



The Insolvency
Service

Information Rights Team
Cannon House
18 Priory Queensway
Birmingham
B4 6FD

Tel: 0300 678 0015

foi@insolvency.gov.uk

Our ref: FOI25/26-013
Date: 16 May 2025

www.gov.uk/insolvency-service

Dear [REDACTED]

Re: Freedom of Information Act 2000 (FOIA) Request

Thank you for your email of 24 April 2025 in which you requested from the Insolvency Service (the agency):

"I would like to ask what electronic document management system your Department use? How long do you use this system? Is it possible to estimate how much it costs to maintain the system on an annual basis?"

I can confirm the agency holds the information that you have requested, and I have provided answers to your questions below.

- **I would like to ask what electronic document management system your Department use?**

The agency uses Wisdom as our Electronic Documents & Records Management System

- **How long do you use this system?**

This system has been used by the agency for 16 years.

- **Is it possible to estimate how much it costs to maintain the system on an annual basis?"**

I can confirm the agency holds this information; however, it is exempt from disclosure pursuant to section 43 of the Freedom of Information Act 2000 (FOIA). Your request is therefore refused.

Section 43(2) – Commercial Interests

Section 43(2) of FOIA states that:

'Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).'

- **Commercial interests**

In this case disclosure is likely to prejudice the commercial interests of Wisdom and the agency. This is because the information is both commercially sensitive and/or likely to have an effect on any tendering or procurement process involving the agency.

Wisdom have a commercial interest in being able to quote and charge fair prices for their work. They work in the private as well as public arena and their respective charge out rates are, by their very nature, commercially sensitive information.

The agency's commercial interest requiring protection concern its ability to achieve best value and its processes for ensuring competitive procurement and tendering activity.

- **Harm (prejudice)**

Disclosure of the information would be likely to prejudice the commercial interests identified above. The potential harm applicable to Wisdom is that organisations procuring their services could use the figures to argue for lower charging rates and/or different payment terms than would otherwise be available. Publication of their costs would be likely to result in the firms in question being unable to achieve a fair and/or commercial payment for their work.

The potential harm to the agency is that prices quoted to and agreed by the agency as part of its procurement and tendering activity may be inflated if the prices paid to individual legal service providers in respect of this matter were to become public information through a disclosure under FOIA.

- **Public interest test**

The factors I have considered in undertaking the public interest test are as below:

Public interest considerations favouring disclosure

- Promoting accountability and transparency about decisions relating to the use of public money within the agency.

Public interest considerations favouring withholding the information

- Publication of these costs would be likely to affect the price quoted to the Insolvency Service for similar work in the future; companies may seek to closely match the disclosed figures and therefore wouldn't offer best value for money.
- Publication of these costs would be likely to result in the specified companies being able to achieve a fair payment for their work, as organisations procuring their services could use the figures to argue for lower payment.

- **Decision**

On balance, I consider the public interest favours withholding the information at this time.

However, outside of the Freedom of Information Act, please see the following link to our Contracts Finders Notice: <https://www.contractsfinder.service.gov.uk/Notice/cee8f5c8-fe8c-4819-a6a6-faec25f30918>. This sets out the value of the contract and is already publicly available.

Complaints

If you are not satisfied with the response we have provided to you and would like us to reconsider our decision by way of an internal review (IR), please contact our Information Rights team within 40 working days of this letter at foi@insolvency.gov.uk or by post at:

Information Rights Team
The Insolvency Service
3rd Floor
Cannon House
18 Priory Queensway
Birmingham
B4 6FD
United Kingdom

You also have the right to contact the Information Commissioner's Office (ICO) if you wish for them to investigate any complaint you may have regarding our handling of your request. However, please note that the ICO is likely to expect an IR to have been completed in the first instance.

Yours sincerely,

Information Rights Team
The Insolvency Service

The Department for Business and Trade, Official Receivers and the Adjudicator are Data Controllers in respect of personal data processed by the Insolvency Service. For the details about how personal data is processed by the agency, please see the full Insolvency Service Personal Information Charter here:
<https://www.gov.uk/government/organisations/insolvency-service/about/personal-information-charter>