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Contract

Merchant Card Transaction Services

Borough Council of King's Lynn & West Norfolk

F03: Contract award notice

Notice identifier: 2023/S 000-009870

Procurement identifier (OCID): ocds-h6vhtk-036ae8

Published 4 April 2023, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

Borough Council of King's Lynn & West Norfolk

Kings Court, Chapel Street

King's Lynn

PE30 1EX

Email

procurementtenders@west-norfolk.gov.uk

Telephone

+44 1553616200

Country

United Kingdom

Region code

UKH16 - North and West Norfolk

National registration number

E07000146

Internet address(es)

Main address

<https://www.west-norfolk.gov.uk>

Buyer's address

https://www.west-norfolk.gov.uk/info/20150/doing_business_with_us

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

Merchant Card Transaction Services

Reference number

BCKLWN242

II.1.2) Main CPV code

- 66172000 - Financial transaction processing and clearing-house services

II.1.3) Type of contract

Services

II.1.4) Short description

The Borough Council of King's Lynn & West Norfolk is inviting tenders for Merchant Card transaction services. The tender is divided into two lots for transaction processing, and a separate lot for card terminal provision and support.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £350,000

II.2) Description

II.2.1) Title

Transaction Processing Services

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

- UKH16 - North and West Norfolk

Main site or place of performance

North and West Norfolk

II.2.4) Description of the procurement

The Council seeks a provider of secure payment card acceptance and processing services to enable the processing of Visa and Mastercard card payments through face to face transactions, online payments and over the phone to collect payments.

II.2.5) Award criteria

Quality criterion - Name: Reporting and access to information / Weighting: 30

Quality criterion - Name: Support / Account Management / Weighting: 10

Quality criterion - Name: Proposed Implementation Programme / Weighting: 5

Quality criterion - Name: Supplier's Terms & Conditions / Weighting: 5

Cost criterion - Name: Price / Weighting: 50

II.2.11) Information about options

Options: Yes

Description of options

The contract for transaction processing will be for a three year initial period, with provision for an extension of up to 2 further years

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

Supply of Card Payment Terminals & Support Services

Lot No

2

II.2.2) Additional CPV code(s)

- 66172000 - Financial transaction processing and clearing-house services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

North and West Norfolk

II.2.4) Description of the procurement

The Council intends to acquire its own terminals with a support contract to facilitate the collection of face to face and customer not present transaction payments for its leisure services and other offices as may be required.

II.2.5) Award criteria

Quality criterion - Name: Supply, and secure installation of devices / Weighting: 20

Quality criterion - Name: Account relationship management / Weighting: 10

Quality criterion - Name: Ongoing support services / Weighting: 10

Quality criterion - Name: Supplier's Terms & Conditions / Weighting: 5

Cost criterion - Name: Purchase cost for each unit / Weighting: 35

Cost criterion - Name: Annual maintenance cost per unit / Weighting: 15

Cost criterion - Name: Annual cost of SIM Card and data processing / Weighting: 5

II.2.11) Information about options

Options: Yes

Description of options

The support and maintenance contract may be extended, the length of which will be determined by the lifespan of the terminals.

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

Open procedure

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: [2022/S 000-026673](#)

Section V. Award of contract

Contract No

BCKLWN242

Lot No

1

Title

Transaction Processing Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

3 March 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Lloyds Bank plc t/as Lloyds Bank Cardnet

25 Gresham Street

London

EC2V 7HN

Email

dave.morgan@lloydsbanking.com

Telephone

+44 7880137802

Country

United Kingdom

NUTS code

- UKI - London

National registration number

00002065

Internet address

<https://www.lloydsbank.com/business/take-payments-with-cardnet.html>

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £500,000

Total value of the contract/lot: £350,000

Section V. Award of contract

Lot No

2

Title

Supply of card transaction terminals

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=773607130>

GO Reference: GO-202344-PRO-22465441

VI.4) Procedures for review

VI.4.1) Review body

Borough Council of King's Lynn & West Norfolk

Kings Court, Chapel Street

Kings Lynn

PE30 1EX

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