

Reference: 531038

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**Freedom of Information: Right to know request**

Thank you for your request for information where you asked about Ofcom's courier supplier.

This was received by Ofcom on 27 March and it has been considered under the Freedom of Information Act 2000 (the Act).

You asked:

Please send me details for the period 2017-18 on the following:

1. *The total value of the courier service contracts that were outsourced?*

The total value of the courier services that were ordered by Ofcom in the period from 1 April 2017 to 31 March 2018 is £25,059.

2. *The name of your primary and any secondary Courier supplier.*

Ofcom has colleagues based in London, Baldock, Edinburgh, Birmingham, Belfast, Warrington and Cardiff and has set up the arrangements with multiple suppliers in a manner that provides flexibility to Ofcom colleagues to use the supplier or suppliers that they deem to be most suitable for their specific courier requirements. Consequently, Ofcom has neither primary or secondary suppliers.

Suppliers provide same day, next day and overnight services.

3. *The value of your primary supplier contract, its expiry date and the services they provide (e.g. same day/next-day/overnight).*

See response to question 2, Ofcom has neither primary or secondary suppliers.

4. *The value of your secondary supplier's contract, its expiry date and the services they provide (e.g. same day/next-day/overnight).*

See response to question 2.

5. *The total cost of the courier services that were managed in-house?*

Ofcom has not managed courier services in-house.

6. *The number of staff employed in managing those contracts.*

It is not possible to provide the number of staff that are employed in the management of Courier arrangements. This is because the contracts are managed by Ofcom colleagues in the Commercial and Facilities teams as part of their wider portfolio of projects, and the courier services represent a small fraction of the projects for which they have responsibility.

7. *The number of vehicles owned or leased to meet the in-house courier requirement.*

Ofcom does not manage courier services in house, and therefore Ofcom does not own vehicles or lease vehicles for in-house courier requirements.

8. *The name and email of the person responsible for the procurement/management of these services?*

Courier services are managed and procured jointly by Ofcom's property and facilities team and Ofcom's commercial team. The contact responsible for courier procurement is Mark Lundy. Email: [Mark.Lundy@ofcom.org.uk](mailto:Mark.Lundy@ofcom.org.uk).

If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

## Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

### Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings  
The Secretary to the Corporation  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF