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Award

Payment Portal

Loughborough University

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-016321

Procurement identifier (OCID): ocds-h6vhtk-0505d8 ([view related notices](#))

Published 22 April 2025, 4:05pm

Scope

Reference

LU00973

Description

A payment portal that consists of three main parts which are all heavily integrated with our corporate systems:

- a student payment portal
- an online store for selling miscellaneous goods and services
- a platform for integration with other online merchants

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=942816450>

Contract 1

Supplier

- [Flywire Payments Limited](#)

Contract value

- £297,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

7 June 2025

Contract dates (estimated)

- 7 June 2025 to 6 June 2030
- 5 years

Main procurement category

Services

CPV classifications

- 66115000 - International payment transfer services

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - technical reasons
- Additional or repeat goods, services or works - extension or partial replacement

There are a number of complexities and key features of the services that mean they are both a) specialised (meaning they are only available from one supplier when considering the key characteristics we require), and b) highly integrated into our existing systems (resulting in disproportionate technical difficulties in implementation of services from another supplier (if they exist) due to incompatibility with our systems).

The services consist of three main parts which are all heavily integrated with our corporate systems:

- a student payment portal
- an online store for selling miscellaneous goods and services
- a platform for integration with other online merchants

The main service is the student payment portal, for which we have a large number of requirements reflecting the complexity of the University's activities. These increase the specialism significantly in comparison to a simple payment acceptance portal (which would be available from a number of sources). The specific requirements that create such specialisation are:

- A seamless experience for payers via a single "make a payment" button on our website that all students can use regardless of payment method or where in the world the payment is coming from.
- Payers to receive payment options applicable to the location they are paying from, with those paying from locations outside the UK being able to access locally important payment methods, and the ability to pay in their own local currency in as many countries as practically, and legally, possible.
- Payments to be routed via different payment acquirer channels (i.e. University or supplier acquired) depending on the type of payment.
- Support for payers in their local language, covering time zone appropriate hours, and understanding local requirements.
- Students making deposit payments to be able to do so from within our student admissions system
- Integration with our admissions, student record and accounting systems
- Transactional information and breakdowns to support automated reconciliation and allocation of payments.
- Payer information to support the University's AML checks and processes
- A single interface that can be used to link with third party payment providers in a way that allows the University to link to these, whilst protecting the University's PCI DSS compliance by preventing its own infrastructure from coming into scope of PCI DSS.

The above requirements have been created to resolve the significant confusion around how to pay the University when more fragmented solutions were in place. These resulted in poor payer experience and transparency as well as high fees for those paying the

University. The importance of using an integrated service can be readily demonstrated by improvements in compliance with paying via the University's approved methods of payment.

We are not aware of any other supplier who can meet all of the above requirements and in the event that such a supplier did exist, the work to transfer between providers would be disproportionate technical difficulties.

Supplier

Flywire Payments Limited

- Public Procurement Organisation Number: PRCB-4568-DYLW

45 Folgate Street

London

E1 6BX

United Kingdom

Contact name: Andy Doyle

Email: andy.doyle@flywire.com

Region: UKI42 - Tower Hamlets

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Loughborough University

- Public Procurement Organisation Number: PRGT-9932-PLJN

Epinal Way

Loughborough

LE11 3TU

United Kingdom

Telephone: 01509 228186

Email: a.ellis@lboro.ac.uk

Region: UKF22 - Leicestershire CC and Rutland

Organisation type: Public authority - sub-central government