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Tender

## **Wythenshawe Community Housing Group - Electronic Payment Solution Tender**

Wythenshawe Community Housing Group (WCHG)

F02: Contract notice

Notice identifier: 2023/S 000-025406

Procurement identifier (OCID): ocds-h6vhtk-03f7df

Published 30 August 2023, 9:48am

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

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

Wythenshawe Community Housing Group (WCHG)

8 Poundswick Ln, Wythenshawe

Manchester

M22 9TA

#### **Contact**

Mr James Hunter

#### **Email**

[james.hunter@wchg.org.uk](mailto:james.hunter@wchg.org.uk)

#### **Telephone**

+44 3001110000

#### **Country**

United Kingdom

**Region code**

UKD - North West (England)

**Internet address(es)**

Main address

<https://www.wchg.org.uk/>

Buyer's address

<https://www.wchg.org.uk/>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

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

[www.the-chest.org.uk](http://www.the-chest.org.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.the-chest.org.uk](http://www.the-chest.org.uk)

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

Other type

Housing Association

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

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

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

Wythenshawe Community Housing Group - Electronic Payment Solution Tender

Reference number

DN687288

#### **II.1.2) Main CPV code**

- 66000000 - Financial and insurance services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Please see Service Specification for More Details.

Wythenshawe Community Housing Group are looking to enter into a contract with Supplier(s) for Electronic Payment Solutions. The Contract will be for an initial 2 years with the option to extend annually until October 2027. The Contract will be split into 2 lots:

Lot 1 - IVR, Web and virtual terminal

Lot 2 - Direct Debits & Payment Cards

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

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

#### **II.2.1) Title**

Electronic Payment Solution Lot 1 - IVR, Web and virtual terminal

Lot No

1

**II.2.2) Additional CPV code(s)**

- 32500000 - Telecommunications equipment and supplies
  - AA16 - Cobalt
- 60520000 - Experimental payload services

**II.2.3) Place of performance**

NUTS codes

- UKD - North West (England)

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

The Requirements for Lot 1 - IVR, WEB and virtual terminal

We currently have all payment options contracted to a single payment solution provider. Through them we offer a wide range of payment options to our customers including: payment cards, telephone/IVR payments, direct debit and web payments.

Any potential supplier must ensure they are able to provide the following services:

- Consolidate payments from the listed parties through multiple payment networks
- Transfer consolidated payments in a timely manner along with reconciled management information (electronically)
- Provide a virtual payment terminal for the purposes of taking telephone payments using both debit and credit cards
- Any virtual payment terminal must be able to be used with WCHG's choice of PCI DSS compliance software
- The supplier will comply with any authentication requirements and PCI DSS
- The Supplier has, and shall maintain at its own cost, all consents, permits, authorisations, permissions, approvals and licences that are required and which are necessary for the payment terminal to be compliant with all Laws and the requirements of all Regulators and Card Schemes
- Provide an IVR payment line for customers to be able to make payments 24hours per

day using both debit and credit cards

- Fully hosted direct debit solution offering a full range of dates and frequencies for the collection of payments.
- Online payments – including embedding online payments into app's
- Where an organisation does not have its own IIN number – provide a generic number that can be used.
- Have a clear development road map for the introduction of new, innovative and customer focused payment options

### **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

24

This contract is subject to renewal

Yes

Description of renewals

Annually for a further 24 months

### **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

## **II.2) Description**

### **II.2.1) Title**

Lot 2 - Direct Debits & Payment Cards

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 66000000 - Financial and insurance services

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

NUTS codes

- UKD - North West (England)

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

Current operation

We currently have all payment options contracted to a single payment solution provider. Through them we offer a wide range of payment options to our customers including: payment cards, telephone/IVR payments, direct debit and web payments.

General Requirements - the successful supplier must be able to provide the following services:

- Produce and deliver electronic payment cards, incorporating a magnetic strip, barcode or QR code for the purpose of tenants making payments
- Produce paper letters/bills with a barcode or QR code for the purpose of taking payments
- Provide a fully hosted, flexible Direct Debit solution.
- Transfer consolidated payments in a timely manner along with reconciled management information (electronically)
- Have a clear development road map for the introduction of new, innovative and customer focused payment options

### **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

24

This contract is subject to renewal

Yes

Description of renewals

Annually for a further 24 months

**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

## **Section IV. Procedure**

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

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

Open procedure

#### **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

29 September 2023

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

29 September 2023

Local time

5:00pm

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## **Section VI. Complementary information**

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

This is a recurrent procurement: Yes

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

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

Wythenshawe Community Housing Group

Wythenshawe

Country

United Kingdom