



## Response to Request for Information

Reference      FOI 001927  
Date            06 February 2018

### ***Payment Solutions (Income Management and Cash Receipting)***

#### **Request:**

I wish to make a Freedom of Information Request about your Payment Solutions (Income Management and Cash Receipting):

- 1) What Income Management solution do you use?  
[Income Manager in Business World On!](#)
  - i) Is the solution hosted off site? [Yes, in Microsoft Azure](#)
  
- 2) What Card Payment solution do you use for:
  - i) Internet Payments? [Cobalt and SagePay](#)
  - ii) Mediated payments over the phone? [Cobalt](#)
  - iii) Automated telephone payments? [Cobalt](#)
  - iv) Card Present payments (Chip & Pin)? [Kiosks-Banking Automation/PDQ's Merchant Rentals-Lloyds Cardnet](#)
  
- 3) Who supplies the solutions in question 2 above?  
[Named above already.](#)
  
- 4) Are these solutions hosted off site? [Yes](#)
  
- 5) Are there more than one payment solutions in use in your Authority? [Yes](#)
  - i) If so, how many and who are the supplier(s)  
[ATP – Cobalt](#)  
[Parking – Ringo](#)  
[WV Active – Verifone](#)  
[Web – Sagepay](#)  
[Catering – Verifone](#)  
[Kiosk – Banking Automation](#)  
[lapply Licencing – Sagepay](#)  
[Card Machine – Merchant rental Lloyds Cardnet](#)
  
- 6) Approximately how many credit and debit card transactions do you take annually?  
[Approx. 475,000 in total PA](#)

[NOT PROTECTIVELY MARKED]

- 7) Who provides your Merchant Services?  
Lloyds Cardnet
- 8) Is this provided as part of your Banking contract or by the Card Payment Solution provider?  
Currently lot 2 of the Banking Contract.
- 9) Is the Authority PCI-DSS compliant? No, currently working through self-validation via SAQ documentation.