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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](mailto: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](http://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](http://www.nepo.org)

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **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 descoping 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.

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## **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

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## **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