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Contract

Card Not Present (CNP) Payment Gateway Services

Transport for London

F06: Contract award notice – utilities

Notice identifier: 2023/S 000-013738

Procurement identifier (OCID): ocds-h6vhtk-03c820

Published 15 May 2023, 11:42am

Section I: Contracting entity

I.1) Name and addresses

Transport for London

5 ENDEAVOUR SQUARE

LONDON

E201JN

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Country

United Kingdom

Region code

UKI41 - Hackney and Newham

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.tfl.gov.uk

I.6) Main activity

Urban railway, tramway, trolleybus or bus services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Card Not Present (CNP) Payment Gateway Services

Reference number

ICT14059B

II.1.2) Main CPV code

- 66000000 - Financial and insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

Transport for London

TfL was created in 2000 as the integrated body responsible for London's transport system. TfL is a functional body of the Greater London Authority. Its primary role is to implement the Mayor of London's Transport Strategy and manage transport services to, from and within London.

TfL manages London's buses, the Tube network, Docklands Light Railway, Overground and Trams. TfL also runs Santander Cycles, London River Services, Victoria Coach Station, the Emirates Air Line and London Transport Museum. As well as controlling a 580km network of main roads and the city's 6,000 traffic lights, TfL also regulates London's taxis and private hire vehicles and the Congestion Charge scheme.

Further background on what TfL does can be found on the TfL website here:

<https://tfl.gov.uk/corporate/about-tfl/what-we-do>

Short Description

Transport for London (TfL) is looking to procure an "off the shelf" application as SaaS (Software as a Service) from a Service Provider to allow TfL to continue to provide an uninterrupted payment gateway service to customers via TfL websites.

The service is primarily required for TfL's Oyster Online (OOL) platform and TfL Oyster and Contactless Mobile Application (TOCMA); however, it may be utilised by other websites of TfL and/or members or other members or areas of the TfL group in the future (including in relation to Oyster Online and TOCMA), as and when necessary, including, but not limited to, Road User Charging.

Oyster is used as one of the means to pay for travel around London. It is a smartcard which can hold pay as you go credit, Travelcards and Bus & Tram season tickets. Customers can purchase and manage their Oyster cards on Oyster Online 24 hours a day, 365 days per year, including the following options:

- Check their Oyster card balance
- Top up their pay as you go credit and add or renew Travelcards and other season tickets
- Set up Auto top-up (recurring payments based on pre-agreed arrangements)
- Protect their Oyster card in case of lost or stolen
- See their Oyster journey history
- Apply for a refund for incomplete journeys or service disruptions

TfL requires a payment gateway that can be integrated into the Oyster Online platform and TOCMA in a secure way to ensure the above services are provided to customers uninterrupted. The payment gateway should follow industry best practices for e.g. REST (Representational state transfer)/SOAP (Simple object access protocol) over HTTPs (Hypertext Transfer Protocol Secure) and must comply fully with PCI-DSS (Payment Card Industry Data Security Standard). The service must also offer PAN (Primary Account Number) tokenisation, including the option to bulk import (and retrieve) card numbers from (and to) a secure store.

To assure our transactions and its associated fraud risks, TfL will also require a fraud management tool to be provided through SaaS as part of the payment gateway service, which will help efficiently mitigate these risks. The tool should enable bespoke rules to be built and applied to transactions in real time.

TfL requires a Supplier to be able to provide monitoring tools and capabilities to ensure that the service can be measured by TfL and any disruptions to the service can be appropriately handled. In addition, the system should be able to facilitate chargeback processing, and output customised reports according to bespoke requirements.

The volume of CNP payment gateway transactions for year 2022 was 22,470,775, and the volumes are forecasted to increase by 2% year-on-year over the next few years.

