



Response to Request for Information

Reference FOI 001953
Date 14 February 2018

Printing and Mailing

Request:

Organisation Name: [City of Wolverhampton Council](#)

	Question	Answer
	Revenues and Benefits	
1	Please supply email address and direct telephone number for your Transformation Manager or equivalent	Matthew.Vins@wolverhampton.gov.uk
2	Please supply email address for your Chief Financial Information or equivalent	Claire.Nye@wolverhampton.gov.uk
3	Please supply email address and direct telephone number for your Revenues and Benefits Manager or equivalent	Sue.Martin@wolverhampton.gov.uk (01902 554772)
4	Please supply email address and direct telephone number for your Procurement Manager or equivalent	Andy.Moran@wolverhampton.gov.uk (01902 554132)
5	Please confirm the name of the supplier(s) who prints and arranges the posting of your Annual Council Tax and Business Rates Bills.	Critiqom
6	Please confirm if this supplier also produces Council Tax and Business Rates Bills and associated documents for the council during the year (ie., "adhoc" billing), or if the council produces these internally	Also produce ad-hoc bills, reminders and liability orders but not other recovery documentation which is produced internally

[NOT PROTECTIVELY MARKED]

7	If the council uses an outside supplier for the printing and mailing, can you confirm when that contract is due to end?	31/03/2021
8	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?	A new provider will be procured in accordance with the Council's Constitution.
9	What is the council's annual spend, including postage costs, on Council Tax and Business Rates Bill printing and mailing?	This is published however the published data for revenues and benefits will also include housing benefit post. We are unable to separate the costs for revenues billing. http://data.wolverhampton.gov.uk/View/finance
10	How many 'packs' does the Council produce each year for its annual/daily billing requirements (a pack is one envelope with contents)	Annual billing 2017 – 115,601 Daily billing – average 535 per day Please note annual billing also includes housing benefit notification letters which are merged with the bills.
11	Which revenues software system do you use (e.g. Northgate, Capita, Civica)	Northgate
	Postage Volumes and Costs	
12	Please provide costs for any postage sent out from the authority as a whole using any mail provider (e.g. Royal mail, Neopost, Pitney Bowes)	This is published information. If you would like to view the information please click on the link below. http://data.wolverhampton.gov.uk/View/finance
13	Please provide the name of your mail provider/s	Royal Mail, Critiqom Ltd, Sciprint Ltd
	Hybrid Mail Solution	
12	Do you utilise a hybrid mail solution...if so which one and who is the contract with	No
13	Please provide the name, email and telephone number of the person who is responsible for the hybrid mail solution	n/a

[NOT PROTECTIVELY MARKED]

14	When is your hybrid mail contract up for renewal	n/a
15	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?	n/a
16	How many packs per month do you create via the solution	n/a
17	What cost do you pay for the creation and mailing of each 'pack'	n/a
18	How many users are using the solution in the office and working from home	n/a
	Additional Information	
19	Please confirm who provides you with all printing & mailing requirements/services for the following departments:- Housing Finance Parking Social Care Planning Electoral Administration	An In-house print function is provided along with the suppliers mentioned in question 13.
20	Please provide associated costs for the printing & mailing of the above departments	This is published information. If you would like to view the information please click on the link below. http://data.wolverhampton.gov.uk/View/finance
21	Please identify whether the service is contracted or provided 'in-house'	Please see the response to question 19.
22	If one or all of the service areas above are contracted please provide date when the contract expires.	The Critiqom contract expires on 31/03/2023. Royal Mail is currently a rolling contract Sciprint is currently a rolling contract