# Expression of Interest (EOI) reply form

**Project Title: Payment Handling and Processing**

**General Information**

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| --- | --- |
| 1. Name of organisation |  |
| 2. Address for correspondence |  |
| 3. Name of contact person  |  |
| 4. Email address  |  |
| 5. Phone contact number |  |
| 6. What is the Company/ Registration/Registered Charity Number of the lead organisation (if applicable)? |  |
| 7. Organisation's legal status (e.g., Ltd, PLC) |  |

Please complete the following entering ‘Yes’ or ‘No’ against each criterion. For any against which you enter “No” please provide an explanation of why or provide the required information.

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| **Criteria** | **Yes /No** | **Comments**Please provide any comments in the respective box below. |
| 1. Please confirm that your organisation would like to bid and work as a provider to The Salvation Army in respect of the Response Handling, Donation Processing and Thanking Services under consideration?
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| 1. Does your organisation have a **minimum of 10 years' experience** in providing response handling and donation processing services?
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| 1. Have you previously delivered response handling and donation processing services for **non-profit/charity organisations, or regulated industries**? (If yes, provide examples please)
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| 1. Is your organisation currently certified as **PCI DSS Level 1 compliant**? (Please specify your current Attestation of Compliance (AOC) status).
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| 1. Do you carry professional indemnity, cyber liability, and public liability insurance relevant to payment processing services? (specify cover levels)
 |  |  |
| 1. Will you use **subcontractors** for any parts of service delivery? If yes, please specify scope and region.
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| 1. Do you provide services that cover the **full range of UK and Republic of Ireland (ROI) payment channels** (e.g., Direct Debit, Credit/Debit Card, Online, Telephone, Face-to-Face/POS)?
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| 1. Although not essential, can you confirm whether your organisation also offers response handling services by phone? From multiple channels, both in and outbound and from direct response TV (DRTV)?
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| 1. **Payment Methods & Compliance:** Please list all major and alternative payment methods you can process (e.g., Visa, Mastercard, Amex, PayPal, BACS, SEPA). Describe your specific capabilities for **Gift Aid** processing, claiming, and reconciliation.
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| 1. Have you had any contract terminations, litigation, data breaches, or insurance claims relating to payment handling and processing services in the last 5 years? (if yes, provide brief explanation)
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| 1. Can your organisation support fluctuating or ad-hoc volume requests (e.g. seasonal fundraising peaks)?
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| 1. **Motivation and Expertise:** Please state your motivation, experience, and expertise in providing payment handling and processing services specifically to The Salvation Army (or a similar major UK non-profit).

  |  | **Word limit – 500 words. Please attach relevant documents; and state which documents are attached.** |
| 1. Do you have any further comments?
 |  |  |

**Declaration**

I [INSERT NAME] am an authorised representative of [INSERT COMPANY NAME].

To the best of my knowledge, the information provided in this form is correct.

|  |  |
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| **Signed** |  |
| **Position** |  |
| **Date** |  |

(Electronic signatures are acceptable)