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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](mailto:hannahmillar@gateshead.gov.uk)

#### **Country**

United Kingdom

**NUTS code**

UKC22 - Tyneside

**Internet address(es)**

Main address

[www.gateshead.gov.uk](http://www.gateshead.gov.uk)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **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 descope 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.

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## **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](#)

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## **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

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The Borough Council of Gateshead

Gateshead

Country

United Kingdom