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Tender

## **Tate Galleries - Full-service payment provider**

Tate Gallery

F02: Contract notice

Notice identifier: 2021/S 000-022610

Procurement identifier (OCID): ocds-h6vhtk-02dfc1

Published 11 September 2021, 9:14am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Tate Gallery

20 John Islip Street, Millbank

London

SW1P 4RG

#### **Email**

[declan.mcalister@tate.org.uk](mailto:declan.mcalister@tate.org.uk)

#### **Telephone**

+44 2078878811

#### **Country**

United Kingdom

**NUTS code**

UKI - London

**Internet address(es)**

Main address

[www.tate.org.uk](http://www.tate.org.uk)

**I.3) Communication**

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Financial-transaction-processing-and-clearing-house-services./88UPU55K5R>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

Body governed by public law

**I.5) Main activity**

Recreation, culture and religion

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Tate Galleries - Full-service payment provider

#### **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**

Tate is embarking on an ambitious and wide-reaching transformation of its customer-facing and revenue-generating systems. One of the key projects within this programme of change is to consolidate the existing disparate payment processors serving our various business functions and replace them with a single full-service payment service provider. This project will enhance our customer experience across all touchpoints, unlock various strategic initiatives, enable joined-up reporting across the business, and offer a more attractive commercial proposition to Tate through lower fees afforded by economies of scale.

Tate are seeking a long-term partner who will be able to provide a first-class product backed up by outstanding service and account management, and who will not just enable our roadmap and aspirations but also challenge us to go beyond our boundaries and continuously build and innovate so that we maintain our sector-leading proposition.

#### **II.1.5) Estimated total value**

Value excluding VAT: £45,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

## **II.2.4) Description of the procurement**

Tate is embarking on an ambitious and wide-reaching transformation of its customer-facing and revenue-generating systems. One of the key projects within this programme of change is to consolidate the existing disparate payment processors serving our various business functions and replace them with a single full-service payment service provider. This project will enhance our customer experience across all touchpoints, unlock various strategic initiatives, enable joined-up reporting across the business, and offer a more attractive commercial proposition to Tate through lower fees afforded by economies of scale.

Tate is inviting PSPs to tender for this business. We are seeking a long-term partner who will be able to provide a first-class product backed up by outstanding service and account management, and who will not just enable our roadmap and aspirations but also challenge us to go beyond our boundaries and continuously build and innovate so that we maintain our sector-leading proposition.

Please note the value of this contract is the total value of payments that will be processed (on average) by the PSP.

## **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

## **II.2.6) Estimated value**

Value excluding VAT: £45,000,000

## **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

This contract is subject to renewal

Yes

Description of renewals

As the contract is intended to be a long-term partnership, the contract will have a minimum term of 3 years with extensions agreed between the parties from time to time.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

The full list of selection criteria is as stated within the tender pack, but tenderers should note that there are technical restrictions present relating to integrations between this service and other service providers.

### **III.2) Conditions related to the contract**

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

Accelerated procedure

Justification:

Time is of the essence for this procurement as there are dependent contracts that require this payment provider to be in place by a specific date, otherwise there is a risk to income.

#### **IV.1.5) Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

#### **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

4 October 2021

Local time

12:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

11 October 2021

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Financial-transaction-processing-and-clearing-house-services./88UPU55K5R>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/88UPU55K5R>

GO Reference: GO-2021910-PRO-18887118

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Tate Gallery

20 John Islip Street

London

SW1P 4RG

Telephone

+44 2078212960

Country

United Kingdom



#### **VI.4.2) Body responsible for mediation procedures**

Tate Gallery

20 John Islip Street

London

SW1P 4RG

Telephone

+44 2078212960

Country

United Kingdom

#### **VI.4.4) Service from which information about the review procedure may be obtained**

Tate Gallery

20 John Islip Street

London

SW1P 4RG

Telephone

+44 2078212960

Country

United Kingdom