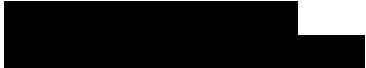


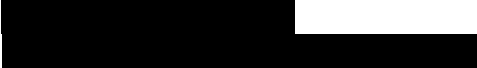


# United Kingdom Hydrographic Office

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[www.gov.uk/ukho](http://www.gov.uk/ukho)

  
REF: FOI2017/00257

18 January 2017

Dear ,

Thank you for your email of 6<sup>th</sup> January 2017 requesting the following information:

- 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

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the UKHO, and I can confirm that all the information in scope of your request is held.

The information you have requested can be found at annex A but some of the information falls entirely within the scope of the absolute exemptions provided for at sections 40 (Personal Data)

Section 40(2) has been applied to some of the information in order to protect personal information as governed by the Data Protection Act 1998. Section 40 is an absolute exemption and there is therefore no requirement to consider the public interest in making a decision to withhold the information.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail [CIO-FOI-IR@mod.uk](mailto:CIO-FOI-IR@mod.uk)). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

UKHO Secretariat

## Annex A

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

*Lloyds Bank*

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

*Lloyds Bank*

- How you came to the decision to choose these companies?

*Value for money exercise*

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

*Hosted by Lloyds*

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

*We do not currently incur bank charges for this service.*

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

*2021*

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

*The service will not be tendered. It will go through the Government Banking Scheme*

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

*Nil*

- With whom does the organisation hold its primary bank account?

*Lloyds Bank*

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

*No*

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

*Bacs (Direct Credit), Direct Debit, Faster Payments, etc*

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

*Lloyds bank are responsible for this. Our Treasury manager would liaise with them.*

- Name *Withheld under Section 40 FOI Act – Personal Information*
- Position *Treasury Manager*
- Telephone Number *01823 484444*
- Email *sales.accounts@ukho.gov.uk*