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Planning

Payment Service Provider & Merchant Acquirer

University of Bristol

F01: Prior information notice
Prior information only
Notice identifier: 2023/S 000-019799
Procurement identifier (OCID): ocds-h6vhtk-03e0b1
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Section I: Contracting authority

I.1) Name and addresses

University of Bristol

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Bristol

BS1 5DS

Contact

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Email

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Telephone

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Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.bristol.ac.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Payment Service Provider & Merchant Acquirer

Reference number

Fin-2306-010-PC_2681

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

Payment Service Provider & Merchant Acquirer are currently two separate contracts within the University and both are currently due to expire around June 2024 . Although historically this seems to have always been the case, UoB would like to understand from the market whether these two services can be delivered in whole by a single supplier going forward. Further to this, if there are a reason this can not be done, the UoB is looking to understand the markets position and rationale.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 66110000 - Banking services

- 66115000 - International payment transfer services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

To replace these services, the University is currently planning on competitively tender this requirement via the Open FTS procedure in order to gain unrestricted access to the supply chain. However, depending on the level of interest and feedback from this RFI, the route to market could be subject to change.

The UoB is looking for a single supplier to deliver the following requirements:

• To clearly separate student and commercial payment channels, with payments coming into separate bank accounts.

• Student-facing payment portals must integrate with our student management and accounting systems (SITS/SAM) – clearly showing students the precise amount payable from their financial statement and available payment options.

• Student-facing payment portals must also integrate with our accommodation system (StarRez), allowing payment of accommodation deposits and ad-hoc charges as well as the issue of payments to students where required.

• An option to process payments from third parties (parents) on students' behalf.

• Student payment channels must capture metadata around the transaction including student / course information (ideally configurable by us), and relationship of payer to student, to enable simple/automated matching of payments received to student accounts and to support anti-fraud and money laundering controls

• Ability to offer students and their parents a range of payment methods, including card payment and bank transfer (using an online portal to manage the quality of reference information), and potentially a recurring card payment option, for both domestic and international payers. UoB will continue to run our own Direct Debit collection process.

• It is desirable that all student payment options will be offered via a single portal, rather than having to link to multiple services from the UoB website.

• The University handles US Loans, and we are interested to know about any solutions suppliers have for managing this.

• The University receives commercial income from a range of sources including Amazon, Google Pay, Stripe, our payment services provider, our catering Epos system (currently out for tender), and card readers across the campus. Therefore the supplier will need to interface and align to existing infrastructure.

• The University requires PCI-DSS compliant, P2P encrypted card readers in a range of locations across campus, including full technical support.

• The University requires card processing/acquiring – whether supplied by the PSP or separately in partnership. This includes having acquiring in place for card payments received from our card readers and incoming Epos system – therefore acquirers able to work with a range of main market Epos suppliers may be preferred

• The University requires clear management information from all payment channels showing volumes and value of payments received, and cost of transactions through each route.

II.2.14) Additional information

Last year incumbent processed 803,713 transactions for UoB

II.3) Estimated date of publication of contract notice

14 July 2023

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

WHAT WE ARE LOOKING FOR

Acceptance Methods

The University currently accepts card payments in the following ways;

• Via Chip & Pin/contactless enabled terminals

• MOTO transactions are keyed directly into payment gateways by customer

• Online transactions are processed through the Flywire/WPM Education payment gateway & PSP, Student Portal immediate payments use Realex Payments as the PSP.

• Recurring Card Payments are processed through the Flywire/WPM online payment platform & PSP.

• Sports – payments are taken on three sites using Legend software with Ingenico Move5000 terminals

• Catering – MCR software uses Ingenico terminals running Ocius Sentinel software. There are 38 terminals across 19 locations, with 8 sim-activated Ingenico terminals for Pop-up events

Dynamic Currency Conversion

The successful Supplier must support online DCC in conjunction with WPM Education and Realex Payments. Must include the proposed DCC rebate on alternative spreads and list of currencies that DCC can be applied to.

Terminals

The University currently has a total of circa 56 Ingenico Move5000 terminals, which are all portable, P2P or Sim enabled (those not Sim enabled are installed with static/IP wired cradles) EPOS integration may be developed in future at both catering and SEH facilities. The number and type of terminal may change through the tender process. The University requires terminals supplied to be P2P enabled and PCI DSS compliant terminal solutions. 24/7 resilience is required.

PCI-DSS

The University is PCI-DSS compliant and currently progressing a programme of work in preparation for Version 4. The successful Supplier will be PCI-DSS compliant, will be required to advise and support the University in maintaining compliance, and will work with the University to maintain the security of systems and web interfaces where card data is processed or transferred.

Settlement

The University requires gross settlement on a transaction plus two-day basis (T+2). Settlement. The University should have the ability to split settlement at different levels (Chain, MID) and into different bank accounts.

Refunds, Reversals and Chargebacks, Fraud prevention, reporting, relationship management, SLAs, monitoring, training, continuity and future developments

The University is looking to understand the supply chain further to gain an understanding of the level of interest in the requirement as well as understanding what the supply chain can and can not currently offer. The University is also hoping to acquire intelligence on current market practices and leverage any lessons learned and continual improvements based on similar experiences the supply chain may have.

To aid with this, we are looking for interested suppliers to respond to this RFI and answer the following questions via email:

1 - Are you interested in tendering for this opportunity?

2- Do you have the capacity & capability to deliver the requirements listed in this notice?

2a - If you are unable to deliver the requirements in full, which requirements can you deliver?

2b - Which requirements can you not deliver and why?

2c- Are there any concerns in relation to any of the requirements listed?

2d- Are there any additional services you offer in this area which are not listed above?

3 - The current planned route to market for this requirement is via Open FTS procedure. Would your organization support this approach? If not what is your rationale and/or alternative?

4 -Anything else you would like to mention in terms of general feedback that may help UoB refine the approach to this requirement?