

## AFBIFOI20200501 Use of postal services in AFBI – Data requested

### *Inbound mail services*

'Inbound' for the purpose of this request defined as physical communication from users of AFBI services

Data requested	Response (delete or complete as applicable)
Do you receive physical post from Royal Mail?	(Y/ <del>N</del> )
What was the number of envelopes <b>received</b> in 2019? <sup>1</sup>	Not monitored. Mail is received and distributed but not counted.
Do you process the work in-house or is it outsourced to a specialist provider? <sup>2</sup>	(In-house/ <del>Outsourced</del> )
If above is a specialist provider please answer the following sub questions:	
Annual value of the contract (GBP)	N/A
Contract term (months)	N/A
Renewal date	N/A
Framework or direct award	N/A

### *Outbound mail services*

'Outbound' for the purpose of this request defined as physical printed communication sent to users of AFBI services

Data requested	Response (delete or complete as applicable)
Do you send physical post by the likes of Royal Mail, Whistl or UK Mail?	(Y/ <del>N</del> ) – Whistl / Parcelforce
What was the number of envelopes <b>sent</b> in 2019? <sup>3</sup>	<b>15,040</b> for all sites including Parcelforce – Breakdown Available (see attached)
Do you process the work in-house or is it outsourced to a specialist provider? <sup>4</sup>	(In-house/ <del>Outsourced</del> ) All sorting, labelling and online administration is processed in-house ready for collection by the external company.
If above is a specialist provider please answer the following sub questions:	
Annual value of the contract (GBP)	For 2019/2020 FY circa £9k was paid by AFBI
Contract term (months)	Whistl - Commenced July/August 2018. Initial contract period ending on 9 August 2019. With two options to extend for twelve months each. The full contract period if extension periods are invoked will be 9 August 2021. To the best of our knowledge we are not aware of a Contract being in place for Parcelforce.
Renewal date	(Circa August 2021) See above for Whistl.
Framework or direct award	(Framework/ <del>DA</del> ) Whistl is a Northern Ireland Civil Service-wide contract which AFBI avails of.

<sup>1</sup> Number of envelopes received from users of AFBI services in 2019

<sup>2</sup> ie whether the inbound services are received, open/sorted and scanned by yourselves or by a third party

<sup>3</sup> Number of envelopes despatched to users of AFBI services in 2019

<sup>4</sup> ie whether the outbound services are printed, fulfilled and despatched by yourselves or by a third party