



Information Policy & Compliance  
[bbc.co.uk/foi](http://bbc.co.uk/foi)

Mr Ganesh Sittampalam  
[request-13544-295e9564@whatdotheyknow.com](mailto:request-13544-295e9564@whatdotheyknow.com)

8<sup>th</sup> January 2010

Dear Mr Sittampalam,

**IR2009040**

**Re: Post Internal Review disclosure re your request for information – RFI20091098**

Further to the BBC's Internal Review decision in this matter dated 24<sup>th</sup> December 2009 please find attached copies of the contract documents listed below with some additional information provided in accordance with that decision. Please note only those documents with wording unredacted have been attached. For your reference all wording that has been unredacted is underlined:

1. BBC - Capita consolidated contract
2. BBC – RMS contract
  - Schedule 1 – Definitions
  - Schedule 2 – Services
  - Schedule 3 – Governance
  - Schedule 4 – Service Level Agreement
  - Schedule 5 – Service Charges
  - Schedule 6 – Change Control
  - Schedule 7 – Transition
  - Schedule 10 – Exit

In addition, I refer to the BBC's letter of 26 October 2009 where a response was provided to query as follows:

*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.*



In answering this query the BBC advised that it held a copy of a contract between Revenues Management Services Ltd. (RMS) and Elephant Services Group. I have subsequently been advised of a number of additional contracts between RMS and third parties. These are set out below. Please accept my apologies for the oversight in not providing these earlier.

<b>Goods/services provided</b>	<b>Company</b>
Printing services	CPI Printing
Web design services	TH NK Web Services
Collection services	iQor Recovery Services
Printing services	PSL Printing Services
Mail services	TNT Mail Services

Yours sincerely,

Dan McGregor  
**Senior Policy Adviser, TV Licensing Management Team**