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Tender

Contract for PCI Secure Telephone Payments Solution

GATESHEAD COUNCIL

F02: Contract notice

Notice identifier: 2021/S 000-013998

Procurement identifier (OCID): ocds-h6vhtk-02be21

Published 21 June 2021, 10:45am

Section I: Contracting authority

I.1) Name and addresses

GATESHEAD COUNCIL

Regent Street

Gateshead

NE81HH

Contact

Hannah Millar

Email

hannahmillar@gateshead.gov.uk

Country

United Kingdom

NUTS code

UKC2 - Northumberland and Tyne and Wear

Internet address(es)

Main address

<https://www.gateshead.gov.uk/>

I.3) Communication

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

www.nepo.org

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.nepo.org

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

Contract for PCI Secure Telephone Payments Solution

Reference number

DN551449

II.1.2) Main CPV code

- 64210000 - Telephone and data transmission services

II.1.3) Type of contract

Services

II.1.4) Short description

Gateshead Council (the Council) is seeking a PCi secure telephone payments solution that will allow Council employees and customer service agents to take customer not present (MOTO) payments over the phone whilst descope remaining PCi requirements.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

II.2.4) Description of the procurement

Gateshead Council (the Council) provides paid for services to the citizens of Gateshead. As a result, the Council has set up several payment channels for its customers. Some of these channels allow payment to be made by credit or debit cards. Any such card payments must comply with Payment Card Industry (PCi) standards. The Council has a dedicated PCi network for the card taking process and has moved its card taking application into a Cloud environment thereby reducing the scope of PCi requirements.

However, payments taken over the phone remain an area of potential risk. The Council is therefore seeking a solution which will allow employees and Customer Service Agents to take customer not present (MOTO) payments over the phone whilst descope remaining PCI requirements.

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

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

This contract has options to extend for a further 2 x 12-month periods.

II.2.14) Additional information

The time limit for receipt of tenders has been fixed at 15 days in accordance with Regulation 27 (5) of the Public Contract Regulations 2015 due to a state of urgency duly substantiated by the Council rendering a longer time limit for receipt of tenders impracticable.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

Accelerated procedure

Justification:

The Council has substantiated a state of urgency rendering a longer time limit for receipt of tenders impracticable.

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

Date

6 July 2021

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

6 July 2021

Local time

12:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

The Borough Council of Gateshead

Gateshead

Country

United Kingdom