



Our Reference:

BY EMAIL ONLY

3 February 2017

Dear

Request for Information

Thank you for your email dated 6 January 2017 requesting information on finance software used at HCA. For ease we have answered each of your questions in turn below:

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

The HCA does not use Direct Debit collection software, only BACS. This is provided by Bottomline Technologies

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

As detailed above, the BACS provision is provided by Bottomline Technologies.

How you came to the decision to choose these companies?

The use of this company is used in line with the contract extension provision in the original agreement.

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

This service is 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.

The software was purchased prior to these financial years and so the cost incurred during these years was for software maintenance only. For 2014/15, the maintenance cost was £600, and £618 for 2015/16.

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

The current contract expires in February 2019, with annual options to break.

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

HCA will use Crown Commercial Framework to procure this service if a BACS solution is available.

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

Including purchase cost, the expense is £3300 per annum with effect from February 2016 up to February 2019.

With whom does the organisation hold its primary bank account?

HCA's primary bank account is with the Government Banking Service.

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

HCA processes its own BACS in-house and does not act as or use a bureau.

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

HCA uses all payment types except direct debits.

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

- **Name**

Denise Parkin

- **Position**

Head of Corporate Support Services

- **Telephone Number**

0191 4977535

- **Email**

Denise.Parkin@hca.gsi.gov.uk

If you have any questions regarding this response or any further queries you can contact us at the following addresses and quote your unique reference number found at the top of this letter:

Email: mail@homesandcommunities.co.uk

Mail: Information Access Officer

Homes and Communities Agency

Fry Building

2 Marsham Street

London

SW1P 4DF

If you are unhappy with the way Homes and Communities Agency has handled your request you may ask for an internal review. You should contact

Head of Legal Services

Homes and Communities Agency

Fry Building

2 Marsham Street

Homes and Communities Agency

Fry Building, 2 Marsham Street, London, SW1P 4DF

0300 1234 500

homesandcommunities.co.uk

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If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Online: <https://ico.org.uk/concerns/getting/>

Yours sincerely

Naomi McMaster
Information Access Officer
Homes and Communities Agency