

Our ref: 2014/93

Catherine Byrne

[request-235535-533b471e@whatdotheyknow.com](mailto:request-235535-533b471e@whatdotheyknow.com)

12 November 2014

Dear Catherine Byrne

Re: **Freedom of Information Act request**

Thank you for your e-mail of 23 October 2014 in which you made the following request to the SIA which we have managed under the terms of the Freedom of Information Act 2000.

In your request you have asked:

“You announced in August 2013 that you had awarded a five year contract to process licensing applications to Tata Consultancy Services (TCS). The new service was due to start in June 2014. This does not appear to have occurred. Could you please provide any documentation that might explain:

- i) why the start of this contract has been delayed
- ii) when TCS will actually take over from BT/LDL as the provider of these services.”

After considering your request, the SIA’s response is as follows:

In August 2013, TCS and SIA entered into a contract for TCS to deliver and maintain an IT Managed Service for SIA. SIA and TCS agreed to terminate this contract for mutual convenience with effect from 31 January 2014.

If you have any queries about this letter, please contact me, remembering also to quote the reference number above in any future communications.

Yours sincerely

FOI Responses

[foi@sia.gsi.gov.uk](mailto:foi@sia.gsi.gov.uk)

### **Your Rights to Complain under the Freedom of Information Act**

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

**Freedom of Information  
Security Industry Authority  
PO Box 49768  
London  
WC1V 6WY**

If you are not satisfied with the outcome of the complaint or review, you may apply directly to the Information Commissioner for a decision. Generally, they will not make a decision unless you have exhausted the complaints procedure we have outlined above. You can apply by downloading a form from their website at [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) or writing to: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF