

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/034693-2023>

Tender

## **Student Payment Service Provider**

University of Bristol

F02: Contract notice

Notice identifier: 2023/S 000-034693

Procurement identifier (OCID): ocds-h6vhtk-03e0b1

Published 23 November 2023, 2:08pm

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

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

University of Bristol

4th Floor, Augustine's Courtyard, Orchard Lane

Bristol

BS1 5DS

#### **Email**

[lee.bryant@bristol.ac.uk](mailto:lee.bryant@bristol.ac.uk)

#### **Telephone**

+44 01179289000

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.bristol.ac.uk](http://www.bristol.ac.uk)

**I.3) Communication**

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

<https://tenders.bris.ac.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://tenders.bris.ac.uk/>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Body governed by public law

**I.5) Main activity**

Education

---

## **Section II: Object**

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

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

Student Payment Service Provider

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

- 66115000 - International payment transfer services

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

Services

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

The University of Bristol is seeking a single supplier to deliver business objectives relevant to the procurement include providing a secure, compliant, and efficient (with respect to time and cost) payment service which meets the diverse needs of a wide range of payers and forms a positive part of the overall student experience.

The main drivers have been identified as processing efficiency, streamlining the student payment experience, and improved utilisation of staff resources.

Full details are in the tender documents at the tendering portal.

Interested tenderers should visit the tendering portal <https://tenders.bris.ac.uk> to access, download, review and submit tender documents. If you are not already registered on the site, please ensure you complete the registration process. All queries about registration and accessing the advertised opportunity must be directed to the portal provider - Jaggaer.

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

This contract is divided into lots: No

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

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

- 66110000 - Banking services
- 66172000 - Financial transaction processing and clearing-house services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

Bristol

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

The priority of the University is to ensure the timely and accurate posting of income, and prompt resolution of payment queries. To deliver a positive payment experience to students we aim to provide:

- a secure and efficient (with respect to time and cost) payment service,
- prompt, courteous, and well-informed resolution of queries around payment,
- a range of payment channels to suit different needs, and
- maximum visibility for the student of their payment from initiation to allocation.

Full details are in the tender documents at the tendering portal.

Interested tenderers should visit the tendering portal <https://tenders.bris.ac.uk> to access, download, review and submit tender documents. If you are not already registered on the site, please ensure you complete the registration process. All queries about registration and accessing the advertised opportunity must be directed to the portal provider - Jaggaer.

### **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

36

This contract is subject to renewal

Yes

Description of renewals

Contract is five (5) years split into initial three (3) years, with two (2) plus one (1) year options to extend (3 + 1 + 1)

#### **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.2.14) Additional information**

Refer to e-procurement portal: <https://tenders.bris.ac.uk> for full details.

---

### **Section III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Refer to e-procurement portal: <https://tenders.bris.ac.uk>

##### **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.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-019799](#)

### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

10 January 2024

Local time

2:00pm

### **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

17 January 2024

Local time

2:00pm

---

## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

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

University of Bristol

Bristol

Country

United Kingdom