

Response to Request for Information

Reference FOI 000755
Date 6 January 2017

Finance and IT

Request:

- Who provides the organisations BACS payments and Direct Debit collection software?
[Bottomline Technologies](#)

- Please provide a list of your suppliers of the above software.
[See response above.](#)

- How you came to the decision to choose these companies?
[In respect of your above question, it has been established after careful consideration that the Council does not hold the above information. Consequently, we are unable to provide any information relating to the above, and are informing you as required by Section 1\(1\) \(a\) of the Act, that states:](#)

["Any person making a request for information to a public authority is entitled to be informed in writing by the public authority whether it holds information of the description specified in the request".](#)

- Are these solution(s) hosted on premise or cloud hosted?
[On premise](#)
- Please provide expenditure on computer software used for Bacs payment processing and Direct Debit collection. For financial years 2014/2015 and 2015/2016.
[2014/2015 £15,661.06](#)
[2015/2016 £23,097.43](#)
- When does your current contract(s) with BACs payment and direct debit collection software expire?
[31 December 2017](#)
- Will this service(s) be tendered and if so where?
[To be decided](#)
- What is the total value of your current BACS payment and Direct Debit collection software contract(s) and over what period?

2016/2017 £10,448.24

Annual licence fee paid software and maintenance

- With whom does the organisation hold its primary bank account?
[NatWest Bank](#)
- Does the organisation, acting as a Bureau, provide Bacs processing on behalf on any other organisation?
[Yes](#)
- What payments types does the organisation use? (e.g Bacs (Direct Credit), Direct Debit, Faster Payments, etc.).
[The bureau uses Direct Debit and Direct Credit](#)
- Who is the person responsible for BACS processing and Direct Debit collection software?
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