

Report for: Cabinet Member Signing - 18 December 2025

Title: Award print/post services contract to support Revenues and Benefits, Housing, Planning and Pensions

Report authorised by: Taryn Eves, Corporate Director of Finance and Resources

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Ward(s) affected: All

**Report for Key/
Non Key Decision: Key Decision**

1. Describe the issue under consideration

- 1.1 To approve the award of contract to DSI Billing Services Limited up to the contract value of £1.398 million for the provision of secure print and postal services to support the Revenues and Benefits, Housing, Planning and Pensions Service Areas.
- 1.2 The contract was procured via the CCS G-Cloud 14 framework (RM1557.14) in accordance with CSO 7.02 as it is a compliant public sector body framework.
- 1.3 Approval for the commencement of this procurement activity was provided by Cabinet in October 2025.
- 1.4 The scope of correspondence to be included within the contract includes:
 - Council Tax Bills, Reminders, Summons, General Council Tax Correspondence.
 - NNDR (Business Rates) & BID Levy Bills, Reminders, Summons, General NNDR & BID Levy Correspondence.
 - Housing Benefit Notifications, Landlord Schedules, Reminders, Final Notices, general benefit correspondence.
 - Rent statements, Rent Increase Notices, Amount to Pay letters, automated arrears letters.
 - Pension packs, pension statements, general pension correspondence.
 - Planning correspondence, Reminders, Summons.
- 1.5 The proposed contract will come into effect from 1st February 2026 and will have a term of 24 months.

2. Recommendations

- 2.1 To approve the award of contract for the provision of secure print and post services for the Revenues and Benefits, Housing, Planning and Pensions Service Areas to DSI

Billing Services Limited as permitted under Contract Standing Order s 7.02 (access and call off a framework) and 2.01 (c) (approval of awards at 500k or more) for a period of up to 2 years up to a total contract value of £1.398 million.

- 2.2 The proposed contract will commence 1st February 2026 for a period of 2 years until 31st January 2028.

3. Reasons for decision

- 3.1 The current contract expires in January 2026.
- 3.2 Production of the notices laid out in section 1.4 are an essential service with the Council having a statutory requirement to issue notices for Revenues and Benefits under Local Government Finance Act 1988 & 1992.
- 3.3 £193 million in Council Tax and £84 million for NNDR (Business Rates) has been billed this financial year. All customers that have not opted into e-billing must be issued a respective bill by post, otherwise they do not have to pay.
- 3.4 DSI Billing Services Limited specialises in high volume hybrid mail solutions for Revenues and Benefits, Housing, Planning, Pensions and related services, providing secure printing and postal services for Council Tax, NNDR and Housing Benefit correspondence and recovery notices.
- 3.5 The award of this contract will result in a fixed unit cost for production which will spare the Authority index-linked price increased and maintains economies of scale where volumes of outbound correspondence should fall. The cost of Royal Mail postage however will continue to be variable.

4. Alternative Options Considered

- 4.1 **Do nothing:** This is not an option and would not only place the Council in breach of its statutory obligations but would also result in a significant reduction in income to the Council as Council Tax and Business Rates cannot be collected unless the associated statutory notices have been issued.
- 4.2 **Undertake a full procurement:** This was discounted, as procurement through a framework will allow the Council to take advantage of accumulated pricing based on the framework.

5. Background Information

- 5.1 This service is currently provided to the Council by DSI Billing Services Limited. The contract had an original two-year term from January 2022 to January 2024 with provision for two further one-year extensions, the last of which will conclude at the end of January 2026

5.2 Estimated Costs

The estimated total printed document volumes and associated production and postage costs for the duration of the contract are summarised in section 5.2 of the part B (Exempt) report

- 5.3 The estimated contract value is made up of a combination of costs for printing of packs, which will be fixed for the term of the contract and costs for postage, which will be subject to period review depending on the prevailing Royal Mail rates and service offerings.
- 5.4 Please refer to **Appendix 1: DSI Billing Costs** contained in the Part B (Exempt) report for a full breakdown of to-be document production costs.
- 5.5 This procurement aligns in the short term with the Digital Strategy for the overall Print and Mail services for the Council because it allows flexibility for other services to use the hybrid mail offer, whilst protecting the current users from unit price increases should volumes fall.
- 5.6 No proposed contract extension is catered for as within the term of the contract it is anticipated that an enhanced Corporate print/post solution will be available as part of the Digital portfolio to which the print/post services detailed in this document will be migrated.

