



Data Protection Officer
Freedom of Information
NW Leicestershire District Council
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Date: 14 September 2020

FREEDOM OF INFORMATION REQUEST 1283

I write further to your email dated 08 September 2020.

Your request has been dealt with under the terms of the Freedom of Information Act 2000 (FOIA), explained on our [freedom of information](#) page.

Your request:

- Current supplier/s names
Capita Software /Pay 360. Global Payments currently supply a PDQ machine (rented) to our tourist information centre in Ashby (under review).
- Scope of current Contract
Capita/Pay 360 encompasses, cash receipting, Paye.net (Chip and Pin, telephone), Internet, automated telephone system, portal links to dedicated sites such as ELMS/Gov.uk, NWLDC sites eg My Rent, parking meters and online forms. Capita provide a managed card acquiring service as part of the contract. A provision for a stand-alone kiosk has been discussed but not currently actioned. The global payment contract is the only remaining part of a contract to our Leisure Services and encompasses card acquiring and rental of chip and pin that is currently under review with a view to move to the main payment contract.
- Contract Start Date
2008/09 (Capita/Payment 360).
- Contract End Date
The contract is currently on a rolling 12 month contract.
- Any Contract extension option details
N/A
- Approximate timescales for next sourcing/tender exercise
All finance systems (FMS/Payment/BACS) are part of a project to introduce a fully integrated system(s). FMS will be tendered for Oct 2020. Payment system will form part of Phase2 commencing quarter 3/4 of 2021/22.
- **How the contract was originally awarded**, to include any weighting criteria applied:
Please note that this was part of an overarching project including cash offices, internet, telephones, Post Office and Paypoint and increased DDs. Even within the main Capita contract, internet and managed services were part of the overall software contract therefore weightings just for certain aspects of it will not show the overall picture.
- Annual Value of the Contract:
Current values excluding any additional projects, legislation driven changes or general upgrades are: based on 2019/20- £8,603.00 (NET for Maintenance and Support). Transactional charges £49,409.61

- Annual transaction volume through contract, where known.

Based on 2019/20: 105,088 transactions of which 47,618 related to parking only.

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GOING FORWARD

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional FOIA request.

Please remember to quote the Authority's four digit reference number given at the top of this email in any future communications.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to DPO@NWLeicestershire.gov.uk or the address above.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at accessicoinformation@ico.org.uk.

Yours sincerely

Mackenzie Keatley
Information Governance Officer