



Home Office

Identity & Passport Service

Xxxxx Xxxxxx

Reference: FOICR 18562/11

Date: 27 May 2011

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Dear Xxxxxxx

FREEDOM OF INFORMATION REQUEST

Thank you for your e-mail of 28 April, in which you ask for information about an Identity and Passport Service (IPS) contract. Your request has been handled as a request for information under the Freedom of Information Act 2000.

We are now in a position to provide a full reply to your request.

You asked:-

I request information relating to any contract between the passport office and S.M.S. couriers. Specifically: The date any contracts were effected, the senior passport agency officers involved, terms of contract, duty of care etc.

The IPS response is:-

The current SMS contract was effective from 13 July 2007 for 3 years with an option to extend for 2 further periods of 1 year each. The contract expires on 31 July 2012.

The contract award was signed off by Bernard Herdan, who was the IPS Chief Executive in 2007.

The main terms of the contract are designed around a duty of care to our customers and are to ensure that passports (and some supporting documents) are delivered securely, within agreed service levels, in an effort to protect identity and to reduce losses which were deemed to be unacceptable with the previous provider.

DX merged with Special Mail Services in 2009 to become DX Secure.

The DX website address is: <http://www.thedx.co.uk/ourservices/courier/>.

Information for IPS customers is to be found at:
<http://www.direct.gov.uk/en/TravelAndTransport/Passports/index.htm>

In keeping with the Freedom of Information Act, we assume that all information can be released to the public unless it is exempt. In line with normal practice, we are therefore releasing the information which you requested via the Home Office website.

I hope that this information meets your requirements. I would like to assure you that we have provided you with all relevant information that IPS holds.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference FOICR 18562/11. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Access Team
Home Office
Ground Floor, Seacole Building
2 Marsham Street
London SW1P 4DF
e-mail: FOIRequests@homeoffice.gsi.gov.uk

As part of any internal review the Department's handling of your information request will be reassessed by staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

X Xxxxx

Parliamentary & Correspondence Management Team