



Reference: FOI0490

**Request:**

We are writing to you under the Freedom of Information Act 2000 to request the following information from Finance (Accounts Receivable/Payable) and IT (Information Technology):

1. Who provides the organisations BACS payments and Direct Debit collection software?
2. Please provide a list of your suppliers of the above software.
3. How you came to the decision to choose these companies?
4. Are these solution(s) hosted on premise or cloud hosted?
5. Please provide expenditure on computer software used for Bacs payment processing and Direct Debit collection. For financial years 2015/2016 and 2017/2018.
6. When does your current contract(s) with BACS payment and Direct Debit collection software expire?
7. Will this service(s) be tendered and if so where?
8. What is the total value of your current BACS payment and Direct Debit collection software contract(s), including ongoing software annual maintenance value and over what period?
9. With whom does the organisation hold its primary bank account?
10. Does the organisation, acting as a Bureau, provide Bacs processing on behalf on any other organisation?
11. What payments types does the organisation use? (e.g. Bacs Direct Credit)
12. Who is the person responsible for BACS processing and Direct Debit collection software?

**Response:**

1. Bottomline Technologies LTD
2. Bottomline Technologies LTD
3. Single Tender Exercise
4. On premises
5. The Council outsourced a number of its "back-office" services to Engie under a long term contract that commenced on 01st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such the ICT services are provided for the Council by Engie as part of a much larger contract with a value of £4.656m per annum. Engie is a private company and as such is exempt from the provisions of the Freedom of Information Act.
6. The renewal is due in June.
7. There is no current plans to tender for the system
8. The Council outsourced a number of its "back-office" services to Engie under a long term contract that commenced on 01st November 2012. The arrangement will last until 2022 but may be extended until 2027. As such the ICT services are provided

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9. Barclays Bank

10.No

11.BACS Direct Debit, Faster Payments, etc.). Direct Debit, Direct Debit and implementing Faster Payments

12. Angela Close

Operations Systems Support and Development Manager

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