

The Board of the Pension Protection Fund

Disclosure Log – 2019/20

FoIA Date	FoIA Subject
22/05/19	ICT Plans and Strategy
24/05/19	CCTV Information
24/05/19	Members Pensionable Service
27/06/19	Statutory Complaints
27/06/19	Brexit Spend
01/07/19	Print Contract
17/07/19	Arcadia Group
12/08/19	Target Contract (Tracing service)
20/09/19	Server information
02/10/19	Finance staff
07/10/19	Finance, Procurement and Invoicing system information
29/11/19	Hampshire ruling
05/12/19	FAS Deaths
04/12/19	Early Retirements
17/12/19	Intranet information
24/12/19	Customer Support software

Date: 22/05/19

Dear

Ref: Freedom of Information Request

You have asked:

"I wish to submit a request for some of the organisation's information around the internal plans and strategy documents around ICT. The ICT documents I require is the 2019 – Onwards. If any of the documents is for example 2017-2020 please make sure that this is the 2019 version of the document. Or the most recent update. I wish to obtain the following documents:

1. *ICT/IM&T/IS Strategy - The IT department strategy or plans, highlights their current and future objectives.*
2. *ICT Org Chart- A visual document that present the structure of the IT department, please include name and job titles. If this can't be sent please work towards a structure with job titles.*
3. *ICT Annual or Business Plan- Similar to the ICT strategy but is more annually focused.*
4. *ICT Capital Programme/budget- A document that shows financials budget on current and future projects.*

If some of these documents are not valid, please state when the 2019 ICT documents are planned to be published.

In respect of your request raised under the Freedom of Information Act, I set out my response below.

- 1) The Pension Protection Fund published their 3 year strategic plan in April 2019, which can be found here; <https://www.ppf.co.uk/strategic-plan>. I would direct you to pages 14 and 15 of the plan which set out our Technology and Change strategy and plans to transform IT services over the next three years.
- 2) An anonymised organisational chart has been attached to address your request on the ICT organisational chart.
- 3) Similar to the 3 year strategic plan, we have also published the key actions we will take in our Business Plan for 2019/20, which can be found here;

https://ppf.co.uk/sites/default/files/file-2019-04/ppf_business_plan_2019-2020_final.pdf .For the first year of the IT transformation programme, we will transition from the current single managed service provider to a disaggregated support model with internal capabilities.

- 4) In relation to your request on the ICT Capital Programme/Budget, current and future projects for IT services are not budgeted for separately. Financial information about projected and actual income and expenditure, procurement, contracts, our tendering platform and financial audit are included in the annual accounts. The latest publication is for the year ending 31st March 2018 and can be found at https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/724880/pension-protection-fund-annual-report-and-accounts-2017-to-2018.pdf.

Yours sincerely,

Date: 24/05/19

Dear

Ref: Freedom of Information Request

You have asked:

"

- 1. Supplier of the contract for CCTV maintenance and support*
- 2. How much the Council spend annually with the supplier? (if multiple suppliers please list the annual spend for each)*
- 3. What is the renewal date of this contract?*
- 4. What is the duration of the contract?*
- 5. What is the review date of this contract? If possible the likely outcome of this review*
- 6. The primary brand of the CCTV equipment. I don't require the model just the brand. If there is various brands could you please list?*
- 7. The description of the services provided under this contract. Please state if this contract includes more than just CCTV services.*
- 8. Contact details of the employee responsible for the contract between the supplier and the organisation. Can you please provide me with their full contact details."*

In respect of your queries raised under the Freedom of Information Act, I set out my response below.

