



31st January 2017

Dear

Our ref: FOI 000127/17

I write in connection with your request for information received by both Norfolk and Suffolk Constabularies on the 6th January 2017. This response is being provided on behalf of Norfolk and Suffolk Constabularies as a result of ongoing collaboration. In your requests you sought access to the following information:

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):

- 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 2014/2015 and 2015/2016.
- 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) 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), Direct Debit, Faster Payments, etc.).V1
- 12 Who is the person responsible for BACS processing and Direct Debit collection software?
 - o Name
 - o Position
 - o Telephone Number
 - o Email

Please provide the information below each question, signifying your response(s) by a change of font or highlighted text, spaced between other questions.

Norfolk and Suffolk Constabularies holds information relevant to your request.

Response to your request

The following information has been located as relevant to your request.

- Q1 This is provided by V1.
- Q2 V1.
- Q3 This was by way of mini-tender.
- Q4 On premises.
- Q5 For the financial years 2014/15 and 2015/16, £700 per annum.
- Q6 No expiry date is set.
- Q7 Yes, available frameworks will be used.
- Q8 As detailed above.
- Q9 Bank accounts are Lloyds / Barclays.
- Q10 No, the Constabulary does not act as a Bureau.
- Q11 All of the examples listed in the question.
- Q12 Mr Trevor Barnes, Head of Transactional Services.
The telephone number is 01473 613641. Email trevor.barnes@suffolk.pnn.police.uk

This response will be published on both the Norfolk and Suffolk Constabulary web-sites. A link to the disclosure log pages of each Constabulary web-site is provided below.

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>
<https://www.suffolk.police.uk/services/freedom-information/disclosure-logs>

Should you have any further queries concerning this request, please contact me quoting the reference number shown above.

Yours sincerely,

Amanda Gibson
Freedom of Information Department

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;
<http://www.opsi.gov.uk/>

The Norfolk Constabulary is not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk Constabulary to review their decision.

Ask the Norfolk Constabulary to look at the decision again.

If you are dissatisfied with the decision made by the Norfolk Constabulary under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Professional Standards Department
Norfolk Constabulary
Operations and Communications Centre
Jubilee House
Falconers Chase
Wymondham
Norfolk NR18 0WW
OR
Email: freedomofinformation@norfolk.pnn.police.uk*

In all possible circumstances the Norfolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with the Norfolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk or contact them at the address shown below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700