

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/026673-2022>

Tender

Merchant Card Transaction Services

Borough Council of King's Lynn & West Norfolk

F02: Contract notice

Notice identifier: 2022/S 000-026673

Procurement identifier (OCID): ocds-h6vhtk-036ae8

Published 23 September 2022, 11:35am

Section I: Contracting authority

I.1) Name and addresses

Borough Council of King's Lynn & West Norfolk

Kings Court, Chapel Street

King's Lynn

PE30 1EX

Email

procurementtenders@west-norfolk.gov.uk

Telephone

+44 1553616200

Country

United Kingdom

Region code

UKH16 - North and West Norfolk

National registration number

E07000146

Internet address(es)

Main address

<https://www.west-norfolk.gov.uk>

Buyer's address

https://www.west-norfolk.gov.uk/info/20150/doing_business_with_us

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-King%27s-Lynn:-Financial-transaction-processing-and-clearing-house-services./9Y7MEW2442>

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

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Merchant Card Transaction Services

Reference number

BCKLWN242

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

The Borough Council of King's Lynn & West Norfolk is inviting tenders for Merchant Card transaction services. The tender is divided into two lots for transaction processing, and a separate lot for card terminal provision and support.

II.1.5) Estimated total value

Value excluding VAT: £515,000

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

Transaction Processing Services

Lot No

II.2.2) Additional CPV code(s)

- 66172000 - Financial transaction processing and clearing-house services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

North and West Norfolk

II.2.4) Description of the procurement

The Council seeks a provider of secure payment card acceptance and processing services to enable the processing of Visa and Mastercard card payments through face to face transactions, online payments and over the phone to collect payments.

II.2.5) Award criteria

Quality criterion - Name: Reporting and access to information / Weighting: 30

Quality criterion - Name: Support / Account Management / Weighting: 10

Quality criterion - Name: Proposed Implementation Programme / Weighting: 5

Quality criterion - Name: Supplier's Terms & Conditions / Weighting: 5

Cost criterion - Name: Price / Weighting: 50

II.2.6) Estimated value

Value excluding VAT: £500,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The contract is likely to be re-tendered a few months prior to expiry.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The contract for transaction processing will be for a three year initial period, with provision for an extension of up to 2 further years

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

Supply of Card Payment Terminals & Support Services

Lot No

2

II.2.2) Additional CPV code(s)

- 66172000 - Financial transaction processing and clearing-house services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

North and West Norfolk

II.2.4) Description of the procurement

The Council intends to acquire its own terminals with a support contract to facilitate the collection of face to face and customer not present transaction payments for its leisure services and other offices as may be required.

II.2.5) Award criteria

Quality criterion - Name: Supply, and secure installation of devices / Weighting: 20

Quality criterion - Name: Account relationship management / Weighting: 10

Quality criterion - Name: Ongoing support services / Weighting: 10

Quality criterion - Name: Supplier's Terms & Conditions / Weighting: 5

Cost criterion - Name: Purchase cost for each unit / Weighting: 35

Cost criterion - Name: Annual maintenance cost per unit / Weighting: 15

Cost criterion - Name: Annual cost of SIM Card and data processing / Weighting: 5

II.2.6) Estimated value

Value excluding VAT: £15,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The support and maintenance contract may be re-tendered a few months prior to expiry.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The support and maintenance contract may be extended, the length of which will be determined by the lifespan of the terminals.

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 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

Selection criteria as stated in the procurement documents

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

31 October 2022

Local time

12:00pm

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: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

31 October 2022

Local time

2:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: A few months prior to expiry of the contract(s).

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-King%27s-Lynn:-Financial-transaction-processing-and-clearing-house-services./9Y7MEW2442>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/9Y7MEW2442>

GO Reference: GO-2022923-PRO-21012232

VI.4) Procedures for review

VI.4.1) Review body

Borough Council of King's Lynn & West Norfolk

Kings Court, Chapel Street

Kings Lynn

PE30 1EX

Email

procurementtenders@West-Norfolk.gov.uk

Telephone

+44 1553616200

Country

United Kingdom

Internet address

<https://www.west-norfolk.gov.uk>