

Freedom of Information request 36-21

Request

I am writing to you under the Freedom of Information Act 2000 to request the following information please, regarding your current contractual and supply chain arrangements for the following categories:

- Provision of online payment acceptance – e.g. online website payments or payment portals
- Provision of point of sale card/EPOS machines – e.g. as found in payment offices or reception areas
- Provision of MOTO (Mail Order and Telephone Order) payment acceptance
- Provision of Direct Debit services
- Provision of over the counter payment services, e.g. as used to make payments in Post Office & Pay Point outlets (if relevant)
- Merchant Acquirer services

I would appreciate you providing the following for each of the above points, by completing the attached spreadsheet:

- Current supplier/s names
- Scope of current Contract
- Contract End Date
- Approximate date of your next sourcing/tender exercise
- Annual Value of the Contract
- Annual transaction volume & value, where known
- Contact details of the member(s) of Staff responsible for payment collection

Response

Please find below data as per request within attached spreadsheet:



FOI 36-21
Spreadsheet.xlsx

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **36-21** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within

six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.