- 1. Supplier of the contract for CCTV maintenance and support – [Welcome Gate](#)**
- 2. How much the Council spend annually with the supplier? (if multiple suppliers please list the annual spend for each) – [N/a, the Pension Protection Fund is not a Council.](#)**
- 3. What is the renewal date of this contract? – [23/03/20](#)**
- 4. What is the duration of the contract? – [One year's maintenance a time](#)**
- 5. What is the review date of this contract? If possible the likely outcome of this review – [N/a](#)**
- 6. The primary brand of the CCTV equipment. I don't require the model just the brand. If there is various brands could you please list? – [Samsung](#)**

7. The description of the services provided under this contract. Please state if this contract includes more than just CCTV services. – **Just the maintenance paid for on receipt of their invoice**

8. Contact details of the employee responsible for the contract between the supplier and the organisation. Can you please provide me with their full contact details. – [REDACTED]
[REDACTED]

Yours sincerely,

Date: 24/05/19

Dear

Ref: Freedom of Information Request

You have asked:

"Will you please provide the following up to date information –

- A. Total members currently receiving a pension from PPF*
- B. Number of those members with 1-10 years pensionable service prior to 5th April 1997*
- C. Number of those members with 11-20 years pensionable service prior to 5th April 1997*
- D. Number of those members with 21-30 years pensionable service prior to 5th April 1997*
- E. Number of those members with 20+ years pensionable service prior to 5th April 1997*
- F. Number of those members from group b , and c (i.e. those members being denied an increase in compensation cap due to them having less than 21 years in their sole former pension scheme).*
- G. Please indicate the exact date that the above data sets from a to f categories were revised."*

In respect of your queries raised under the Freedom of Information Act, I set out my response below, with information accurate as at 21 May 2019.

- A. Total members currently receiving a pension from PPF – 145,362**
- B. Number of those members with 1-10 years pensionable service prior to 5th April 1997 – 62,512**
- C. Number of those members with 11-20 years pensionable service prior to 5th April 1997 – 29,717**
- D. Number of those members with 21-30 years pensionable service prior to 5th April 1997 – 10,859**
- E. Number of those members with 30+ years pensionable service prior to 5th April 1997 – Given your previous questions we have assumed that you meant 30+ for this question, please let us know if this isn't the case and we can provide the amount for 20+ - 2,938**
- F. Number of those members from group b, and c. – The sum of b. and c. is 92,229. However to put this in context please note (a) that most pensioners are not subject to the standard cap, so an increased long service cap would make no difference to their compensation entitlement; and (b) entitlement to the long**

service cap is not dependent on when that service took place (the service could be before or after 5th April 1997).

- G. ***Please indicate the exact date that the above data sets from a to f categories were revised. – 21/05/19***

Yours sincerely,

Date: 27/06/19

Dear

Ref: Freedom of Information Request

You have asked:

1. *How many statutory complaints (maladministration complaints and other statutory complaints referred to [here](#)) have been made against the Pension Protection Fund? If not a maladministration complaint, could you specify what the nature of these complaints was? Could you provide a monthly breakdown (including the nature of the complaints) from 2015 to 2019?*
2. *What action has the PPF taken to deal with complaints in the period mentioned?*
3. *How many disciplinary warnings have staff been given as a result of complaints during the period?*
4. *How many staff members have been sacked as a result of complaints during the period?*

In respect of your queries raised under the Freedom of Information Act, I set out my response below.

1. **How many statutory complaints (maladministration complaints and other statutory complaints referred to [here](#)) have been made against the Pension Protection Fund? If not a maladministration complaint, could you specify what the nature of these complaints was? Could you provide a monthly breakdown (including the nature of the complaints) from 2015 to 2019?**

The webpage that you have referred to (www.ppf.co.uk/how-to-make-a-complaint) is one that primarily covers statutory reviews that are member/compensation related, complaints of maladministration, and general (non-statutory) complaints, all of which are complaints that are generally brought by PPF / FAS members. We have not classed your request as including the statutory reviews that relate to levy matters.

We are including within your request complaints relating to.

- Maladministration
- Compensation Reviews
- Overpayment Recovery
- Review of payment due under s.166
- Approval of s.143 Valuation

Please find the response to this question in appendix 1 of this document. These figures are from January 2015 to March 2019.

2. **What action has the PPF taken to deal with complaints in the period mentioned?**

When dealing with complaints we follow our procedure as set out and published on our website [here](#).

