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Tender

Cottsway - Tender for the Provision of Payment Services

Cottsway Housing Association Limited

F02: Contract notice

Notice identifier: 2024/S 000-011701

Procurement identifier (OCID): ocds-h6vhtk-0424c6

Published 10 April 2024, 10:58pm

Section I: Contracting authority

I.1) Name and addresses

Cottsway Housing Association Limited

Cottsway House, Avenue Two, Witney

Oxford

OX28 4YG

Email

cottswaytender@arkconsultancy.co.uk

Country

United Kingdom

NUTS code

UKJ14 - Oxfordshire

Internet address(es)

Main address

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

I.3) Communication

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

<https://app.panacea-software.com/chic/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://app.panacea-software.com/chic/>

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Cottsway - Tender for the Provision of Payment Services

Reference number

#REQ-135

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

Cottsway Housing Association provides around 5,500 homes for rent and shared ownership across West Oxfordshire, Gloucestershire and Wiltshire. It is seeking to procure a contract for a new payment provider service for all its income and payment services. These include a wide range of payment methods for its customers including direct debit, online payments through our online customer portal, in store payment services, telephone payments and. The new contract is due to start on 1 December 2024.

II.1.5) Estimated total value

Value excluding VAT: £600,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ14 - Oxfordshire

II.2.4) Description of the procurement

Cottsway Housing wish to appoint an experienced electronic payment services provider to process our payments for rent charges and other ad-hoc charges including court costs and rechargeable work. The successful supplier will collect virtually all of Cottsway's customers' payments.

The annual expenditure for the service is circa £100,000 - £120,000, with a duration of 3 years, up to a maximum of 5 years.

The Supplier will be required to configure and implement the system, to meet Cottsway's requirements, assisting with the user acceptance testing and end user training, in order to ensure that it is fully operational within the required timescales.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £360,000

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

Start date

1 December 2024

End date

30 November 2027

This contract is subject to renewal

Yes

Description of renewals

The contract may be renewed for a further 24 months.

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 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

No conditions applicable.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As set out in the Invitation to Tender.

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: [2023/S 000-036453](#)

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

Date

15 May 2024

Local time

2:00pm

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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

15 May 2024

Local time

2:30pm

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

For more information about this opportunity, please visit the CHIC eSourcing portal at:

<https://app.panacea-software.com/chic/>

VI.4) Procedures for review

VI.4.1) Review body

The High Court, Royal Courts of Justice

The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

The High Court, Royal Courts of Justice

The Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Cottsway Housing Association Limited will observe a ten-day standstill period calculated in accordance with the Public Contracts Regulations 2015. Under those Regulations aggrieved bidders may by way of proceedings in the High Court seek relief in respect of alleged breaches of the Public Contract Regulations 2015 which may include declaring any award ineffective, and/or seeking damages. After expiry of the ten-day standstill period Cottsway Housing Association will unless prevented by order of the Court conclude and enter the Agreement.

VI.4.4) Service from which information about the review procedure may be obtained

Communities & Housing Investment Consortium Limited

ARK Central, 84 Spencer Street

Birmingham

B18 6DS

Country

United Kingdom