



Resolution

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Telephone: 020 7811 2700

August 2024
FOI_6687

The following information was requested on 30 July 2024:

I am writing to you under the Freedom of Information Act 2000 to request the following information from your organisation.

Please may you provide me with:

- 1. What software you are currently using to facilitate BACS payments & what is the date of the renewal for this contract?*
- 2. How much you are paying annually for this contract, and where do you advertise for this tender?*

Our Response

We use a company called Bottomline Technologies Limited. We have a contract with them until 2/4/27 with a single value of £1,263 over the term of the contract.

If it were to be retendered then NHS Resolution uses a number of routes to advertise tenders, depending upon the procurement route. Where appropriate we advertise on the Health Family Single eCommercial System at <https://atamis-1928.my.site.com/s/Welcome> and Government Contracts Finder at <https://www.gov.uk/contracts-finder>.

It should be noted that we may not retender this service again if suitable alternatives are made available to us through central government contractual arrangements. Please see the following web page for details: [Government Banking - Money Transmission Services - Find a Tender \(find-tender.service.gov.uk\)](https://www.service.gov.uk/government/banking-money-transmission-services-find-a-tender)

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance, Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in

relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/>