3. How many disciplinary warnings have staff been given as a result of complaints during the period?

There have been no disciplinary warnings as a result of complaints during this period.

4. How many staff members have been sacked as a result of complaints during the period?

There have been no staff sackings as a result of complaints during this period.

Yours sincerely,

Date: 27/06/19

Dear

Ref: Freedom of Information Request

You have asked:

1. *How much has the Pension Protection Fund spent on Brexit preparations and related activities from June 2016 to March 29 2019? Could you please provide a monthly breakdown as well as a breakdown of the nature of the spending.*
2. *How much has the Pension Protection Fund spent on Brexit preparations and related activities from March 29 2019 to date? Could you please provide a monthly breakdown as well as a breakdown of the nature of the spending.*
3. *Minutes of meetings, memos, correspondence and/or other documents related to how much money the Pension Protection Fund has spent on Brexit preparations and related activities from June 2016 to March 29 2019.*
4. *Minutes of meetings, memos, correspondence and/or other documents related to how much money the Pension Protection Fund has spent on Brexit extension preparations and related activities from March 29 2019 to date.*

In respect of your queries raised under the Freedom of Information Act, I set out my response below.

1. **How much has the Pension Protection Fund spent on Brexit preparations and related activities from June 2016 to March 29 2019? Could you please provide a monthly breakdown as well as a breakdown of the nature of the spending.** The table below details the Pension Protection Fund's spend on Brexit from June 2016 to March 29 2019.

Date	Spend*
October 2016	£32,713.92
August 2018	£1,008
October 2018	£22,408.14
January 2019	£8,684.40
Total Spend	£64,814.46

*All spend includes VAT

All Brexit spend noted above is in relation to legal advice we have been provided on the matter and covered areas such as employment post Brexit and no deal Brexit planning.

The Pension Protection Fund does not keep a record of how many hours internal staff have spent on Brexit preparations and related activities.

- 2. How much has the Pension Protection Fund spent on Brexit preparations and related activities from March 29 2019 to date? Could you please provide a monthly breakdown as well as a breakdown of the nature of the spending.** From 29th March 2019 to 31st May 2019 spend on external Brexit preparations and related activities is zero.
- 3. Minutes of meetings, memos, correspondence and/or other documents related to how much money the Pension Protection Fund has spent on Brexit preparations and related activities from June 2016 to March 29 2019.** We do not hold any of the requested information which would expand further on the costs and breakdown included in question 1.
- 4. Minutes of meetings, memos, correspondence and/or other documents related to how much money the Pension Protection Fund has spent on Brexit extension preparations and related activities from March 29 2019 to date.** As detailed in question 2 the Pension Protection Fund spend in this period externally was zero therefore we do not hold this information.

Yours sincerely,

Date: 01/07/19

Dear

Ref: Freedom of Information Request

You have asked:

"

1. *Do you currently utilise a managed print contract?*
2. *If so, is it under a framework and what is that framework?*
3. *Can you name the current incumbent supplier?*
4. *When does the contract start and finish?*
5. *What is the annual expenditure under this contract?*
6. *Who is the key sponsor of this contract and what are their contact details?*
7. *For print jobs that fall under the £60,000 OJEU threshold, are these sent to the managed print provider (if in place) or to other print providers?*
8. *Please can you confirm who places print orders and their name/s and contact details?*
9. *If you have a managed print contract in place, what was the total value of orders placed outside of this agreement?"*

In respect of your queries raised under the FOIA, I set out my response below.

1. **Do you currently utilise a managed print contract?** Yes
2. **If so, is it under a framework and what is that framework?** Yes, Crown Commercial Service Managed Print & Digital Services – RM3785
3. **Can you name the current incumbent supplier?** Williams Lea
4. **When does the contract start and finish?** 1st January 2018 – 31st December 2019 with an option to extend for 2 years
5. **What is the annual expenditure under this contract?** Estimated £340,975
6. **Who is the key sponsor of this contract and what are their contact details?**
Our contact point for all Pension Protection Fund contracts is the following
6. **For print jobs that fall under the £60,000 OJEU threshold, are these sent to the managed print provider (if in place) or to other print providers?** All orders go through the managed print supplier.

- 7. Please can you confirm who places print orders and their name/s and contact details?** Our contact point for all Pension Protection Fund contracts is the following

- 8. If you have a managed print contract in place, what was the total value of orders placed outside of this agreement?** All orders go through the managed print supplier.

Yours sincerely,

Date: 17/07/19

Dear

Ref: Freedom of Information Request

You have asked for the following details:

“Dear Board of the Pension Protection Fund, Please advise the total amount of payments from the fund arising from defaults by companies in Philip Green's Arcadia group”

In respect of your queries raised under the FoIA, I set out my response below.

By way of background, the Board of the Pension Protection Fund administers the following funds:

- 1. the Pension Protection Fund, out of which payments are made to members in receipt of compensation from us;**
- 2. the Fraud Compensation Fund, which holds funds to compensate schemes which have suffered loss due to acts of dishonesty;**
- 3. the PPF Administration Fund, which is the money which keeps the PPF running day-to-day; and**
- 4. the FAS Administration Fund, out of which compensation is paid to members in the Financial Assistance Scheme and covers the day-to-day running of the Financial Assistance Scheme.**

There have been no payments from the funds arising from defaults by companies in the Arcadia group, including:

- 1. No payments to members of the Arcadia Group Pension Scheme or the Arcadia Group Senior Executives Pension Scheme (the “Schemes”), and**
- 2. No payments in respect of the Company Voluntary Arrangements (CVA) concerning the Arcadia group.**

If you are interested in further information regarding the PPF’s approach to CVAs more generally, we have published guidance on our website, which is available [here](#).

Yours sincerely,

Date: 12/08/19

Dear

Ref: Freedom of Information Request

You have asked for the following details:

“In the meantime, a request under the Freedom of Information Act. Please confirm the contract period and contract value given to Target for their “work”. Also are capita still administering the scheme. If not when did this contract end and who is admin now”

In respect of your queries raised under the FoIA, I set out my response below.

For PPF’s contract with Target Professional Services (UK) Limited:

Contract Awarded: November 2015

Current Contract Period: Due to expire 31 March 2020 (with an option for the PPF to extend by up to a further 12 months).

Contract Value: Estimated £2.5 million over the life of the contract

PPF’s contract with Capita Employee Benefits Limited expired on 13 September 2018. The PPF completed the insourcing of the administration of the Financial Assistance Scheme (FAS) member services on the 25 June 2018. The PPF is now administering FAS member services.

Yours sincerely,

Date: 20/09/19

Dear

Ref: Freedom of Information Request

You have asked for the following details:

“ This is a request for information that relates to the organisation’s contracts around ICT contract(s) for Server Hardware Maintenance, Server Virtualisation Licenses and Maintenance and Storage Area Network (SAN) Maintenance/Support, which may include:

- Server Hardware Maintenance- contracts relating to the support and maintenance of the organisation’s physical servers.
- Virtualisation Maintenance/Support/ Licensing (VMware, Solaris, Unix, Linux, Windows Server)
- Storage Area Network Maintenance/Support (EMC, NetApp etc)

For each of the type of contract described above, please can you provide me with the following data:

CGI UK

1. Contract Title:
2. Type of Contracts (ABOVE):
3. Existing/Current Supplier:
4. Brand:
5. Operating System / Software (Platform):
6. Annual Average Spend:
7. Contract Duration:
8. Contract Expiry Date:
9. Contract Review Date:
10. Purchase of Servers:
11. Number of Physical Server:
12. Number of Virtual Servers:
13. Brief Contract Description:
14. Contract Owner: “

In respect of your queries raised, I set out my response below.

