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Tender

Payment Gateway and Fraud Engine

London North Eastern Railway Ltd.

F05: Contract notice – utilities

Notice identifier: 2021/S 000-009718

Procurement identifier (OCID): ocds-h6vhtk-02ad67

Published 5 May 2021, 3:21pm

Section I: Contracting entity

I.1) Name and addresses

London North Eastern Railway Ltd.

York

Email

anke.tymens@lner.co.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main 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

Tenders or requests to participate must be submitted electronically via

<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 and Fraud Engine

Reference number

REQ1000085

II.1.2) Main CPV code

- 66000000 - Financial and insurance 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: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Payment Gateway

Lot No

1

II.2.2) Additional CPV code(s)

- 66172000 - Financial transaction processing and clearing-house services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Payment Service Provider

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Initial contract term of 36 months with option of further two extensions of 12 months each

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Fraud Engine

Lot No

2

II.2.2) Additional CPV code(s)

- 48170000 - Compliance software package

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Fraud Engine/Fraud Detection

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Initial contract term of 36 months with option of further two extensions of 12 months each

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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.2.2) Time limit for receipt of tenders or requests to participate

Date

4 June 2021

Local time

3:15pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

LNER

York

Country

United Kingdom