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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](mailto: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

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## **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

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## **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.

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## **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

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## **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