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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): ocids-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

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

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

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

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)

- 660000000 - 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

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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

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