



Information Policy & Compliance
bbc.co.uk/foi

14 November 2007

Dear Mr

Freedom of information request – RFI2007000881

Thank you for your request received on 18 October 2007 seeking further information about TV Licensing. Your request is being dealt with under the Freedom of Information Act 2000 ("the Act"). In your request you asked the following (I have numbered your questions for ease of reference):

- 1) . . . *when the BBC's Contract with TV licensing (Capita) is due for renewal. . . . [if renewal date is not released] Does this mean that the Contract does not go out for competitive tender? . . .*
 - a) *Why is this?*
 - b) *How does this ensure value for (public) money?*
 - c) *When and by whom was it decided that the Contract would not be put out to competitive tender?*

The answer to your question is contained in this press release from Capita which refers to the duration of the contract with Capita:

<http://www.capita.co.uk/Group/MediaCentre/PressReleases/PressReleaseArchive/BBCsignsTVLcontract.htm>

You will see the release is from 2002 and specifies the contract is due to last 10 years. This means the contract is due for re-tendering in 2012.

It may also interest you to know that the BBC is subject to the Public Contracts Regulations 2006. These regulations set out detailed rules and procedures which apply to the tendering procedure for the award of contracts by public sector organisations such as the BBC

2) . . . what exactly does the CQOM do, that the CLO; CE&OM; HoO; HoRM doesn't do? You are all employed within the BBC TV Licensing Team, MC5 Media Centre, so just what do you do? A3

Lucy Tristram, who was formerly the Customer Liaison Officer (CLO), is now the Customer Quality Operations Manager (CQOM). This role has replaced that of Simon Foot, who was formerly Customer Experience and Operations Manager (CE&OM). The CQOM is specifically responsible for customer relations with the BBC TV Licensing Operations Team. This team is coordinated by the Head of Operations (HoO) and is part of the BBC's TV Licence Management Team, which is overseen by the Head of Revenue Management (HoRM).

Appeal rights

If you are not satisfied with this response you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address provided, 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. The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephone 01625 545 700 or see <http://www.ico.gov.uk/>

I hope this response is helpful.

Yours sincerely,

FP **Natalie Saunderson**
Policy Adviser
BBC TV Licensing Management Team

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BBC Signs TV Licensing Contract with Capita

Press release archive

Published: 08 February 2002

The BBC today signed a contract with Capita, confirming Capita's appointment to administer the BBC TV Licensing service over the next ten years.

The BBC has signed a ten year contract with Capita, confirming Capita's appointment to administer the BBC TV Licensing service. The agreement of terms and conclusion of negotiations comes less than two months after Capita announced it had been selected as preferred supplier to deliver the service following a rigorous procurement process. The base contract is worth £500 million over the term, with additional volume and performance related elements which could materially enhance the overall value of the contract. Capita will start immediately on preparations for the transition – which incorporates multi-channel contact centres, back office administration, IT services and revenue collection. The current service is scheduled to transfer from Consignia in July 2002.

Rod Aldridge, Executive Chairman, The Capita Group Plc, said; "Following the contract signing today, we are delighted to officially embark on our partnership with the BBC to administer and enhance TV Licensing. We look forward to working with the BBC and welcoming those colleagues joining us from Consignia. Capita will draw on its proven strengths and experience of transitioning and transforming complex, large scale administration and customer service activities to ensure a smooth transfer and a successful route forward for delivering an effective service into the future."

Zarin Patel, Head of Revenue Management at the BBC said; "We look forward to working in partnership with Capita to deliver the most effective TV Licensing system. The focus will be on examining opportunities to cut collection costs and increase licence fee revenue. Over the next few months the Capita team will get up to speed with the complexities of the TV Licensing operation. In the meantime it's business as usual for TV Licensing."

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NOTES TO EDITORS

The Capita Group Plc is a leading provider of integrated professional support service solutions. The Group's service capabilities encompass customer services, insurance services, human resource services, software services, systems and strategic support and property services delivered to both public sector and private organisations. With over 13,000 people at over 160 UK sites, Capita is quoted on the London Stock Exchange with analysts' forecast revenues for 2001 of £690 million. Capita became a FTSE 100 company in March 2000.

Capita currently delivers a unique customer contact service operation for the BBC. In 1998 Capita was awarded a 5-year contract to set up and administer the BBC Information Service. Capita is a frontline BBC partner handling all unsolicited enquiries from viewers and listeners seeking further information or commenting on broadcast material and handles solicited contacts generated by TV and radio programmes.

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