



Our ref: 728451  
Your ref:

Nick Sharman  
Financial Controller  
Woodlands  
Bedford

[REDACTED]  
Via Email  
[REDACTED]

27 October 2015

Dear Mr [REDACTED]

## FREEDOM OF INFORMATION REQUEST

Thank you for your Freedom of Information request regarding Highways England's finance, audit, and card processing services.

Information regarding banking and card processing services is attached.

Since your question is focussed on software contracts, we have assumed that specific advisory contracts for accounting and tax services are not applicable.

Please note this information does not cover Highways England's Government Procurement Cards. These cards are procured through DfT's contract with Barclaycard and the contract details and dates are held by them. We have spoken to DfT who have confirmed this information is included in a separate response to you.

Highways England is audited by the National Audit Office who provide an opinion on the Company's annual accounts. The Company has no other contracts for audit services.

In keeping with the spirit and effect of the legislation, all information is assumed to be releasable to the public unless exempt. We may therefore be publishing the information you requested, together with any related information that will provide a key to its wider context, via the [Gov.uk website](http://www.gov.uk).

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk). I would be grateful if you would contact me if you wish to have an internal review.

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If you are not content with the outcome 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:

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

Should you have any queries about this letter, please contact me. Please quote our reference number above in any future communications.

Yours sincerely



*pp* Nick Sharman  
Financial Controller  
Highways England



**Please input the information below:**

1. Contract Category	2. Existing Supplier	3. Contract Description	4. Annual Spend	5. Contract Duration	6. Contract Start Date	7. Contract Expiry	8. Contract Review Date	9. Contract Details	10. Notes
Banking Services & Card Processing	Royal Bank of Scotland / Citibank	<p>Provision of the following Money Transmission Services: Accounts and Account Maintenance &gt; Electronic Banking Services &gt; Bacs Services including: Direct Credit Receipts, Direct Credit Origination, Direct Debit Origination, Direct Debit Payments &gt; CHAPS receipts and payments &gt; Cross Border receipts and payments &gt; Internal / Book Transfers &gt; Faster Payments (Receipts and Payments) including: Single Immediate Payments, Forward Dated Payments, Standing Orders &gt; Foreign Receipts and Payments &gt; Local Banking &gt; Bulk Cash/Cheque processing &gt; Cheques / Payable Orders Processing &gt; Treasury/Cash Management including pooling, sweeping and reporting plus, ancillary support relating to the provision of these services.</p> <p>Merchant Acquiring Services specifically:</p> <ul style="list-style-type: none"> <li>— transaction processing – online, manual and telephone,</li> <li>— integrated system links with online systems, physical terminals and telephone services,</li> <li>— provision of rented processing terminals with Chip and Pin functionality,</li> <li>— provision of an online payment and settlement service accessed via the internet.</li> </ul>	Average annual spend on Banking & Card Processing Services: £4,000	5 + 1 + 1 + 1	Mar-08	Mar-16	Not applicable - service has either been re-procured (Banking Service) or is due to be re-procured (Card Processing)	Financial Transactions, [REDACTED]	

