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Tender

Merchant Services - Payment Card Processing

NORTHUMBRIAN WATER GROUP LIMITED

F05: Contract notice – utilities

Notice identifier: 2022/S 000-010212

Procurement identifier (OCID): ocds-h6vhtk-032e80

Published 19 April 2022, 3:33pm

Section I: Contracting entity

I.1) Name and addresses

NORTHUMBRIAN WATER GROUP LIMITED

Northumbria House, Abbey Road, Pity Me

DURHAM

DH15FJ

Contact

Amy Barker

Email

amy.barker@nwl.co.uk

Telephone

+44 7562909341

Country

United Kingdom

Region code

UKC14 - Durham CC

Internet address(es)

Main address

<https://www.nwl.co.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://s1.ariba.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s1.ariba.com/>

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Merchant Services - Payment Card Processing

Reference number

NW2427

II.1.2) Main CPV code

- 66000000 - Financial and insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

Northumbrian Water Limited (NWL) has a requirement for the provision of Merchant Services.

Merchant Service providers are there to collect the secure funds for any credit or debit card payments taken via the Contact Centre, automated payment line, website and mobile application for both Northumbrian Water and Essex & Suffolk Water customers. We require both gateway and acquiring services, including apple pay and google pay processing capabilities.

For each individual Merchant ID, settlement funds are to be deposited into our bank accounts for NWL and ESW in a timely manner, to ensure reconciliation is carried out daily.

Chargebacks are to be debited individually from our main bank accounts and pre debit notifications are to be sent.

The Merchant Service provider is responsible for ensuring that Northumbrian Water Ltd are PCI compliant.

The contract arising from this competitive tendering exercise is for three years commencing on 1 February 2023 with an implementation period from 1 September 2022.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKH14 - Suffolk
- UKH3 - Essex

II.2.4) Description of the procurement

Northumbrian Water Limited (NWL) has a requirement for the provision of Merchant Services.

Merchant Service providers are there to collect the secure funds for any credit or debit card payments taken via the Contact Centre, automated payment line, website and mobile application for both Northumbrian Water and Essex & Suffolk Water customers. We require both gateway and acquiring services, including apple pay and google pay processing capabilities.

For each individual Merchant ID, settlement funds are to be deposited into our bank accounts for NWL and ESW in a timely manner, to ensure reconciliation is carried out daily.

Chargebacks are to be debited individually from our main bank accounts and pre debit notifications are to be sent.

The Merchant Service provider is responsible for ensuring that Northumbrian Water Ltd are PCI compliant (more details below).

The contract arising from this competitive tendering exercise is for three years commencing on 1 February 2023 with an implementation period from 1 September 2022.

NWL currently has 5 operational MID's.

1 x MID (1.1) for E-Commerce transactions for Northumbrian Water Ltd website (www.nwl.co.uk) and app. Payments are processed via an I-Frame provided by our current merchant services provider.

1 x MID (1.2) for E-Commerce transactions for Northumbrian Water Ltd T/A Essex and Suffolk Water website (www.eswater.co.uk) and app. Payments are processed via an I-Frame provided by our current merchant services provider.

1 x MID (1.3) for MOTO transactions via Contact Centre operatives for Northumbrian Water Ltd and Northumbrian Water Ltd T/A Essex and Suffolk Water. Service provided via Semafone.

1 x MID (1.4) for MOTO transactions via an automated payment line for Northumbrian Water Ltd and Northumbrian Water Ltd T/A Essex and Suffolk Water. Service provided via Semafone.

1 x MID (1.5) for both E-Commerce and MOTO transactions via an independent income team for Northumbrian Water Ltd. Service provided via Semafone for telephone payments

and payments are processed via an I-Frame provided by our current merchant services provider for online payments.

Additional information

Semafone migration

MOTO payments made by customers with Contact Centre operatives, and via an automated payment line are secured through Semafone secure payments solution.

The existing Semafone service, hosted through a private hosting partner, will be migrated as part of a telephony platform provider in the coming year to the Semafone Cloud service. This will see NWL moved from PCI Self Assessment Questionnaire (SAQ) D to SAQ A for MOTO payments, with Semafone wholly responsible for the PCI DSS environment.

SAQ A is described as:

SAQ A is for e-commerce/mail/telephone-order (card-not-present) merchants that have fully outsourced all cardholder data functions. No electronic storage, processing, or transmission of any cardholder data on the merchant's systems or premises.

PCI compliance

We are currently fully compliant for PCI and require our merchant service provider to ensure we retain our compliance.

1 x MID (1.1) for E-Commerce transactions for Northumbrian Water Ltd website (www.nwl.co.uk) and app. Payments are processed via an I-Frame provided by our current merchant services provider, and we would require any new service provider to provide this service to ensure we are PCI compliant.

1 x MID (1.2) for E-Commerce transactions for Northumbrian Water Ltd T/A Essex and Suffolk Water website (www.eswater.co.uk) and app. Payments are processed via an I-Frame provided by our current merchant services provider, and we would require any new service provider to provide this service to ensure we are PCI compliant.

1 x MID (1.3) for MOTO transactions via Contact Centre operatives for Northumbrian Water Ltd and Northumbrian Water Ltd T/A Essex and Suffolk Water. Service provided via Semafone which enables compliance.

1 x MID (1.4) for MOTO transactions via an automated payment line for Northumbrian Water Ltd and Northumbrian Water Ltd T/A Essex and Suffolk Water. Service provided via Semafone which enables compliance.

1 x MID (1.5) for both E-Commerce and MOTO transactions via an independent income team for Northumbrian Water Ltd. PCI compliant Service provided via SemaFone for telephone payments and payments are processed via an I-Frame provided by our current merchant services provider for online payments, and we would require any new service provider to provide this service to ensure we are PCI compliant.

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

A possible 24 month extension after the initial term

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

A possible 24 month extension after the initial term

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

As stated in the procurement documents

III.1.2) Economic and financial standing

List and brief description of selection criteria

As stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

Selection criteria as stated in the procurement documents.

III.1.6) Deposits and guarantees required

If the Dun and Bradstreet credit rating returns a rating of 'above average risk' or 'high risk', the contracting entity will request further financial information for review and a parent company guarantee may be required.

III.1.7) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Please see the terms and conditions in the procurement documents.

III.1.8) Legal form to be taken by the group of economic operators to whom the contract is to be awarded

These will be set out in the tender documents

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

3 May 2022

Local time

4:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

Applicants are asked to note that this procurement process will be conducted electronically

with all documents and communication being managed through the Northumbrian Water eSourcing Spend Management portal called 'Ariba'.

Expressions of interest for this tender must be sent to the e-mail address

expressions@nwl.co.uk before the deadline date of 03 May 2022 at 4pm. Once

expression of interest has been received that contains the details below, applicants will be given access to the Ariba portal within 48 hours from request. This portal will contain all the

tender documents associated with this procurement that are available at the time. An email

link will also be provided to the email address you provide to access the portal. The deadline

for return of the completed PQQ is 6 May 2022 at 12 noon. When sending expression of interest, applicants must provide the following information: 1) Full company name 2) Main contact details of the person who will be given access to the Ariba portal - Name, job title,

E

mail address and telephone number

VI.4) Procedures for review

VI.4.1) Review body

NWL Legal Department

Northumbrian Water LIMITED, Abbey Road, Pity Me

Durham

DH1 5FJ

Country

United Kingdom