

## A. Organisation Details and Declarations

Question	Response
A1.1 Full name of organisation tendering (or of organisation acting as lead contact where a consortium bid is being submitted)	Citibank N.A., London Branch
A1.2 Registered office address	Citigroup Centre, Canada Square, Canary Wharf, London E14 5LB
A1.3 Type of Organisation	vi) other (please specify)
A1.4 If other, please provide details below (i.e. Charities, Company).	Citibank, N.A. is a national banking association with limited liability organised under the national bank Act of the USA formed 17 July 1865. Citibank London is a branch of Citibank N.A.
A1.5 Company or Charity Registration Number.	FC001835
A1.6 Name	<b>REDACTED FOIA 2000 s40</b>
A1.7 Address	13th Floor, Citigroup Centre 1, Canada Square, Canary Wharf, London
A1.8 Post Code	E14 5LB
A1.9 Country	United Kingdom
A1.10 Phone	<b>REDACTED FOIA 2000 s40</b>
A1.11 Mobile	<b>REDACTED FOIA 2000 s40</b>
A1.12 Email	<b>REDACTED FOIA 2000 s40</b>
A2.1 Please confirm that prior to providing a response to any of the award criteria questionnaires/questions, you have read and taken into account all of the information contained in the 'Money Transmission Services ITT Guidance Document' attached to this event.	Yes
A2.2 Please confirm that prior to providing a response to any of the award criteria questionnaires/questions, you have read and taken into account all of the information contained in the 'HMRC Tendering Instructions (MTS Specific)' attached to this event, and in the case of an incumbent provider that special attention has been paid to Section 3, Conditions of Tender.	Yes
A2.3 Please confirm that you understand that you must inform the Authority immediately of any changes to the contact details as stated in Section 2 of the 'HMRC Tendering Instructions (MTS Specific)'.	Yes

A2.4 For the provision of the services as described, please confirm that you accept and agree to abide by Terms and Conditions as stated in the Banking Services Agreement attached to this particular event, and that you would confirm this in writing by signing the Draft Contract in its current format should you be successful.	Yes
A2.5 Please confirm that this is a bona fide tender, intended to be competitive and that you have not fixed or adjusted the amount of the tender or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any person.	Yes
A2.6 Please confirm that you have not canvassed any members of the Board of HM Revenue and Customs, any employee of HM Revenue and Customs in connection with this tender.	Yes
A2.7 Please confirm that no person employed by you, or acting on your behalf, will undertake any such canvassing type action.	Yes
A2.8.1 As per the 'HMRC Tendering Instructions (MTS Specific)', Section 10, Publication of Contract/Award, please acknowledge that you are aware that there is an obligation for the final contracts to be published.	Yes

A2.8.2 Please provide details of any aspect of your Tender Response which should not be made public and provide the reasons as why you believe such redactions should be applicable.

The information provided in: (i) "Cost Effective Price Matrix (Lot 3)", and (ii) the responses to the questions in Part C (Security) of the Questionnaire, is confidential and commercially sensitive. It has been provided to HMRC on the understanding that it will remain confidential. Please could all the aforementioned information be redacted from both the Tender Response and any published copy of the final contract.

Furthermore, the aforementioned information should not be disclosed in response to any request under the Freedom of Information Act 2000 (FOIA), as the information would be exempt from disclosure under both s 43(2) and s 44(1)(a) of FOIA.

The reasons for confidentiality and exemption from disclosure under FOIA are set out below in turn.

#### Confidentiality

##### (i) Cost Effective Price Matrix (Lot 3)

The information identified as "Cost Effective Price Matrix (Lot 3)" is confidential and commercially sensitive. Disclosure of this information would cause Citi commercial prejudice. The pricing terms we offer are tailored on a case by case basis depending on the transaction in question. They may include discounts as well as a range of other benefits. Disclosing this information would allow our customers to better understand the pricing terms we have offered to HMRC which would hamper our ability to negotiate pricing arrangements with them in the future. In addition, disclosure of this information would allow our competitors to better understand our pricing model and to compete more effectively against us in the future.

Please note that we do not object to disclosure of aggregate information about our fees under this contract, simply the detailed breakdown of our fees as set out in the "Cost Effective Price Matrix (Lot 3).

##### (ii) Part C (Security)

The information provided in response to the questions in Part C (Security) of the Questionnaire is confidential and commercially sensitive. Disclosure of this information would cause Citi commercial prejudice. The integrity of Citi's information systems would be compromised if the details of Citi's security measures (including controls, policies, and technical measures) were to be disclosed or published. For example, the information could be used to make a targeted