The initial contract term is expected to be 36 months with the potential (at the discretion of TfL) for:-

- i) extension up to further 24 months; and/or
- ii) an additional period during which some or all of the services may continue to be provided to the extent required to facilitate an effective hand back of the services to TfL or a successor provider.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

The need to continue with a payment gateway under this procurement is driven by a number of different factors:

- Undertake online transactions on Oyster Online and other TfL websites securely;
- Provide the foundations for future savings should other TfL websites decide to utilise this contract for payment gateway services;
- To move more customers to a more cost-effective payment channel for paying for Oyster/ticketing services and
- It must facilitate future strategy to move more services online;

Implementation of the Services

Bidders should develop Transition Plans for all activities necessary from contract signature to the planned Service Commencement Date. Bidders should note that TfL's contract with its current service provider expires in 31 March 2024, however any extension(s) required to allow for the Transition of Services will be arranged.

Duration of the Agreement

The initial contract term is expected to be 3 years with the potential (at the discretion of TfL) for:

- (a) extension(s) for up to 2 years; and/or
- (b) an additional period during which some or all of the Services may continue to be provided to the extent required to facilitate an effective handback of the Services to TfL or a successor provider.

Additional Services

TfL may identify additional service requirements in addition to the Services. Such Additional Services may involve the Service Provider extending and/or upgrading its Services to support any changes to requirements.

These Additional Services may include, but are not limited to:

- amendments to the Contract System to support possible future compliance schemes

and legislative changes

- amendments to the System to support additional or reduced compliance activities;
- incorporation of additional functionality;
- other relevant compliance or enforcement schemes.

Where such additional services are identified, the Service Provider will be engaged through the Variation procedure as set out in Schedule 9 in the Agreement.

II.2.11) Information about options

Options: No

II.2.14) Additional information

The contracts resulting from this procurement may be awarded by and may be for the benefit of other contracting authorities.

Tender documents will be provided electronically via TfL's eTendering portal at []

Selection criteria are as stated in the descriptive documents

TfL is conducting this procurement pursuant to the Utilities Contracts Regulations 2016

Information about authorised persons and opening procedure:

Both the Standard Selection Questionnaire (SSQ) and Invitation to Tender (ITT) submissions will be checked initially for compliance and completeness. Clarification may be sought from Tenderers. TfL reserves the right to reject any submissions that are not, upon receipt, compliant with, and in the format specified in the ITT. It is recommended that the Tenderer undertakes its own checks for content and compliance before submitting the Tender.

TfL reserves the right without notice to change the procurement process detailed in both the SQ and ITT or to amend the information provided, including, but not limited to, changing the timetable, the scope and nature of the procurement and the procurement process. This will be subject to the normal rules of public law and transparency.

Moreover, TfL reserves the right to provide further information or to supplement and / or to amend the procurement process for the SQ and ITT. Tenderers enter this procurement process at their own risk. TfL shall not accept liability nor reimburse a tenderer for any costs or losses it incurs in relation to its participation in the procurement process,

regardless of whether or not TfL has made changes to the procurement process.

TfL also reserves the right, at any point and without notice, to discontinue the procurement process without awarding a contract, whether such discontinuance is related to the content of tenders or otherwise.

The contract or contracts (if any) resulting from this procurement process may be awarded by and may be for the benefit of the Contracting Authority and/or any of its subsidiaries.

The Contracting Authority strongly encourages those interested in tendering to undertake their activities in line with Responsible Procurement principles. Further information on TfL's Responsible Procurement policies can be found on the following website:
<https://tfl.gov.uk/corporate/publications-and-reports/procurement-information>.

The UK government has announced its commitment to greater data transparency. Accordingly, the Contracting Authority reserves the right to publishing its tender documents, contracts and data from invoices received. In doing so, the Contracting Authority may at its absolute discretion take account of the exemptions that would be available under the Freedom of Information Act 2000 and Environmental Information Regulations 2004.

Further information on TfL may be found at HYPERLINK
["https://www.tfl.gov.uk/"](https://www.tfl.gov.uk/)www.tfl.gov.uk

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-013514](#)

Section V. Award of contract

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

An updated notice to be issued in due course

VI.4) Procedures for review

VI.4.1) Review body

Transport for London

London

Country

United Kingdom