



Foreign &
Commonwealth
Office

Commercial & Procurement Group
Foreign and Commonwealth Office
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Website: <https://www.gov.uk>

28 July 2016

FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0600-16

Thank you for your email of 21st June asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

Could you please send me contract information relating to Banking Services, Audit Services and Card Processing Services. If you do not understand what each of these mean please see below:

- **Banking Services**- *contract information relating to the organisation banking services.*
- **Audit Services (Financial)** – *contract relating to internal and external audit services.*
- **Accountancy** – *Contracts relating to TAX advisory services.*
- **Card Processing Services** *This is a contract the organisation may have that relates to the use debit/credit cards used by staff to make payments to suppliers. This also includes procurement cards.*
- **Merchant services** *This is a contract where by people make payments to the organisation via a machine or terminal. This also includes machines that have chip and pin and contact less*

1. **Contract Category:** *Please see select from the categories provided; Banking Services; Financial Audit Services; Card Processing Services*

2. **Existing Supplier** *Name for each contract*

3. **Contract Description:** *Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included. Please also include the modules included within the contract.*

4. **Annual Average Spend** *for each contract*

5. **Contract Duration:** *What is the duration of the contract please include any available extensions within the contract.*

6. **Contract Start Date:** What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

7. **Contract Expiry:** What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

8. **Contract Review Date:** What is the review date of this contract? Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY

9. **Contact Details:** I require the full contact details of the person within the organisation responsible for this particular contract.

10. **Notes:** Please provide me with any further information with regards to this contract this could include any contract extension available as well as information on renewals or plans for future tenders.

I am writing to confirm that we have now completed the search for the information which you requested and can confirm that the Foreign and Commonwealth Office (FCO) does hold information relevant to your request.

We are only providing details of centrally let contracts that are used by the FCO in the UK. Authority to enter into contracts is devolved to directorates and departments within the FCO in London as well as the global network of overseas missions in over 170 countries. To provide details of all contracts for Banking, Audit, Card Processing or Merchant Acquiring services potentially signed overseas could only be obtained at disproportionate cost. This is in full compliance with Section 12 of the Freedom of Information Act. The appropriate limit has been specified in regulations and for central Government is set at £600. This represents the estimated cost of one person spending 3 ½ working days in determining whether the Department holds the information, locating, retrieving and extracting the information.

We have withheld the names and contact details for individual points of contact on each contract. This is personal data relating to third parties and exempt under section 40(2) and 40(3) of the Freedom of Information Act which relate to Personal Data. Disclosure of these details would contravene one of the data protection principles. In this case, our view is that disclosure would breach the first data protection principle. This states that personal data should be processed fairly and lawfully. It is the fairness aspect of this principle, which, in our view, would be breached by disclosure. In such circumstances, section 40 confers an absolute exemption on disclosure. There is, therefore, no public interest test to apply.

The information you have requested is in the tables on the following pages. We do not have any contracts related to tax advisory services.

BANKING SERVICES

Contract Category:	Banking Services
Existing Supplier:	Royal Bank of Scotland (RBS).
Contract Description:	Government Banking Service (GBS) contract with RBS. Following the results of the retender, the contract with RBS commenced in February 2016.
Annual Average Spend:	Annual operational costs are incurred. For the financial year 2015-16 these amounted to £7,937.
Contract Duration:	7 years

Contract Start Date:	02-16
Contract Expiry:	01-23
Contract Review Date:	The FCO transferred the provision of their services to RBS in February 2016. GBS will manage the periodic reviews.
Contract Details:	Withheld
Notes:	N/A

Contract Category:	Banking Services
Existing Supplier:	HSBC
Contract Description:	The contract covers GBP and USD bank accounts in the UK including the provision of the internet banking platform and a straight through processing service.
Annual Average Spend:	The operational spend for the financial year 2014-15 was £65,000 and in 2015-16 was £52,000.
Contract Duration:	The contract is a rolling agreement which is monitored through an annual service review.
Contract Start Date:	2013
Contract Expiry:	
Contract Review Date:	The last service review meeting was on 8 January 2016.
Contract Details:	Withheld
Notes:	N/A

Contract Category:	Banking Services
Existing Supplier:	Standard Chartered Bank (SCB)
Contract Description:	The contract covers GBP and EUR bank accounts in the UK including the provision of the internet banking platform.
Annual Average Spend:	The operational spend for the financial year 2014-15 was £11,600 and in 2015-16 was £12,500.
Contract Duration:	The contract is a rolling agreement which is monitored through an annual service review.
Contract Start Date:	2013
Contract Expiry:	
Contract Review Date:	The last service review meeting was 8 June 2016.
Contract Details:	Withheld
Notes:	N/A

FINANCIAL AUDIT SERVICES

Contract Category:	Financial Audit Services
Existing Supplier:	RSM (formerly Baker Tilly)
Contract Description:	Internal Audit Services partnership contract. The contract is to enhance and support the FCO's in-house internal audit and counter-fraud

	functions. The contractor provides professionally qualified internal audit staff under a call-off arrangement to help the in-house team meet its programme of work as approved by the Permanent Secretary.
Annual Average Spend:	Approximately £140,000 (variable based on Audit usage)
Contract Duration:	5 years, including two optional extensions, each of 12 months duration
Contract Start Date:	31-03-11
Contract Expiry:	31-07-16
Contract Review Date:	See notes below.
Contact Details:	Withheld
Notes:	The existing contract has been extended by five months to allow a re-procurement to take place. A commercial competition was launched in June 2016. Supplier bids are returned in July 2016. The result of this competition will be the selection of a new supplier for the provision of Internal Audit staff.

CARD PROCESSING SERVICES

Contract Category:	Card Processing Services
Existing Supplier:	Royal Bank of Scotland
Contract Description:	e Purchasing Card Solution, a card based solution for the purchase of low value goods and services across the UK, Europe and worldwide.
Annual Average Spend:	There is no fee or service charge for the service. The only fees are on foreign exchange transactions, which could only be obtained at disproportionate cost under section 12 of the FOI Act. The total spend on cards in 2015 was £70,765,854
Contract Duration:	Two years and 6 months.
Contract Start Date:	02-16
Contract Expiry:	07-18
Contract Review Date:	We aim to hold quarterly reviews. The last one was held on 16 June 2016.
Contact Details:	Withheld
Notes:	N/A

MERCHANT ACQUIRING SERVICES

Contract Category:	Merchant Acquiring Services
Existing Supplier:	Barclaycard
Contract Description:	Receipt of debit and credit card payments for Legalisation office and Consular Assistance to British Nationals Overseas, Barclaycard provide hardware and software to accept payments into FCO accounts.

Annual Average Spend:	Costs in 2015/16 were £215,734
Contract Duration:	Framework Contract is for 3 years starting April 2013, FCO call down on the framework in June 2013. Contract extended until December 2016.
Contract Start Date:	06-13
Contract Expiry:	12-16
Contract Review Date:	Merchant Acquiring services currently being reviewed with Crown Commercial Services awarding frameworks to different providers. New contract expected to be awarded before end of current contract.
Contact Details:	Withheld
Notes:	The Merchant Acquiring contract with Barclaycard is part of the DVLA framework and will be replaced by the newly tendered CCS Merchant Acquiring Services in 2017.

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Yours sincerely,

Commercial & Procurement Group



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