



Information Policy & Compliance
bbc.co.uk/foi

Mr Ganesh Sittampalam
request-13544-295e9564@whatdotheyknow.com

26 October 2009

Dear Mr Sittampalam,

Request for Information – RFI20091098

I write further to my letter of 12 October 2009, and your email response of the following day.

Please accept my apologies for our oversight in not providing answers to the supplementary questions that you asked in your recent information request. I will address each in turn.

In cases where you hold contracts relating to work subcontracted out by either of these two organisations, either directly or indirectly, I request a list of these contracts. This list should include the names of all parties to the contract and a brief description of what the contract relates to, but it is not necessary to list all relevant documents separately.

I can confirm that the BBC holds copies of the following contracts between Capita Business Services Ltd. and third-parties:

Goods/services provided	Company
Customer service agent software interface	Jacada (Europe) Ltd.
Call Centre Telephony	Central Telecom UK Ltd.
Application development and support, TVL website	THINK Ltd.
Application hosting, development and support, TVL systems	CSC Computer Sciences Ltd.

I can also confirm that the BBC holds a copy of the following contract between Revenues Management Services Ltd. and a third-party:

Goods/services provided	Company
Supplier of SMS software	Elephant Services Group



In order to provide advice and assistance for any potential future requests of this nature, please could you provide details of how long each part of the request takes to collate, and in the case that you refuse or reduce the request because of the costs limit, an estimate of how long it would take to deal with any omitted parts.

We estimate that, in total, more than 208 staff hours have been spent working on providing a response to your request. Of these, we estimate that approximately 35 hours (i.e. more than five working days, according to the relevant statutory definition) were spent undertaking activities that would have counted toward the statutory fees limit calculation – well in excess of the two and a half day (18 hour) threshold at which we are entitled to decline a request. The work was undertaken by approximately fourteen staff, including a number of senior managers. Please see the attached table for full details of how this figure was derived.

Your appeal rights

This enquiry has been dealt with under the Terms of the Freedom of Information Act. If you are not satisfied that we have complied with the Act in responding to your request you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address above, explaining what you would like us to review and including your reference number. If you are not satisfied with the internal review, you can appeal to the Information Commissioner's Office, which is contactable at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 01625 545 700 Website: www.ico.gov.uk

Yours sincerely,

Neil Gardner
Senior Policy Adviser, TV Licensing Management Team

Enc. *Table of hours worked*