1. **Contract Title:** CGI UK
2. **Type of Contracts :** IT Managed Service Agreement
3. **Existing/Current Supplier:** CGI UK

4. **Brand:** Section 31 exemption (Below)
5. **Operating System / Software :** Section 31 exemption (Below)
6. **Annual Average Spend:** c.£7 million (Average spend of last two full financial years)
7. **Contract Duration:** 4 years + 2 years
8. **Contract Expiry Date:** 22/06/20
9. **Contract Review Date:** N/A
10. **Purchase of Servers:** Purchase of servers is made when needed.
11. **Number of Physical Server:** Section 31 exemption (Below)
12. **Number of Virtual Servers:** Section 31 exemption (Below)
13. **Brief Contract Description:** CGI UK are our current IT Management Service Provider.
14. **Contract Owner:** Commercialservices@ppf.co.uk

The PPF published their 3 year strategic plan in April 2019, which can be found here; <https://www.ppf.co.uk/strategic-plan>. I would direct you to pages 14 and 15 of the plan which sets out our Technology and Change strategy and plans to transform IT services over the next three years.

Section 31 Exemption

The exemption in section 31 (1) (a) is designed to cover all aspects of the prevention and detection of crime.

Section 31 is a prejudice based exemption and is subject to the public interest test. This means that information can only be withheld if its disclosure would, or would be likely to, prejudice one of the activities listed in subsection 31(1). We acknowledge the public interest in openness and transparency and we recognise that releasing this information could provide the public with assurance that we are protecting our IT infrastructure. However, if we were to disclose the information requested, this may expose the PPF to potential threats of a criminal nature. If details of the PPF's IT infrastructure are released into the public domain, they may be used to facilitate targeted cybercrime against the PPF, increasing the risk of an attack on the PPF's ICT systems. It is important that we take appropriate precautions to minimise the risk of future incidents and we consider that such precautions include non-disclosure of the specified details in this case.

For the reasons set out above, we have concluded that the prejudice test is engaged and we have assessed that the public interest in maintaining this exemption outweighs the public interest in disclosure.

Yours sincerely,

Date: 02/10/19

Dear

Ref: Freedom of Information Request

You have asked for the following details:

"I would like to submit an FOI request and therefore would be grateful if you could please provide me with the following information on staff numbers;

For Finance only:

- Total number of staff
- Total number of SCS1 finance staff
- Department structure
- Total number of agency workers / contractors (please include those on fixed term contract but not internal secondment)
- Frameworks used to procure interim staff in this area "

In respect of your queries raised, I set out my response below.

- **Total number of staff - 13**
- **Total number of SCS1 finance staff - N/A - We do not use civil service grades**
- **Department structure - Please find attached a department structure chart**
- **Total number of agency workers / contractors (please include those on fixed term contract but not internal secondment) -Nil**
- **Frameworks used to procure interim staff in this area - We have a direct resourcing strategy.**

Yours sincerely,

Date: 07/10/19

Dear

Ref: Freedom of Information Request

You have asked for the following details:

“Please may you provide the information for the following systems?

Finance system:

- Who is your current provider?
- When does the contract expire, and do you have extension options?
- What is the value of the contract?
- What modules do you use e.g. general ledger?
- What is your budget?
- When did the contract start?

Procurement system:

- Who is your current provider?
- When does the contract expire, and do you have extension options?
- What is the value of the contract?
- What is your budget?
- When did the contract start?

Invoicing:

- Do you have an electronic invoicing system in place?
- If so, who is the current service provider of this system?
- when does this contract expire and is there extension options?
- What is the value of the contract?
- How many invoices are processed annually? “

In respect of your queries raised, I set out my response below.

Finance system:

- **Who is your current provider? Oracle**
- **When does the contract expire, and do you have extension options? 27/02/2021**
- **What is the value of the contract? £645,000 (Total term)**
- **What modules do you use e.g. general ledger? Fusion Financials Cloud + PCBS**
- **What is your budget? N/A, contract already in place**
- **When did the contract start? 28/02/2018**

Procurement system:

- **Who is your current provider? Jaggaer (previously known as BravoSolutions)**
- **When does the contract expire, and do you have extension options? 30/11/2019 (2 further periods of 1 year each)**
- **What is the value of the contract? £107,000 (Total term)**
- **What is your budget? N/A, contract already in place**
- **When did the contract start? 01/12/2017**

Invoicing:

- **Do you have an electronic invoicing system in place? No**

Yours sincerely,

Date: 29/11/19

Dear

Ref: Freedom of Information Request

You have asked for the following details:

"I am making a Freedom of Information Request as follows :-

Question No 1

Are there any schemes currently in assessment that are paying benefits which comply with the ECJ ruling in "Hampshire".

