

**Information Request under the Freedom of Information Act 2000**

**Under the Freedom of Information Act 2000, can you please provide details on the following:**

**Organisation Name:**

Question	Answer
<b>Revenues and Benefits</b>	
Please supply email address and direct telephone number for your Transformation Manager or equivalent	
Please supply email address for your Chief Financial Information or equivalent	
Please supply email address and direct telephone number for your Revenues and Benefits Manager or equivalent	
Please supply email address and direct telephone number for your Procurement Manager or equivalent	
Please confirm the name of the supplier(s) who prints and arranges the posting of your Annual Council Tax and Business Rates Bills.	
Please confirm if this supplier also produces Council Tax and Business Rates Bills and associated documents for the council during the year (ie., "ad hoc" billing), or if the council produces these internally	
If the council uses an outside supplier for the printing and mailing, can you confirm when that contract is due to end?	

What method would be used to procure a new contract once the existing contract ends? For example, does the council use a tender framework or portal to choose a supplier?	
What is the council's annual spend, including postage costs, on Council Tax and Business Rates Bill printing and mailing?	
How many 'packs' does the Council produce each year for its annual/daily billing requirements (a pack is one envelope with contents)	
Which revenues software system do you use (e.g. Northgate, Capita, Civica)	
<b>Postage Volumes and Costs</b>	
Please provide costs for <b>any</b> postage sent out from the authority as a whole using any mail provider (e.g. Royal mail, Neopost, Pitney Bowes)	
Please provide the name of your mail provider/s	
<b>Hybrid Mail Solution</b>	
Do you utilise a hybrid mail solution...if so which one and who is the contract with	
Please provide the name, email and telephone number of the person who is responsible for the hybrid mail solution	
When is your hybrid mail contract up for renewal	
What method would be used to procure a new hybrid mail contract once the existing contract ends? For example, does the council use a tender framework or portal to choose a specific hybrid mail supplier?	

How many packs per month do you create via the solution	
What cost do you pay for the creation and mailing of each 'pack'	
How many users are using the solution in the office and working from home	
<b>Additional Information</b>	
<p>Please confirm who provides you with all printing &amp; mailing requirements/services for the following departments:-</p> <p>Housing</p> <p>Finance</p> <p>Parking</p> <p>Social Care</p> <p>Planning</p> <p>Electoral Administration</p>	
Please provide associated costs for the printing & mailing of the above departments	
Please identify whether the service is contracted or provided 'in-house'	
If one or all of the service areas above are contracted please provide date when the contract expires.	
