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Planning

## Payment Gateway Solution

London North Eastern Railway Ltd.

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2021/S 000-000963

Procurement identifier (OCID): ocids-h6vhtk-028b19

Published 18 January 2021, 1:24pm

## Section I: Contracting entity

### I.1) Name and addresses

London North Eastern Railway Ltd.

East Coast House. 25 Skeldergate

York

YO1 6DH

### Contact

Anke Tymens

### Email

[anke.tymens@lner.co.uk](mailto:anke.tymens@lner.co.uk)

### Country

United Kingdom

### NUTS code

UK - UNITED KINGDOM

**National registration number**

04659712

**Internet address(es)**

Main address

[www.lner.co.uk](http://www.lner.co.uk)

Buyer's address

[www.lner.co.uk](http://www.lner.co.uk)

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://supplierlive.proactisp2p.com/Account/Login>

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://supplierlive.proactisp2p.com/Account/Login>

**I.6) Main activity**

Railway services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Payment Gateway Solution

Reference number

RFX REQ1000085

#### **II.1.2) Main CPV code**

- 66170000 - Financial consultancy, financial transaction processing and clearing-house services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Payment supplier for the LNER Website and App contract is up for renewal. We are looking for an innovative, forward-thinking and agile payment supplier who is able to deliver tier 1 fraud and PCI compliance settlement of all digital payments in a reliable, secure and scalable environment. They must be able to grow and increase volumes as and when our transactions increase either with COVID resolution or further business expansion of the system.

Favourable market rates plus an agile approach to development are essential for us to achieve our future customer payments vision.

Provider MUST be fully PCI DSS compliant and fully regulated to tier 1 from the outset - compliance must be maintained at all times throughout the contract and will be required to supply compliance evidence on an at least annual basis.

Core payment facilitation and future vision:

- \* All major credit and debit cards to include as a minimum: Mastercard, Visa and Amex
- \* PayPal
- \* Apple and Google Pay
- \* Amazon Pay

\* Buy now, Pay later

\* Cryptocurrency

Fraud screening and monitoring service to provide:

\* Ability to monitor payments for fraud

\* Rules Based with learning to reduce fraud

\* Manual review where necessary

\* Plus additional functions etc.

Reporting:

\* Ability to access transaction reporting in real time through a web-based portal, including ability to manually void/refund

\* Availability of a daily API to detail transactions for the previous day, plus access to downloadable reporting

## **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UK - UNITED KINGDOM

Main site or place of performance

Across the LNER business no one location

### **II.2.4) Description of the procurement**

As above. The purpose of this PIN is to commence market engagement and request information to support the building of a business case for this requirement.

### **II.2.14) Additional information**

If you are able to provide these services, please could you provide at a minimum the following information:

Overview:

Company name.

A brief overview of the company and the nature of the services that they can offer.

Contact details, including location telephone and e-mail address, main point of contact and position in company.

Proposed Product:

Details of proposed base product including functionality

If you believe you have additional services not requested or mentioned above that would meet our requirements and add value to our SPS contract, please respond with an outline of what you would be able to provide and if there are any additional functionality or services you could supply that you believe would be of benefit to our Webb site and App payment solutions."

### **II.3) Estimated date of publication of contract notice**

15 February 2021

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English