



**REQUEST 18928**

I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to any Digital rent collection solution / Income Analytics product the Council are using to prioritise rent arrears cases.

**RESPONSE**

1. What is the name of the supplier or product currently under contract? Mobysoft Ltd
2. What are the contractual performance KPI's for this contract? N/A
3. Actual spend on this contract/framework (and any sub lots / optional modules), from the start of the contact to the current date £373,616
4. Start date & duration of framework/contract? 01/04/2025 – 31/03/2029
5. Could you please provide a copy of the service specification given to all bidders for when this contract was last advertised? As the provider was appointed via a direct award, the contract was not advertised, and a specification was not shared with any 'bidders'.
6. Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension? No
7. Has the decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed? No – contract still has over 3 years left.
8. Who is the senior procurement officer, name, job title and contact details, responsible for this contract? Jo Mitchell - Assistant Director- Customer Support. Wigan Life Centre North, The Wiend, Wigan, WN1 1YN
9. Who is the senior officer, name, job title and contact details, (outside of responsible for this contract? Jo Mitchell - Assistant Director- Customer Support. Wigan Life Centre North, The Wiend, Wigan, WN1 1YN
10. Please may you provide a copy of the contract. We are refusing your request under **Section 43(2) of the FOIA**, which exempts information if its disclosure would, or would be likely to, prejudice the commercial

interests of any person, including the public authority holding the information.

**Reasons for Refusal:**

Disclosure of the requested contract would be likely to prejudice the commercial interests of both Wigan Council and the Supplier because:

- The contract contains detailed pricing and financial terms that are not publicly available.
- Releasing this information could undermine the supplier's competitive position in future tenders and harm the authority's ability to secure best value in future procurement exercises.
- There is a real and significant likelihood that disclosure would result in commercial disadvantage.

**Public Interest Test:**

Section 43(2) is a qualified exemption, so we have considered whether the public interest in disclosure outweighs the harm to commercial interests.

- We recognise that transparency and accountability in public spending are important.
- However, disclosure of this commercially sensitive information would likely cause significant harm to competitive processes and future negotiations, which is not in the public interest.
- On balance, we consider that the public interest in maintaining the exemption outweighs the public interest in disclosure.