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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

Telephone

+44 01179289000

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

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.

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 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

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

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