software is used, what was the start date, duration and value of the contract?

For question 2, we can confirm that the Department holds this information. However, the information is exempt under Section 21(1) 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.contractsfinder.service.gov.uk/notice/186c358f-5954-4832-960f-3fe00385d0c7?origin=SearchResults&p=2>

3. Is there an extension clause in the contract and, if so, the duration of the extension?

4. Has a decision been made yet on whether the contract is are being either extended or renewed?

For questions 3&4 we can confirm that we do hold the information you have requested. There are 2 optional extension periods of 12 months each. The information on extension provision details are in the published contract as on the the link below:

<https://www.contractsfinder.service.gov.uk/notice/186c358f-5954-4832-960f-3fe00385d0c7?origin=SearchResults&p=2>

A decision has not yet been made as to whether the contract is being extended or re-competed.

5. Who is the senior person/s (outside of procurement) responsible for managing the FOI, Subject Access, DPA disclosure request process?"

We can confirm that we do hold the information you have requested. The Senior Responsible owner of this contract is Ben Kinley, DWP Digital, Chief Operating Officer.

If you have any queries about this letter, please contact us 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-reqxxxx@xxx.xxx.xx or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

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.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113