



The Insolvency
Service

Information Rights Team

Cannon House
18 Priory Queensway
Birmingham
B4 6FD

Tel: 0300 678 0015

foi@insolvency.gov.uk
www.gov.uk/insolvency-service

Our ref: FOI25/26-119
Date: 02 September 2025

Dear [REDACTED]

Re: Freedom of Information Act 2000 (FOIA)

Thank you for your email of 4 August 2025 in which you requested from the Insolvency Service (the agency):

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

Employee Assistance Provider Services:

<https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.contractsfinder.service.gov.uk%2Fnotice%2F8fb4637d-afe8-4dc3-8e44-01cb4a925152&data=05%7C02%7CFOI%40insolvency.gov.uk%7Cecb8629a9b3f45d8022d08ddd35fae0f%7C9a18d34af01e4c31ad16523150b47949%7C0%7C0%7C638899130785782514%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWU%3D%3D%7C60000%7C%7C%7C&sdata=935LQbirm5%2FDBKTVboG%2Fvg%2BW9HGSrBzij1fnOXKqv%2Fg%3D&reserved=0>

The details we require are:

Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

Please can you provide the winning technical submission document, excluding excluding any commercial / pricing details?"

You subsequently provided details of your full name on 5 August 2025.

Your request has been dealt with under the Freedom of Information Act 2000 (FOIA).

I can confirm the agency holds the information that you have requested.

Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

Please refer to already reviewed [Contracts Finder Notice](#): there is an embedded redacted contract within the notice that includes Order Schedule 20 (Specification), this sets out what all bidders were provided with when approaching the market.

Because this information is reasonably accessible to you the agency is not obliged to provide you with a separate copy of the information pursuant to the exemption at section 21 of FOIA.

Please can you provide the winning technical submission document, excluding any commercial / pricing details?

The provider is not providing anything bespoke to the Agency outside of its standard service offering. The provider has submitted responses (as part of tendering) to our evaluation questions which are considered commercially sensitive and are therefore exempt under section 43 of FOIA. More details of this exemption can be found below.

For further information on the suppliers service offering, please refer to our providers own available information to detail their service offering (technical submission) - [PAM Wellness - Workplace Wellbeing & Neurodiversity Solutions](#) and their specific Employee Assistance Provider offering - [Employee Assistance Programme \(EAP\) - PAM Wellness](#)

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 People Asset Management Limited 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.

For context, as part of the competition/tendering approach, each supplier including the winning bidder was required to provide their organisations solutions and responses to the questions we have asked, this includes responding to our statement of requirements (now included in the Contract and Call-Off Schedule 20), the questions we asked suppliers (including the winning provider) to provide a response to included:

1. Approach to Delivery:

In no more than 1,000 words and having reviewed the Statement of Requirements, please set out how your organisation will deliver the services requested. Your response should include:

- How you will develop/implement your ways of working to support alignment with the requirements, including the proposed management systems and methods to be used and how you will engage directly with individuals reaching out to use the service*
- How you will support management, considering the reporting requirements set out within the statement of requirements*
- How you will support with promoting the service on offer aligned to requirements of the Insolvency Service*

2. Technical and Experience:

In no more than 600 words and having reviewed the Statement of Requirements, please set out and describe the technical/professional and experience skills your organisation has in place that will enable you to deliver the services required. Your response should include:

- Details of relevant qualifications and skills your organisation has to enable it to deliver the services required.*
- How you ensure your organisation maintains this level of technical and professional experience required for delivery.*
- How you ensure only those with the relevant technical and professional experience deliver services as required.*

3. Security and Protection of Sensitive Information:

In no more than 500 words and having reviewed the Statement of Requirements please set out how your organisation will adhere to our cyber security requirements and how as an organisation you protect personal information. Your response should include:

- How your organisation meets the relevant security and quality standards*
- How your organisation will ensure our security requirements are met*
- How your organisation protects information shared by individuals during the delivery of service.*

4. Social Value: Tackling Economic Inequality:

In no more than 500 words please set out, in a method statement and project plan, the specific, measurable and time bound commitment(s) your organisation will make to deliver Employment and training for those who face barriers to employment, specifically:

- Employment Activities that demonstrate and describe the suppliers existing or planned actions to:*
 - Create employment opportunities particularly for those who face barriers to employment, such as prison leavers, care leavers and/or who are located in deprived areas.*

- *Delivery of training schemes and programmes to address any identified skills gaps and under[1]representation in the workforce for the contract (e.g. prison leavers, care leavers, kinship carers, disabled people)*
- *Advertising, promotional and outreach activities designed to raise awareness of the offer to reach the target cohort.*

People Asset Management Limited have a commercial interest in being able to deliver a solution to meet the requirement of the agency, that if shared could provide their competitors with insider information that they otherwise would not have access to. They work in the private as well as public arena.

The agency's commercial interest requiring protection concern its ability to maintain 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 People Asset Management Limited is that competitor organisations procuring their services could utilise the insider and management information.

The potential harm to the agency is that the responses received by organisations by the agency as part of its procurement and tendering activity in respect of this matter, may be limited or reduced should organisations believe their inside information would become public 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 service providers and public money within the agency.

Public interest considerations favouring withholding the information

- Publication of the information would be likely to affect the number and quality of suppliers procuring for contracts and therefore wouldn't offer best value for money.
- Publication of the information would be likely to result in organisations not wishing to disclose certain important information for fear their competitors can use that, and so the responses received during the procurement/tendering process may be incomplete or inaccurate.

- **Decision**

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

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 Commissioners 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.

Kind regards

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>