This future Corporate solution will also be an enabler for cost reduction as it will facilitate the channel shift (where possible) away from paper/post to electronic methods of correspondence.

The table below provides an illustration of the scope of volumes and hence theoretical savings (subject to detailed analysis) that could be positively impacted by a shift to digital.

Correspondence Classification	Annual Volume	Overall %	Opt-Ins / Customer Take Up
Correspondence which must be served by post	49,385	7%	n/a
Can be served digitally already, subject to opt-in (this primarily relates to Council Tax) ^(*)	298,125	41%	27% (of 298,125)
Correspondence which could be served electronically, however there is currently no digital channel available	382,698	52%	n/a
Total	730,208		80,263

(*) There is already a capability for residents to receive Council Tax notices digitally, however residents must opt in to this service.

Timescales, approach, implementation costs and operational savings for the future Corporate solution will be handled as a separate project.

Please refer to **Appendix 2: Estimated Annual Volumes by Service Area** contained in the Part B (Exempt) report for a summary of the volumes of documents produced annually by each Authority Service Area.

- 5.7 A compliant procurement exercise was carried out under the G-Cloud 14 framework as permitted by CSO 7.02 (access and call off from a framework established by other public bodies).

G-Cloud was searched using several criteria including “council tax hybrid mail printing”, with DSI Billing returned as the only supplier able to meet all the Council’s requirements.

- 5.8 In order to demonstrate value for money, DSI’s operational costs were modelled against 4 alternate suppliers capable of delivering most of the Council’s requirements. The outcome of this exercise is detailed in **Appendix 3: Comparative Cost Modelling** contained in the Part B (Exempt) report.

- 5.9 The costs will be a combination of fixed costs for printing of packs and variable costs for 1st and 2nd class postage at the prevailing rate offered by the successful service provider.

- 5.10 The funding for this contract is held within the Revenues and Benefits, Housing, Planning and Pensions service budgets.

- 5.11 DSI’s social value proposition meets the Authority’s requirements as well as those laid out within G-Cloud guidelines. DSI’s social value deliverables are laid out in **Appendix 4: Social Value** of the Part B (Exempt) Report.

6. Contribution to strategic outcomes

Corporate Delivery Plan 2024-2026 – Resident experience and enabling success

Contributes to the following outcomes:

- Excellent resident experience and
- Reduce demand to Customer Services in the core service areas (Housing, Parking, Benefits and Council Tax)

7. Carbon and Climate Change

DSI will be required to provide information on the environmental impact of their data centres and operations including energy efficiency measures, carbon footprint and use of renewable energy.

This also includes having a clear sustainability policy and providing evidence of their commitment to reducing environmental impact, aligning with Haringey’s own sustainability goals.

The future corporate solution will support digital workflows and paperless processes to help the Authority reduce its carbon footprint and reliance on physical resources.

8. Statutory Officers’ comments (Director of Finance (procurement), Director of Legal and Governance, Equalities)

8.1 Finance

- 8.1.1 The report seeks Cabinet Member approval for the award of contract to DSI Billing Services Limited for a period of 2 years for the provision of secure print and postal services for Housing, Planning, Pensions, Revenues and Benefits services.
- 8.1.2 The current contract is due to cease in January 2026, and the expectation is that there will be a smooth transition to the new contract to enable business continuity. However, as per 5.2 of the exempt appendix, the potential ongoing increases to the cost of postage, inflation on contracts and the current service demands would create cost pressures on the available budgets.
- 8.1.3 Digital solutions are being pursued in order to channel shift print/post correspondence to electronic methods of delivery to reduce future costs. Moving over to a digital platform is expected to generate significant savings, however at this stage the timeline, setup and operational costs associated with channel shift are currently unknown. Therefore, it is essential that digital interventions are prioritised to generate savings and value for money in the future.
- 8.1.4 Based on table 5.6, initial analysis indicates that approximately 93% of print/post correspondence could theoretically be served digitally, with traditional print/post being mandatory for the remainder.
- 8.1.5 Based on the above, affordability of the new contract will be reliant on implementing digital solutions and minimising non-statutory print/post correspondence.

