

Ref: CCG January 2016 011

Corporate Services
NHS Liverpool Clinical Commissioning Group
The Department
Lewis's Building
Renshaw Street
Liverpool
L1 1JX

Email: foi@liverpoolccg.nhs.uk

10 February 2016

Dear

Re: Freedom of Information Request

Thank you for your Freedom of Information request that we received on 14 January 2016, with regards to Financial Services.

Request/**Response**

I would like to request information under the Freedom of Information Act.

Could you please send me contract information relating to Banking Services, Audit Services and Card Processing Services?

- **Banking Services-** contract information relating to the organisation banking services.

Banking arrangements are delegated to NHS England who contract for this on behalf of the CCG.

Therefore you will need to redirect your enquiry to their Customer Contact Centre and their details are as follows:

***NHS England
Customer Contact Centre
P.O. Box 16738
Redditch
B97 9PT***

Tel: 0300 311 2233

Email: england.contactus@nhs.net

- **Audit Services (Financial)** – contract relating to assurance, tax and advisory services.

Please see attached spreadsheet

- **Card Processing Services / Merchant services-** a wide range of payment processing options. Most automatically associate **merchant services** with debit and credit card processing.

This organisation does not operate any card processing or merchant services.

Can you please provide me with the following contract information for each of the contract category specified above:

1. **Contract Category:** Please 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 provide 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 service 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.

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House

Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely,

Customer Relations Lead
NHS Liverpool CCG