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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

Country

United Kingdom

NUTS code

UK - UNITED KINGDOM

National registration number

04659712

Internet address(es)

Main address

www.lner.co.uk

Buyer's address

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

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

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