



University of East Anglia

Information Services Directorate

The Library
University of East Anglia
Norwich Research Park
Norwich NR4 7TJ
United Kingdom

Email: foi@uea.ac.uk
Tel: +44 (0) 1603 593 523
Fax: +44 (0) 1603 591 010
Web: <http://www.uea.ac.uk>

[REDACTED]

02 February 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-003)

We have now considered your request of 05 January 2017 for information relating to UEA's BACS payments and Direct Debit collection software.

Our response is on pages 2-3 of this letter, together with a copy of your request.

On this occasion, it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information on whether this service will be tendered. Further information is on page 2 of this letter.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_17-003)

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 University's BACS payments and Direct Debit collection software?*

D+H provides both the BACS payment and the Direct Debit collection software.

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

See response to question 1 above.

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

UEA employed standard and approved purchasing procedures which are available on the UEA website (see: <https://portal.uea.ac.uk/procurement/guidance-for-staff>).

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

The UEA systems are 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 annual cost of this software is £2,195.70 including VAT for both 2014/15 and 2015/16.

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

UEA is on an annual contract which expires at the end of February each year.

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

[Information not held - s.1(1)(a), Freedom of Information Act]

The contract is currently on an annual renewal basis and no date has been set for any retendering of the services.

Tendering will be undertaken in line with UEA procurement policies which are on our website (see: <https://portal.uea.ac.uk/procurement/guidance-for-staff>).

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

UEA is on an annual contract which expires at the end of February each year and the annual cost of this software is £2,195.70 including VAT.

• *With whom does the University hold its primary bank account?*

The primary bank account of UEA is with Barclays.

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

Yes, UEA acts as a bureau providing Bacs processing on behalf of another organisation.

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

UEA uses the following payment types: Bacs (Direct Credit), Direct Debit, and Faster Payments.

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

- Name: George F. Porter
- Position: Systems Administrator
- Telephone Number: 01603 593183