

Reference: RFI 1802040



Request:

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

Question	Answer	
Revenues and Benefits		
1	Please supply email address and direct telephone number for your Transformation Manager or equivalent	E-Mail address is lisa.clark@northtyneside.gov.uk Direct Telephone Number is not published,
2	Please supply email address for your Chief Financial Information or equivalent	E-Mail address is Janice.gillespie@northtyneside.gov.uk Direct Telephone Number is not published
3	Please supply email address and direct telephone number for your Revenues and Benefits Manager or equivalent	E-Mail address is andrew.scott@northtyneside.gov.uk Direct Telephone Number is not published
4	Please supply email address and direct telephone number for your Procurement Manager or equivalent	E-Mail address is allison.mitchell@northtyneside.gov.uk Direct Telephone Number is not published
5	Please confirm the name of the supplier(s) who prints and arranges the posting of your Annual Council Tax and Business Rates Bills.	The Revenues & Benefits Service is part of a wider partnership of services delivered by Engie on behalf of the Council. The details and terms of the contract which Engie holds with their print suppliers to deliver the services is excluded from FOI and is commercially sensitive.
6	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	As above
7	If the council uses an outside supplier for the printing and mailing, can you confirm when that contract is due to end?	As above
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?	Services are procured via Engie procurement
9	What is the council's annual spend, including postage costs, on Council Tax and Business Rates Bill printing and mailing?	The costs for printing and mailing are part of a wider contract cost for the delivery of all services provided by Engie.
10	How many 'packs' does the Council produce each year for its annual/daily billing requirements (a pack is one envelope with contents)	Approx. 220,000
11	Which revenues software system do you use (e.g. Northgate, Capita, Civica)	Northgate
Postage Volumes and Costs		

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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 service is also provided as part of the service provision by Engie.
13	Please provide the name of your mail provider/s	Royal Mail
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
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	Engie provides the day to day requirements for all of the services listed. Housing carries out one-off annual specialised jobs at year-end. These are supplied by "BLP Printing & Packaging Ltd." This is contracted for three years up to April 2020.
20	Please provide associated costs for the printing & mailing of the above departments	Costs for the day to day requirements are part of a wider contract payment with Engie. The BLP Contract is valued at £49,500 over three years.
21	Please identify whether the service is contracted or provided 'in-house'	See above

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22	If one or all of the service areas above are contracted please provide date when the contract expires.	

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