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Contract

Merchant Acquiring Services 2022

Cornwall Council

F03: Contract award notice

Notice identifier: 2022/S 000-028077

Procurement identifier (OCID): ocds-h6vhtk-03736d

Published 6 October 2022, 12:30pm

Section I: Contracting authority

I.1) Name and addresses

Cornwall Council

County Hall, Treyew Road

Truro

TR1 3AY

Contact

Miss Tamsyn Willcocks

Email

tamsyn.willcocks@cornwall.gov.uk

Telephone

+44 1872322562

Country

United Kingdom

Region code

UKK - South West (England)

Internet address(es)

Main address

<http://www.cornwall.gov.uk>

Buyer's address

<http://www.cornwall.gov.uk>

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 Acquiring Services 2022

Reference number

DN597259

II.1.2) Main CPV code

- 66110000 - Banking services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council needs to procure the services of a merchant acquirer. A merchant acquirer is a financial institution that processes credit and debit card transactions for a company. The scope of their involvement includes the processing of the payment, authentication of the customer, card authorisation, receiving the money from the card-issuing bank and assisting the Council with refunds and chargebacks. Without having a merchant acquirer, the Council will be unable to accept card payments.

The bulk of the transactions that will be taken against this contract will be for the Tamar Bridge Toll Fees and our Pay on Foot machines in our Car Parks (new to the contract).

The Parking Service currently operates 9 pay on foot car parks (soon to increase to 11), which enable customers to pay for their parking using a mixture of cash and card payments. They are currently using a separate merchant and would like to use the corporate contract. The ability for our customers to pay by card at car parks will reduce the amount of cash collected and drive down costs of collection, it will also reduce the associated risks of any loss of revenue due to non-collections, or full car park machines. It is anticipated that the number of card payments that will be taken in a year at these car parks will be approximately 1million.

A further requirement of this contract is to allow Cornwall Council to lease mobile chip and pin devices which are used by services where direct integration to our cash receipting system is not an option. Examples include Tremorvah Industries where fees are paid for goods, Maritime services for overnight harbour moorings, and café's in Council buildings

such as Kresen Kernow.

Expanding the use of card payments enhances the customer experience and since the COVID pandemic it is the preferred payment method of most businesses and our customers will expect to pay in this fashion. An added benefit is that it will further reduce the need for the Council to accept cash/cheque payments which have expensive overheads in collection, processing and reconciliation

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £300,000 / Highest offer: £300,000 taken into consideration

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKK - South West (England)

II.2.4) Description of the procurement

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II.2.5) Award criteria

Quality criterion - Name: Price only / Weighting: 100

Price - Weighting: 100

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2019/S 198-481245](#)

Section V. Award of contract

Contract No

DN597259

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 October 2022

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Worldpay (UK) Limited

London

Country

United Kingdom

NUTS code

- UKK - South West (England)

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £300,000 / Highest offer: £300,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Cornwall Council

Truro

Country

United Kingdom