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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](mailto: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](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

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## **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

1

### **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

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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**

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

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## **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](mailto:procurementtenders@West-Norfolk.gov.uk)

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