

FOI Reference Number: FOI/378/1819

Date: 04 December 2018

Request:

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

Response:

Thank you for your information request which Mid and East Antrim Borough Council received on 14 November 2018.

Please find on the following page, Mid and East Antrim Borough Council's response to the information you requested in relation to finance and IT.

1. Who provides the organisations BACS payments and Direct Debit collection software? - **TotalMobile and Council's Banking partner**

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

3. How you came to the decision to choose these companies? - **Total mobile was procured by legacy NI Councils. This contract rolled over to Mid and East Antrim Borough Council. Our banking partner was appointed through a competitive procurement process for all banking needs.**

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

5. Please provide expenditure on computer software used for Bacs payment processing and Direct Debit collection. For financial years 2015/2016 and 2017/2018 - **Approx £1000 per year**

6. When does your current contract(s) with BACS payment and Direct Debit collection software expire? - **March 19**

7. Will this service(s) be tendered and if so where? - **No**

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? - **Approx £1000 per year**

9. With whom does the organisation hold its primary bank account? - **This information is exempt under Section 31(1)(a) of the Freedom of Information Act 2000) and is therefore withheld. Section 31(1) states, Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice - (a) the prevention or detection of crime. It has been identified that by releasing the information the opportunity for potential hacks is increased.**

This information is also exempt under Section 43(2) of the Freedom of Information Act 2000 and is therefore withheld. Section 43 (2) states, 'Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).' Disclosure of information revealing the details of the Council's primary bank account puts the Council at risk of potential hacks. This would compromise the Council's ability to provide its services and carry on business-as-usual.

10. Does the organisation, acting as a Bureau, provide Bacs processing on behalf on any other organisation? - **No**

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

Please direct all queries to [REDACTED]

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

Name [REDACTED]

Position [REDACTED]

Telephone Number [REDACTED]

Email [REDACTED]

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Chief Executive at the Braid Ballymena Town Hall, 1-29 Bridge Street, Ballymena, BT43 5EJ.

Please remember to quote the reference number FOI/378/1819 in any future communications.

If you are not content with the outcome of an 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.

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at <https://www.midandeantrim.gov.uk/>.

If we publish our response to your request, your personal data will be removed to protect your privacy.