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Tender

## **Merchant Acquirer**

University of Bristol

F02: Contract notice

Notice identifier: 2023/S 000-034696

Procurement identifier (OCID): ocds-h6vhtk-041c54

Published 23 November 2023, 2:10pm

### **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**

Access to the procurement documents is restricted. Further information can be obtained 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

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## **Section II: Object**

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

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

Merchant Acquirer

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

- 66110000 - Banking 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 including students, research and commercial partners, and the public.

The main drivers have been identified as processing efficiency, effective utilisation of resources, and provision of appropriate and streamlined payment options for commercial online and in-person payments.

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)**

- 31224500 - Terminals
- 66115000 - International payment transfer 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 any payment queries or issues. To deliver a positive payment experience to customers and support the operational activities of the University we aim to provide:

- a secure and efficient (with respect to time and cost) payment service,
- prompt, courteous, and well-informed resolution of any queries around payment,
- card payment channels appropriate to business needs (i.e. mixture of high volume/value and high value/low volume, online and in-person, payment acceptance in different currencies, and mobile/'pop-up' events, and
- seamless integration with other key infrastructure, including University finance system and the Catering epos system

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

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### **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 an initial three (3) years, with the option to extend for a further two (2) years in one (1) year increments (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

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### **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> for full details.

##### **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

17 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

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.3) Additional information**

The University is currently procuring a new EPOS system to support expansion and enhancement of its Catering facilities, and plans to procure this element via the 'TUCO EPOS Hardware and Software Systems' framework. The University expects collaboration with the eventual awarded TUCO supplier, which should not come at additional cost to the University.

For avoidance of doubt, the 'Merchant Acquirer' tender is separate to the above mentioned EPOS tender, however there will be a need for the awarded supplier via this procurement exercise to work alongside the EPOS awarded supplier.

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

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

University of Bristol

Bristol

Country

United Kingdom