Question No 2

Are schemes which have entered assessment after the ECJ ruling in "Hampshire" paying PPF levels of benefits in compliance with the ECJ ruling in "Hampshire" (refer PPF recent update).

Question No 3

In the light of "Hampshire" has the PPF told schemes entering assessment, now or in the near future, to calculate 143 valuations taking into account the increased payments required under the ECJ ruling in "Hampshire". "

In respect of your queries raised, I set out my response below.

Question No 1

Are there any schemes currently in assessment that are paying benefits which comply with the ECJ ruling in "Hampshire".

In respect of those members who could be affected by the ECJ ruling in Hampshire, the PPF has determined a methodology for uplifting compensation it considers complies with the ruling. As you are aware, this methodology is presently the subject of a court challenge.

So far as the PPF is aware, increased pensions in accordance with the PPF's methodology have not been paid by schemes in assessment. However, we are aware of two members of two different schemes whose pensions have been reduced to about 50% of their scheme entitlement in circumstances where, prior to the ECJ ruling in Hampshire, their compensation would have been reduced below 50%.

It should be noted that, based on the information available to the PPF, for the vast majority of members the ECJ ruling in Hampshire does not require any increase to the levels of compensation set out in UK legislation. Accordingly we expect that most members of schemes in assessment are receiving benefits that comply with the ECJ ruling.

Question No 2

Are schemes which have entered assessment after the ECJ ruling in “Hampshire” paying PPF levels of benefits in compliance with the ECJ ruling in “Hampshire” (refer PPF recent update)

Please refer to our answer to Question No 1. The position explained in answer to Question No 1 applies to all schemes in assessment, including schemes which have entered assessment after the ECJ ruling in Hampshire.

Question No 3

In the light of “Hampshire” has the PPF told schemes entering assessment, now or in the near future, to calculate 143 valuations taking into account the increased payments required under the ECJ ruling in “Hampshire”

Since about March this year, the PPF has requested that the Hampshire ruling be taken into account in the s143 valuation in all cases where the scheme would be over 100% funded ignoring the ruling (i.e. in all cases where there is any possibility of the ruling affecting the outcome).

Yours sincerely,

Date: 05/12/19

Dear

Ref: Freedom of Information Request

You have asked for the following details:

"Under the Freedom of Information act can you please let me know,- How many recipients that were receiving assistance from the governments Financial Assistance Scheme have since died, from the time that the FAS was introduced till present day. That is all those deceased members from all schemes in the FAS"

In respect of your queries raised, I set out my response below.

As of 14th November 2019, there were 15,690 deceased members of the Financial Assistance Scheme.

The number of 15,690 deceased members includes records where a 'deceased' status has been confirmed, as well as where we have been notified of a deceased member but the process of confirmation on our systems (which we call the bereavement process) has not yet been finalised.

Yours sincerely,

Date: 04/12/19

Dear

Ref: Freedom of Information Request

You have asked for the following details:

- “1. The number of PPF members who have retired early
2. The number of PPF members who have retired early due to ill health
3. The number of PPF members who have retired early on reduced pension
4. The number of PPF members who have retired early prior to joining the PPF
5. The total number of PPF members who have retired”

In respect of your queries raised, I set out my response below. The statistics have been extracted from our systems as at 19th November 2019.

