



Your reference:

Our reference: FOI_25_0659

E-mail: FOI
@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 28/07/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0659

On 03/07/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

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?
3. Who is the senior officer (outside of procurement) responsible for this contract?

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds some relevant information.

1. Bottomline Technologies PT-X. Renewal date 25th February
2. The annual service charge is £1,570.00 Gross. Due to the low value of the contract we do not advertise for tender but test the market at renewal.
3. The Constabulary's Chief Finance Officer is responsible for the contract.

Please note:

The ACPO minimum standards for all police force publication schemes is that we must provide a non-emergency number and an e-mail address for general enquiries. This is the main switchboard number and an e-mail address. This fully satisfies the terms of the request as you are able to contact everyone via these details:

- Non-emergency telephone number within the county is 101, outside is 01452 728199
- Contact centre email address: force.controlroom@gloucestershire.police.uk

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

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

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post –

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary