

**Reference: FOI 25025****Details of the request:**

I am reaching out for Freedom of Information request regarding the mailroom management systems used by the London South Bank University.

To reiterate, I am requesting details on the following:

**Mailroom Management System(s):**

1. The name of the system(s) currently in use in the central mailroom/receiving bay.
2. If applicable, the system(s) used for mail and parcel management in student accommodations.

**Contract Details:**

3. The provider of the mailroom management system(s).
4. The renewal or expiration date of the current contract.
5. The total contract value for its duration.
6. The full duration of the contract.

**Point of Contact:**

7. The name and contact details of the individual responsible for overseeing or managing this contract.

**Summary**

LSBU is able to supply **all** of the information request.

The information (or links to the information if it is already published) set out below.

LSBU is able to supply **part** of the information requested.

The information (or links to the information if it is already published) set out below, together with the reason for the partial response.

LSBU is unable to supply any of the information requests.  
Reasons set out below.

**x****Details of our response:****Exemption:**

Exemption	Applied?	Rationale
Section 21 – information already reasonably accessible		
Section 22 – information intended for future publication		
Section 22A – research information		
Sections 30 and 31 – investigations and prejudice to law enforcement		
Section 40(2) – personal information		
Section 43 – trade secrets and prejudice to commercial interests	x	<p>We can confirm that we hold the information relating to the contract value for the University's mailroom management system. However, we cannot release this information as this could prejudice our commercial interests. LSBU is operating in an increasingly competitive environment with other Higher and Further Education Institutions. Disclosing this information could affect our contracting position if the information is shared with other suppliers in the market. This could give our competitors and potential private providers a level of insight that would be damaging to the long term strategic and financial success of LSBU.</p> <p>The section 43(2) exemption requires LSBU to apply the public interest test in considering whether to disclose the requested information. As a public body, LSBU has a duty of transparency, and we acknowledge that there is a level of public interest in University spending. However, as a provider of Higher and Further Education, we believe that there is a stronger public interest in the University maintaining its strategic and financial viability in a competitive environment, so we have decided to withhold this information.</p>
<b>Response:</b>		
<ol style="list-style-type: none"> <li>1. Quadient</li> <li>2. None</li> <li>3. Quadient</li> <li>4. 2027</li> </ol>		

5. Please see the exemption applied above
6. Present – 2027
7. [estatesservicedesk@lsbu.ac.uk](mailto:estatesservicedesk@lsbu.ac.uk)

If you wish to request a review, please set out in writing your reasons and send it within 2 months of the date of this letter to the Group Chief People and Legal Officer, London South Bank University, 103 Borough Road, London, SE1 0AA. We will aim to carry out the review within 20 working days, or in exceptional circumstances within 40 working days.

If you are not satisfied with the review decision, you have the right to complain to the Information Commissioner whose contact details can be found at <https://ico.org.uk/make-a-complaint/>