



Via Email Only

2 April 2020

Freedom of Information Ref No. FOI21

[REDACTED]

Thank you for your Freedom of Information request received on 9th March 2020.

You asked Money and Pensions Service the following: -

“Please can you send me the following contract information via email with regards to the organisation’s telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:

- a. Contract Type: Maintenance, Managed, Shared (If shared please state the organisation it is shared with)**
- b. Existing Supplier: If there is more than one supplier please split each contract up individually.**
- c. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider**
- d. Hardware Brand: The primary hardware brand of the organisation’s telephone system.**
- e. The number of telephone users:**
- f. Contract Duration: please include any extension periods.**
- g. Contract Expiry Date: Please provide me with the day/month/year.**
- h. Contract Review Date: Please provide me with the day/month/year.**
- i. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**
- j. Contract Description: Please provide me with a brief description of the overall service provided under this contract.**
- k. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.**
- l. Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.**

If the service support area has more than one provider for telephone maintenance then can you please split each contract up individually for each provider?”

Money and Pensions Service Response:

I should explain that on 1st January 2019, Pension Wise, The Pensions Advisory Service, and the Money Advice Service merged to form the Money and Pensions Service. The Money and Pensions Service aims to deliver advice relating to pensions, money guidance, debt advice, and consumer protection. Further details can be found on the website: <https://moneyandpensionsservice.org.uk/>.

Money and Pensions Service

120 Holborn, London EC1N 2TD t: +44 (0)115 9659570 w: MoneyAndPensionsService.org.uk





**Money &
Pensions
Service**

With regards to your Freedom of Information request, I can confirm the Money and Pensions Service holds the information you are seeking. However, the information you have requested concerning “**c. Annual Average Spend**” for each contract 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 this organisation. It is intended to protect the ability of a public authority like Money and Pensions Service 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 Freedom of Information Act, the use of this exemption requires the public interest for and against disclosure to be assessed. 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.

In respect of Money and Pensions Service telephone system maintenance contracts, I have provided the individual details for each contract as requested on a separate document enclosed with this letter.

I hope this information is helpful. If you have any queries about my response to your request do not hesitate to contact me. Please remember to quote the reference number above in any future communication.

Yours sincerely,

[Redacted Signature]

Complaints & Freedom of Information Officer

Encl: Money and Pensions Service Telephone System Maintenance Contract Details

Your right to complain under the Freedom of Information Act

If you are not happy with this response you can ask for an internal review by e-mailing foi@maps.org.uk or by writing to Money and Pensions Service, 120 Holborn, London, EC1N 2TD. Any review request should be sent within two months of the date of this letter.

If you are not content with the outcome of an internal review you may apply directly to the Information Commissioner’s Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted our own complaints procedure.

The ICO can be contacted at: Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF
<https://ico.org.uk/global/contact-us/> or telephone 0303 123 1113 or 01625 545745

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