	<p>attack of Citi's systems. This would be prejudicial to Citi and its customers, suppliers and other third parties whose confidential and personal information is held on Citi's systems, as a compromise in the integrity of the systems may lead to a breach of or unauthorised access to the information on the systems, or the loss or corruption of such information.</p> <p>FOIA</p> <p>The information is exempt from disclosure under s 43(2) of FOIA on the basis that its disclosure would, or would be likely to, prejudice the commercial interests of Citi (for the reasons outlined above). In addition, Citi's view is that the information would be exempt from disclosure under s 44(1)(a) as such disclosure would be prohibited by or under s 43 of the Public Contracts Regulations 2006.</p> <p>The public interest in maintaining the exemptions to disclosure of the information (which includes the public interest in allowing for tenderers to make full disclosures in the tendering process without being prejudiced by the publication of such disclosures and, ultimately therefore, the public interest in the services that are to be procured as part of that process) overrides the public interest in disclosing that information (which is negligible, as aggregate information and other information not prejudicial to Citi's commercial interests will be published).</p>
<p>A2.9 As referred to in the 'HMRC Tendering Instructions (MTS Specific)' at paragraphs 3.10-3.12, to promote Information Sharing in Government, please confirm that you agree that the Client may disclose the Contractor's information/documentation submitted during this procurement more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes.</p>	<p>Yes, we agree that the Client may disclose the information/documentation.</p>
<p>A3.1 Please finish the following sentence by selecting the statement that matches your bid approach. Your organisation is bidding as:</p>	<p>b) a Prime Contractor who intends to use third parties to provide some services.</p>

<p>If your answer is (b) or (c) please indicate (in a separate annex as an attachment to the question) the relevant company/organisation name, the Consortium member details or composition of the supply chain, indicating which element(s) of the service requirements the organisation will be responsible for.</p>	<p><b>REDACTED FOIA 2000 s41 and s43</b></p>
<p>A3.2 Consortium members and Sub-contractors who are based and registered for tax in the UK should provide the following information by completing the Form SC1. The information requested must be provided for each member of the Consortium or each Sub-contractor registered for tax purposes outside the UK.</p> <p>UK and Overseas Organisations are required to provide their Dun &amp; Bradstreet number. The number will assist HMRC in verifying any Revenue Compliance and Financial Check Information obtained. The number will also be used to monitor the contract spend across other Government organisations.</p> <p>Please confirm you have attached a completed Form SC1 for each Consortium member and/or Sub-contractor, using the file name format: "yymmdd Form SC1 Company Name".</p>	<p>Yes</p>
<p>A3.3 Should any organisation not currently not be registered with Dun &amp; Bradstreet please confirm that they would be willing to register with them should your tender be successful.</p>	<p>Yes</p>
<p>A3.4 If you are a Consortium or proposing use of Sub-contractors, please confirm that Form SC1, requested in Question A3.2, has been provided in respect of each Consortium member or Sub-contractor registered for tax purposes outside the UK. If you have not provided Form SC1 for any Consortium member(s) or Sub-contractor(s) please provide an explanation.</p>	<p><b>REDACTED FOIA 2000 s41 and s43</b></p>
<p>A3.5 If registered for tax outside the UK, have you attached a scanned copy of an official document obtained from the relevant tax authority clearly certifying that the Consortium member or Sub-contractor is currently tax compliant? Please select 'Yes' or 'No'. If 'No', please state the reasons for this by attaching additional documentation.</p>	<p>Yes</p>

<p>A3.6 Registration with professional body Is the proposed Consortium member(s) or Sub-contractor(s) registered with the appropriate trade or professional register(s) in the EU member state where it is established (as set out in Annexes IX A-C of Directive 2004/18/EC) under the conditions laid down by that member state.</p>	<p>Yes</p>
<p>A3.7 Is it a legal requirement in the State where the Consortium member(s) or Sub-contractor(s) are established to be licensed or a member of a relevant organisation in order to provide the requirement in this procurement?</p>	<p>No</p>
<p>If yes, please provide details of what is required and confirm that you have complied with this.</p>	<p>Not applicable as we have answered "No".</p>
<p>A4.1 Please provide a brief overview of your organisation or an organisational chart which best demonstrates your ability to provide the goods and/or services required making reference to the critical personnel, site locations and facilities that will be utilised. (An organisational chart may be added as an attachment in response to this question.)</p>	<p>Citi is a global bank, with approximately 200 million customer accounts. We do business in more than 170 countries and jurisdictions. Citi provides consumers, corporations, governments, and institutions with a broad range of financial products and services, including consumer banking and credit, corporate and investment banking, securities brokerage, transaction services, and wealth management. The principal business lines within the Citi structure are detailed below:</p> <ul style="list-style-type: none"> <li>– Institutional Clients Group - Treasury and Trade Solutions, Capital Markets Origination, Corporate and Investment Banking, Markets and Securities Services, Private Bank</li> <li>– Global Consumer Banking - Regional Consumer Banking, Retail Banking, Citi-Branded Cards, Citi Retail Services</li> </ul> <p>The cross border retail operations which Citi perform today are processed via our WorldLink cross border payment platform. We have attached our organisational chart showing where WorldLink fits into the organisation.</p> <p>Key Personnel involved in working with the Public sector providing overseas pension payment services are based in Dublin and London and include:</p> <p><b>REDACTED FOIA 2000 s40</b></p>
<p>A4.2 How many staff does your organisation (including consortia members or named sub-contractors where appropriate) employ relevant to the carrying out of services and/or delivery of goods similar to those required under this contract.</p>	<p>Globally there are 2753 people employed in the Treasury and Trade Solutions Division where our primary cross border payments system is WorldLink. Citi currently employs 245,000 staff, 48,800 of which work within the Institutional Clients Group.</p>

