

Mr John Gilchrist
Freedom of Information Officer

3 January 2018

Ref: FOI/November 2017/ Richard Davidson

By email to richarddavidsonnew@gmail.com

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Dear Mr Davidson

Your request for information received on 29 November 2017 has been dealt with under the provisions of the Freedom of Information Act 2000 (FOIA).

You asked:

Under the Freedom of Information Act, please may I request answers to the following:

Who is the current provider of the University's solutions for enabling payments to be made for items such as courses, tuition fees, accommodation, merchandise, short course, miscellaneous etc. - via the following payment channels, if applicable?:

- Online payments / payment portals? (Possibly linked to the University website or otherwise)
- Online store / eShop?
- Face to face (Credit & Debit Card)?
- Staff assisted telephone?
- Automated telephone?

If more than one provider exists, please specify and also answer the following 4 questions per provider:

- What is the department and contact information of the person(s) responsible for these services?
- What is the current contract end date(s)?
- What is the value (in £) of these individual contracts, broken down into up-front and annual costs?
- Does the University believe that the current provider(s) / solution(s) is fully Payment Card Industry ('PCI') compliant? (Y/N)

University Response

Current provider of the University's solutions for enabling payments

- Capita Software Services Ltd - Pay360 Income Management System
- WPM Education Ltd - Online Store and RCP systems
- ICTS Ltd for Hub Parking - Car Parking Kiosk
- Hemisphere West Europe Ltd - Library self-service kiosks
- Ede & Ravenscroft - Graduation Booking
- Sponsorcraft Ltd (Hubbub) - Crowd Funding Platform
- Committed Giving Ltd - Donations Platform

There are multiple business system owners across the University overseen by Financial Services.

There are no imminent contract end dates, however when they do occur services will be subject to university tendering procedures.

This is commercially sensitive information because we only have one contractor per payment channel and so in this instance we cannot disclose the current annual spend. This information has therefore been withheld on the basis that it is considered to be exempt under s.43(2) of the FOIA.

This is a qualified exemption and we have therefore applied the public interest test. In making this decision we have weighed such factors as the University's desire to be open and transparent in all its dealings against the need to ensure that it is able to contract openly in the market place and protect the commercial interests of those companies and bodies it deals with. The disclosure of information would be likely to assist competitors in gaining an advantage over future bids; to release this information would be likely to prejudice the competitiveness of the incumbent contractor when bidding for future university business; and it would also be likely to prejudice University's commercial interests by not being able to obtain future competitive bids and thereby obtain the best possible value for money for the public purse. Accordingly, insofar as this element of your request is concerned and in accordance with Section 17 of the Freedom of Information Act ("the Act") this letter acts as a refusal notice.

The University believes that all the suppliers named are fully Payment Card Industry ('PCI') compliant.

I trust this satisfies your request sufficiently. Under the Freedom of Information Act 2000, you have the right to complain about the University's response to your request for information. If you have such a complaint, you may contact Mrs Teresa Kelly, Clerk to the Board of Governors, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 6018, t.kelly@mdx.ac.uk within 40 days of the date of this letter for a review of the University's decision. If you remain unsatisfied with the outcome of that complaint, you may seek further recourse by lodging an appeal with the Information Commissioner.

Yours sincerely

John Gilchrist
Freedom of Information Officer