

1st July 2020

BY EMAIL

Our Ref: FOI 1227/ 1228

Dear 

Your request for information was received on 18th May 2020 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested with regards to BSO postal processes.

Please find this information attached.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to

Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act.

You can contact Information Commissioner at:

Website: www.ico.org.uk
Phone: 0303 123 1113



Email: casework@ico.org.uk
Post: Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast
BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,

A handwritten signature in cursive script that reads "Karen Bailey".

Karen Bailey
Interim Chief Executive

Freedom of Information Request

All responses to be sent via e-mail to the senders e-mail address below

Recipient

Public body: HSC Business Services Organisation
(Northern Ireland)

E-mail used: Foi.bso@hscni.net

Date raised: 5/14/2020

FOI due date: 6/8/2020

Sender

Name: Rachel Armes

E-mail: rachel.ames@wlt.com

Information Requested

Do you receive physical post from Royal Mail?

Response (Y/N)

What was the number of envelopes received in 2019?

Response Envelopes

Freedom of Information Request - Guidance

- All FOI request information should be returned via e-mail

- Public body this FOI is directed to

- E-mail address used to direct the FOI to the stated public body

- Date e-mail sent to the public body

- Due date of 20 working days calculated based on English UK public holidays

- Name of requestor of FOI request

- All FOI request information should be returned via e-mail to the address stated here

- Inbound for the purpose of this request defined as physical communication from user of your services

- Number of envelopes received from users of your services in 2019

Do you process the work in-house or is it outsourced to a specialist provider?

- Whether the inbound services are received, open / sorted and scanned by yourselves by a third party

Response	Incoming mail is processed in-house for majority of sites. BSO HQ post processed by staff supplied by Facilities Management contractor	(In-house/Outsourced)
----------	--	-----------------------

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	16939.43	(£) GBP
Contract term	60	months
Renewal date	31/05/2020	dd/mm/yyyy
Framework or direct award	Framework with a DAC being processed to re-award for 6 more months	Framework or DA