

## Freedom of Information Act 2000 disclosure log entry

### Reference

16-17278

### Date sent

06/01/2017

### Subject

BACS Payment Processing

### Details of enquiry

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

- Who provides the organisations BACS payments and Direct Debit collection software?
- Please provide a list of your suppliers of the above software.
- How you came to the decision to choose these companies?
- Are these solution(s) hosted on premise or cloud hosted?
- Please provide expenditure on computer software used for Bacs payment processing and Direct Debit collection. For financial years 2014/2015 and 2015/2016.
- When does your current contract(s) with BACs payment and direct debit collection software expire?
- Will this service(s) be tendered and if so where?
- What is the total value of your current BACS payment and Direct Debit collection software contract(s) and over what period?
- With whom does the organisation hold its primary bank account?
- Does the organisation, acting as a Bureau, provide Bacs processing on behalf on any other organisation?
- What payments types does the organisation use? (e.g. Bacs (Direct Credit), Direct Debit, Faster Payments, etc.).
- Who is the person responsible for BACS processing and Direct Debit collection software?
  - Name
  - Position
  - Telephone Number

- Email

## Response Sent

Your request for information, as detailed in your email below, has been considered and the information requested is as follows:

1. Who provides the organisations BACS payments and Direct Debit collection software?

**Shared Business Services and Government Banking Services**

2. Please provide a list of your suppliers of the above software.

**Shared Business Services (SBS) and Government Banking Services (GBS)**

3. How you came to the decision to choose these companies?

**The Trust tendered its financial accounts service and awarded it to SBS. All NHS organisations are required to have their main banking service with GBS**

4. Are these solution(s) hosted on premise or cloud hosted?

**The solutions are taken care of on the third party provider sites**

5. Please provide expenditure on computer software used for Bacs payment processing and Direct Debit collection. For financial years 2014/2015 and 2015/2016.

**Not applicable. We do not hold this information as a single element, it forms part of the overall service provided to us.**

6. When does your current contract(s) with BACs payment and direct debit collection software expire?

**Not applicable. Please see our reply to question 5. above**

7. Will this service(s) be tendered and if so where?

**The Service is expected to be rolled over in January 2018 and management will decide by October 2017 how it intends to proceed.**

8. What is the total value of your current BACS payment and Direct Debit collection software contract(s) and over what period?

**Not applicable. Please see our reply to question 5. above**

9. With whom does the organisation hold its primary bank account?

**Government Banking Service**

10. Does the organisation, acting as a Bureau, provide Bacs processing on behalf on any other organisation?

**Yes**

11. What payments types does the organisation use? (e.g Bacs (Direct Credit), Direct Debit, Faster Payments, etc.).

**All listed in the above example including cheques and PayPal.**

12. Who is the person responsible for BACS processing and Direct Debit collection software?

**Not applicable. This is the responsibility of our providers SBS and GBS**