Request and response (in red)

1	**The name of current software providers currently being utilized as part of your digital transformation strategy.**
	• Hybrid mail Supplier name: **N/A** • SMS Supplier name: **N/A** • Email Supplier name: **Microsoft Exchange** • Portal Supplier name: **N/A** • Inbound scanner Supplier name: **Tope Sec**
2.	**Who is the software supplier of your Revenue and Benefits application?** Software supplier: **NEC Software Solutions UK Limited** **How long have they been the supplier, and when does the contract expire?** Date started: **2000** Contract expiry date: **30/09/2025**
3.	**Do you have a web portal for your Revenue and Benefits business area that allows citizens to access their council tax bills and benefits letters?** Yes/No – **Yes for Revenues, no for benefits.** **How much did you spend on this portal?** Capital Cost: **£16,875** On-Going costs: **£11,250** **Is there an additional transactional cost for each document you publish (rather than post) via your Council Tax Portal?** **If yes.** What is it: **N/A** How much: **N/A**

	How many council tax bills do you send out per year? 70,000 **What percentage of these are delivered digitally through your council tax portal (rather than being posted)** Digital (%): **All available through portal. None are delivered.** Physical (%): **78% are posted.**
4.	**How many council tax bills and associated documents do you create and send out per year in total?** See above. How many of these are published via your web portal? **See above.** How many of these are emailed? **See above.** How many of these are posted? **See above.**
5.	**How many council Benefit Letters and associated documents do you send out per year?** How many of these are published via your web portal? **0** How many of these are emailed? **2034** How many of these are posted? **15,403**