

From: [Enquiries](#)
To: [REDACTED]
Cc: [Enquiries](#)
Subject: RE: Freedom of Information Request Outbound
Date: 20 May 2020 10:02:40
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

Dear [REDACTED]

Thank you for your Freedom of Information request, received on 19 May 2020, which we have allocated reference RFI 034.

Our response to your request is as follows:

Information Requested	
Do you send physical post by the likes of Royal Mail, Whistl or UK Mail? Response <input type="text" value="Yes"/> (Y/N)	- Outbound for the purpose of this request defined as physical printed communication sent to users of your services
What was the number of envelopes sent in 2019? Response <input type="text" value="No record kept"/> Envelopes	- Number of envelopes despatched to users of your services in 2019
Do you produce the work in-house or is it outsourced to a specialist provider? Response <input type="text" value="In-house"/> (In-house/Outsourced)	- Whether the outbound services are printed, fulfilled and despatched by yourselves or by a third party
If above is a specialist provider please answer the following sub questions;	- High level information relating to the contract with the third party for outbound services
Annual value of the contract <input type="text"/>	(£) GBP
Contract term <input type="text"/>	months
Renewal date <input type="text"/>	dd/mm/yyyy
Framework or direct award <input type="text"/>	Framework or DA

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request and should be addressed to: Neil Swift, c/o Enquiries, enquiries@ssro.gov.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Kind regards,

[REDACTED]
Enquiries

Single Source Regulations Office

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