

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/002102-2022>

Contract

Contract for PCI Secure Telephone Payments Solution

GATESHEAD COUNCIL

F03: Contract award notice

Notice identifier: 2022/S 000-002102

Procurement identifier (OCID): ocds-h6vhtk-02be21

Published 25 January 2022, 8:36am

Section I: Contracting authority

I.1) Name and addresses

GATESHEAD COUNCIL

Regent Street

Gateshead

NE81HH

Contact

Hannah Millar

Email

hannahmillar@gateshead.gov.uk

Country

United Kingdom

NUTS code

UKC22 - Tyneside

Internet address(es)

Main address

www.gateshead.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contract for PCI Secure Telephone Payments Solution

Reference number

DN551449

II.1.2) Main CPV code

- 64210000 - Telephone and data transmission services

II.1.3) Type of contract

Services

II.1.4) Short description

Gateshead Council (the Council) has procured a PCi secure telephone payments solution that allows Council employees and customer service agents to take customer not present (MOTO) payments over the phone whilst descoping remaining PCi requirements.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £293,818

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

II.2.4) Description of the procurement

Gateshead Council (the Council) provides paid for services to the citizens of Gateshead. As a result, the Council has set up several payment channels for its customers. Some of these channels allow payment to be made by credit or debit cards. Any such card payments must comply with Payment Card Industry (PCI) standards. The Council has a dedicated PCI network for the card taking process and has moved its card taking application into a Cloud environment thereby reducing the scope of PCI requirements. However, payments taken over the phone remained an area of potential risk. The Council has therefore procured a solution which allows employees and Customer Service Agents to take customer not present (MOTO) payments over the phone whilst descope remaining PCI requirements.

II.2.5) Award criteria

Quality criterion - Name: As stated in tender / Weighting: 65

Price - Weighting: 35

II.2.11) Information about options

Options: Yes

Description of options

This contract has options to extend for a further 2 x 12-month periods.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

Accelerated procedure

Justification:

The Council substantiated a state of urgency rendering a longer time limit for receipt of tenders impracticable.

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-013998](#)

Section V. Award of contract

Contract No

DN551449

Title

Contract for PCI Secure Telephone Payments Solution

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 January 2022

V.2.2) Information about tenders

Number of tenders received: 6

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Capita Business Services Limited

Chippenham

Country

United Kingdom

NUTS code

- UKK1 - Gloucestershire, Wiltshire and Bristol/Bath area

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £293,818

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Borough Council of Gateshead

Gateshead

Country

United Kingdom