A4.3 In the last three (3) years have, if appropriate, any of the named Consortium members or Sub-contractors: (a) had a contract terminated early under the terms of the contract; (b) received claims for damages or had damages deducted or recovered in connection with contracts held? Please select 'Yes' or 'No'. If 'Yes', please provide details.	No
If 'Yes', please provide details	<b>REDACTED FOIA 2000 s41 and s43</b>
A4.4 To the best of your knowledge, have any Consortium members or any Sub-contractors that you propose to use on the contract (or their "directors or any other person who has powers or representation, decision or control") been convicted of any of the offences detailed in Regulation 23 of the Public Contracts Regulations 2006? Please select 'Yes' or 'No'.	No
If "Yes", please provide full details.	Not applicable as we have answered "No".
A4.5 To the best of your knowledge, do any of the discretionary grounds for exclusion, detailed in Regulation 23 of the Public Contracts Regulations 2006, apply to any Consortium members or Sub-contractors that you propose to use in the performance of the contract? Please select 'Yes' or 'No'.	No
If 'Yes', please provide full details.	Not applicable as we have answered "No".
A4.6 Has any Consortium member or any Sub-contractor that you propose to use on the contract been found guilty of grave professional misconduct? Please select 'Yes' or 'No'.	No
If 'Yes', please provide full details.	Not applicable as we have answered "No".
A4.7 In the last 3 years were there any court actions and/or regulatory and/or industrial tribunal hearing pending against any Consortium member or any Sub-contractor that you propose to use in the performance of the contract? Please select 'Yes' or 'No'.	No

<p>If 'Yes' , please provide full details</p>	<p>The answer "No" refers to the division responsible for pension services.</p> <p>We state that Deutsche Post is a worldwide operating company with a diverse customer structure and relating contracts. Consequently, companies within the organisation are from time to time the subject of legal proceedings or involved in contractual disputes of all kinds. However, we have not received any claims which could reasonably be expected to have an adverse effect on Deutsche Post's ability to conduct business as usual.</p>
<p>A5.1 Where a consortium bid is proposed, financial information should be provided for each of the Consortium members. Please provide turnover for each member of the consortium for the last three years. Alternatively, if the question is not applicable please say so.</p>	<p><b>REDACTED FOIA 2000 s41 and s43</b></p>
<p>A6.1 Within the last three years has your organisation (or to the best of your knowledge any named Consortium member or Sub-contractor) been subject to any prosecution, infringement notices or other actions by the Health and Safety Executive in respect of breach or suspected breach by the company or health and safety legislation?</p>	<p>No</p>
<p>If 'Yes' please can you provide full details of the notice or action and provide any remedial steps taken.</p>	<p>Not applicable as we have answered "No".</p>
<p>A7.1 Within the last three years, have any industrial tribunal or other legal cases relating to equality been brought against your organisation (or to the best of your knowledge against any named Consortium member or Sub-contractor)? Please select 'Yes' or 'No'.</p>	<p>Yes</p>
<p>If 'Yes', please provide full details and a description of any remedial steps taken.</p>	<p>Citibank N.A. is a national association organised under US banking law. Its London Branch is subject to regulation by the Financial Conduct Authority. Citibank N.A. is part of the Citigroup companies, a diversified financial services group, and does business in more than 170 countries and jurisdictions.</p> <p>Consequently, companies within the organisation from time to time can be the subject of legal proceedings or involved in contractual disputes. Such matters are generally subject to legal requirements of confidentiality and privilege and it would therefore be inappropriate for details</p>

	<p>of such matters to be disclosed under this request. However, we can confirm that to the best of our information, knowledge and belief within the last three years we are not aware of any industrial tribunal or other legal cases relating to equality been brought against Citibank N.A. which could reasonably be expected to have an adverse effect on Citibank's ability to conduct business as usual. To the extent there exists anything material from a regulatory perspective, the FCA website contains details of disciplinary action taken against FCA registered entities. Furthermore, Citigroup files periodic reports with the SEC as required by the Securities Exchange Act 1934 which include details of material regulatory proceedings, investigations and litigations concerning Citigroup and certain affiliated entities. Copies of Citigroup's reports are on file with the SEC.</p> <p><b>REDACTED FOIA 2000 s41 and s43</b></p>
<p>A8.1 Within the last three years, have any actions been taken against your organisation (or to the best of your knowledge against any named Consortium member or Sub-contractor) by the Environment Agency regarding breaches or suspected breaches of environment legislation? Please select 'Yes' or 'No'.</p>	<p>No</p>
<p>If 'Yes', please provide full details and a description of any remedial steps taken.</p>	<p>Not applicable as we have answered "No".</p>