

Nicola Hesketh
Project and Information Coordinator

Our Ref: FOI5559/NH/02
Please ask for: Nicola Hesketh
Direct dial: 01827 709266 / 01827 709587
E-mail: FOImailbox@tamworth.gov.uk

[Name Redacted]
Automated Payment Transfer Ltd
17 Cranleigh Close
Sanderstead
Surrey
CR2 9LH

5th December 2018

Dear [Name Redacted]

Freedom of Information – Request for Information

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act, please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

Details of Your 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), BACS Direct Debit, Faster Payments, etc.).
12. Who is the person responsible for BACS processing and Direct Debit collection software?
 - Name
 - Position
 - Telephone Number
 - Email

The response to your request as follows:

1. Bottomline Technologies Ltd
- 2.. Bottomline Technologies Ltd
3. Review of options based around Quality of service, business impact and price.
4. Cloud hosted
- 5..
15/16 £7,283.89 - this includes £3600 professional services and new software
16/17 £1,075.27
17/18 £1,107.53
6. The next review date will be May 2021
7. The service may be re tendered but the decision will be made as part of the review at that date. If it is tendered it will be via the Authority's online procurement portal IN-TEND.
8. This information is considered publicly available on our website at:
https://www.tamworth.gov.uk/sites/default/files/finance_docs/Spending/Contract-Register-ongoing.pdf therefore an exemption under Section 21 of the FOI Act is applied to this part of your request.
9. Lloyds bank
10. No
11. Direct debits, and Direct Credits. Faster payment and CHAPS are processed via the bank online services
12.
 - Name Gareth Youlden
 - Position Technical Services Manager
 - Telephone Number 01827 709709
 - Email Enquiries@tamworth.gov.uk

IMPORTANT NOTICE ABOUT USE OF INFORMATION PROVIDED UNDER THE FREEDOM OF INFORMATION ACT (FoIA)

Most of the information that we provide in response to Freedom of Information Act 2000 requests will be subject to copyright protection. In most cases the copyright will be owned by Tamworth Borough Council. The copyright in other information may be owned by another person or organisation, as indicated on the information itself.

You are free to use any information supplied for your own non-commercial research or private study purposes. The information may also be used for any other purpose allowed by a limitation or exception in copyright law, such as news reporting.

However, any other type of re-use, for example by publishing the information in analogue or digital form, including on the internet, will require the permission of the copyright owner. For information where the copyright is owned by Tamworth Borough Council details of the conditions on re-use can be provided on application to the contact below.

For information where the copyright is owned by another person or organisation you must apply to the copyright owner to obtain their permission.

This council also believes in transparency of information, this includes requests made under the Freedom of Information Act and the Environmental Information Regulations and we reserve the right to publish these requests in our Disclosure Log along with the response, the requestors name and/or company where the information is requested on a regular basis. Care shall be taken not to publish your email address or physical address where it is considered personal information as defined under the General Data Protection Regulation 2018.

Project and Information Coordinator,
Tamworth Borough Council,
Marmion House,
Lichfield Street,
Tamworth,
B79 7BZ

Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh
Project and Information Coordinator