- 1. The number of PPF members who have retired early – 18,573**
This number represents members who retired after transferring into PPF where the retirement type is recorded in our systems as 'Early'. This also includes members who retired before their Normal Retirement Date (NRD) but took trivial commutation.
- 2. The number of PPF members who have retired early due to ill health – 36**
This number represents all members who retired after transferring into the PPF where their retirement type was updated to 'ill health grant' or 'serious ill health' before their NRD.
- 3. The number of PPF members who have retired early on reduced pension – 18,325**
This number represents members who have retired early after transferring to the PPF and their pension was reduced because of early retirement.
- 4. The number of PPF members who have retired early prior to joining the PPF – 55,911**
This number represents members who retired before transferring into PPF where the retirement type is 'Early'. This also includes members who retired before their NRD but took trivial commutation.
- 5. The total number of PPF members who have retired – 56,367**
This number represents the total number of members who retired after transferring into PPF.

Yours sincerely,

Date: 17/12/19

Dear

Ref: Freedom of Information Request

You have asked for the following details:

“

1. How many employees are working for your organisation, including full-time, part-time, and contracted staff?
2. What is your annual intranet budget?
3. What is your current intranet solution? (e.g. Invotra, Sharepoint, Kahootz, Umbraco)
4. How long have you been using this solution, and when does your contract expire?
5. Do you work with an external partner to supply your intranet? If not, do you develop your intranet internally?
6. Which team/individual is responsible for managing your intranet internally?
7. Which other organisations have access to your intranet?
8. Do you share IT services with other organisations?
9. Are you using the Office 365 suite? If so, which applications from the suite are in use?
10. Who is responsible for your intranet's procurement within the organisation?
11. Do you use Microsoft's Active Directory to manage your people data? If so, is your Active Directory (AD) managed on-premise or in the cloud?
12. Do you use any other Software as a Service (SaaS) applications? (e.g. Atlassian/Jira, Slack, Trello, Xero)”

In respect of your queries raised, I set out my response below.

1. **How many employees are working for your organisation, including full-time, part-time, and contracted staff? – 444 as at 17/12/19**
2. **What is your annual intranet budget? – N/A, our Intranet is part of our wider SharePoint solution**
3. **What is your current intranet solution? (e.g. Invotra, Sharepoint, Kahootz, Umbraco) – SharePoint**
4. **How long have you been using this solution, and when does your contract expire? – Solution used since Q1 2018 and contract expiry 07/08/2020**
5. **Do you work with an external partner to supply your intranet? If not, do you develop your intranet internally? – Yes, we do work with an external partner to supply our intranet.**
6. **Which team/individual is responsible for managing your intranet internally? – Internal Communications Team**
7. **Which other organisations have access to your intranet? - None**
8. **Do you share IT services with other organisations? - No**
9. **Are you using the Office 365 suite? If so, which applications from the suite are in use? - No**

10. Who is responsible for your intranet's procurement within the organisation? -
Commercial Services Team
11. Do you use Microsoft's Active Directory to manage your people data? If so, is your Active Directory (AD) managed on-premise or in the cloud? - **Yes, on Premise**
12. Do you use any other Software as a Service (SaaS) applications? (e.g. Atlassian/Jira, Slack, Trello, Xero) - **Yes, Trello and Jira**

Yours sincerely,

Date: 24/12/19

Dear

Ref: Freedom of Information Request

You have asked for the following details:

“

1. What IT software do you use for Customer Support - i.e. the technology you use to receive track, manage and resolve enquiries from customers, members or users either via the phone or email etc.?
2. How many licenses / seats do you have for this software?
3. What is the renewal date for this software?
4. What is the price that you pay for this software annually?
5. What are the contract details for the IT & Procurement person(s) responsible for this software?”

In respect of your queries raised, I set out my response below.

1. **What IT software do you use for Customer Support - i.e. the technology you use to receive track, manage and resolve enquiries from customers, members or users either via the phone or email etc.? - [Universal Pensions Management \(UPM\)](#)**
2. **How many licenses / seats do you have for this software? - [Up to 1000](#)**
3. **What is the renewal date for this software? - [28/02/2026](#)**
4. **What is the price that you pay for this software annually? - [£133,439](#)**
5. **What are the contract details for the IT & Procurement person(s) responsible for this software? - Commercialservices@ppf.co.uk**

Yours sincerely,