



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
Caxton House
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SW1H 9NA

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

[DWP Website](#)

Our Ref: FOI2023/92654

29 December 2023

Dear Paul Bee,

Thank you for your Freedom of Information (Fol) request received on 30 November 2023.

You wrote:

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

Inbound Mail and Document Management:
<https://www.find-tender.service.gov.uk/Notice/034309-2023>

The details we require are:

- Could you please provide a copy of the meeting minutes from the past 12 months service reviews for both service lines”

DWP Response

We are unable to deal with your Fol request without clarification of the information you seek.

To help us do so, we would like to know the following:

Clarification 1 – Service Lines:

You have requested ‘a copy of the meeting minutes from the past 12 months service reviews for both service lines’ and refer to a tender for Inbound Mail and Document Management: <https://www.find-tender.service.gov.uk/Notice/034309-2023>. The tender aggregates 4 separate services lines. There are 4 existing independent contracts which are: Pre-Sortation agreement - (Royal Mail), Document and Data Management Services (DDMS) - (Equans), Kofax Licence Provision (SCC), Off-Site Records Management (Restore PLC). Please advise which two services lines you are referring to.

Clarification 2 – Time Frame:

You have requested ‘a copy of the meeting minutes from the past 12 months service reviews for both service lines’ and refer to a tender for Inbound Mail and Document Management: <https://www.find-tender.service.gov.uk/Notice/034309-2023>. Please specify for which 12-

month period you require this information.

Under Section 16 of the FoI Act we should assist you in helping you focus your request.

You may wish to narrow the focus of your request to performance related information:

- The topics you ask about are very broad, you should choose a more specific subject matter, for example by limiting your request to specific types of information, for example which service lines you require the information for and the time frame.

We will consider any revised request however we cannot guarantee that any revised request will fall within the cost limit.

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.