8.2 Procurement

- 8.2.1 The proposed provision falls within the scope of applicable procurement legislation. The Crown Commercial Service's G-Cloud 14 Framework (Reference R1557.14) was established in full compliance with the Public Contracts Regulations 2015 (PCR 2015). A direct call-off process was executed by Strategic Procurement in accordance with Regulation 33 of the legislation.
- 8.2.2 As DSI Billing was the sole supplier on the framework capable of delivering the required print and mail services, a cost benchmarking exercise was undertaken to ensure the award represents value for money. The outcome of this exercise is detailed in Appendix 3. (see exempt part B of the report)
- 8.2.3 In line with Contract Standing Orders (CSOs) 7.02 (utilisation of frameworks established by other public bodies) and 2.01(c) (approval of awards valued at £500,000 or above), the Cabinet Member may approve the recommended award of a two-year Print and Post contract to DSI Billing, commencing 1 February 2026.

8.3 Legal

- 8.3.1 The Assistant Director for Legal and Governance (Monitoring Officer) has been consulted in the preparation of this report. The process described in the report is in line with the Council's Contract Standing Orders (CSOs) and Public Contracts Regulations 2015.
- 8.3.2 The recommendations of the proposed procurement activities to secure the provision of secure print and postal services for Housing, Planning, Pensions, Revenues and Benefits services, as set out within this report are in accordance with the stated powers above.

- 8.3.3 Pursuant to the Council's Contract Standing Orders CSOs 7.02 and CSO 2.01.1(c), and Regulation 33 of the Public Contracts Regulations 2015, bidders were invited to Tender through the CCS RM1557.14 G-Cloud 14 Framework Agreement for 2 years from 1st February 2026. The estimated cost of the contract for the 2-year period is £1.398 million.
- 8.3.4 The CCS RM1557.14 G-Cloud 14 Framework Agreement, is a compliant framework agreement expiring on 28th April 2026, which the Council is entitled to use following the completion of the required customer access form, to purchase cloud-based computing services, including hosting, software, cloud support, and many off-the-shelf, pay-as-you-go cloud solutions.
- 8.3.5 The Cabinet Member is being asked to approve the award of the contract to DSI Billing Services Limited which will be called off from the CCS RM1557.14 G-Cloud 14 Framework Agreement.
- 8.3.6 The proposed terms and conditions for the contract will be based on the CCS RM1557.14 G-Cloud 14 Framework Agreement call off terms and conditions.
- 8.3.7 The Assistant Director of Legal and Governance confirms that there are no legal reasons preventing the Director of Environment & Resident Experience, from approving the recommendations in this report

8.4 Equality

The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act.
- Advance equality of opportunity between people who share those protected characteristics and people who do not.
- Foster good relations between people who share those characteristics and people who do not.

- 8.4.1 The three parts of the duty applies to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status apply to the first part of the duty.
- 8.4.2 Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.
- 8.4.3 The decision in question is regarding, the commencement of procurement activities to obtain a contract for the provision of secure print and postal services to support Revenues and Benefits, Housing, Planning and Pensions.
- 8.4.4 There are no known equalities impacts expected to arise from the approvals sought in this document.
- 8.4.5 As an organisation carrying out a public function on behalf of a public body, the Contractor will be obliged to have due regard for the need to achieve the three aims of the Public Sector Equality Duty as stated above.

Use of Appendices

- **Appendix 1: DSI Billing Costs** - Contained in the Part B (Exempt) Report

- **Appendix 2: Estimated Annual Volumes by Service Area** - Contained in the Part B (Exempt) Report
- **Appendix 3: Comparative Cost Modelling** - Contained in the Part B (Exempt) Report
- **Appendix 4: Social Value** - Contained in the Part B (Exempt) Report