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Attachments	No

Freedom of Information Act Disclosure log - Reply Extract

You asked

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?

The majority of BACS payments and Direct Debit collections are managed on the Trust's behalf by NHS Shared Business Services (NHS SBS). The Trust is not aware of the software NHS SBS use for these purposes. Direct Debit membership payments for the Trust's Health and Wellbeing Centre are collected on the Trust's behalf by Clubwise Software Ltd using their proprietary software.

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

NHS Shared Business Services

Clubwise Software Ltd

How you came to the decision to choose these companies?

NHS Shared Business Services provide the Trust's accounting software and the majority of its accounting services. BACS payments and Direct Debit collection software are an integral part of the wider services provided. Following a review of the Accounting Services market, NHS SBS was selected on the basis of value for money across the entire range of services provided.

For the Trust's Health and Wellbeing Centre, Clubwise offered the best rate for Direct Debit collections alongside other services provided within the membership management system, including the ability to manage deductions from salary.

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

NHS Shared Business Services – Dedicated remote servers

Clubwise – 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.

These services are not separately identified within the contracts for NHS Shared Business Services and Clubwise.

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

NHS Shared Business Services - April 2018

Clubwise – 23 April 2017

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

The Trust is not currently intending to tender either service provision.

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

These services are not separately identified within the contracts for NHS Shared Business Services and Clubwise.

With whom does the organisation hold its primary bank account?

National Westminster Bank Plc within the Government Banking Service

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, Cheques, PDQ machines, CHAPS, foreign exchange payment and receipts, BGC, standing orders, RFT, payable orders, cash.

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

- Name
- Position
- Telephone Number
- Email

The Trust does not directly manage either of these systems.

Attachments included: No