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**United Kingdom-London: Banking and investment services
2016/S 009-012352**

Contract notice – utilities

Services

Directive 2004/17/EC

Section I: Contracting entity

I.1) Name, addresses and contact point(s)

Transport for London (Commercial Services)

Windsor House 42- 50 Victoria St.

SW1H 0TL London

UNITED KINGDOM

Internet address(es):

General address of the contracting entity: www.tfl.gov.uk

Address of the buyer profile: www.tfl.gov.uk

Electronic access to information: <https://eprocurement.tfl.gov.uk/>

Electronic submission of tenders and requests to participate: <https://eprocurement.tfl.gov.uk/>

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from: The above mentioned contact point(s)

Tenders or requests to participate must be sent to: The above mentioned contact point(s)

I.2) Main activity

Urban railway, tramway, trolleybus or bus services

Other: transport

I.3) Contract award on behalf of other contracting entities

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract by the contracting entity:

TfL 91639 Merchant Acquiring Services.

II.1.2) Type of contract and location of works, place of delivery or of performance

Services

Service category No 6: Financial services a) Insurances services b) Banking and investment services

NUTS code UK

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves a public contract

II.1.4) Information on framework agreement

II.1.5) Short description of the contract or purchase(s):

TfL are looking for a merchant acquirer, which is a financial institution that acts as an intermediary between merchants (TfL (Transport for London)/TTL (Transport Trading Limited)) and their customers to facilitate the acceptance of card payments. This includes but is not limited to face to face, by telephone or via the internet

transactions and will also include contactless (both retail and transit model transactions). The tenderer must be regulated to perform merchant acquiring business (and/or any other services the subject of the proposed contract) in the UK in accordance with the relevant legislation and/or regulation, directive, laws, bye-laws and regulatory requirements necessary to perform such business and services in the UK. The services provided under the contract may be expanded in the future to allow for the services to be provided in taxis and private hire, and/or to allow for the services to be provided to or for other transport authorities in the United Kingdom or internationally, subject to the Greater London Authority Act 1999 (as Amended 2007). The contract term is expected to be 7 years with the potential (at the discretion of (TTL/TFL)) for: i) extension (s) of 3 years; and/or ii) an additional period (at this stage not expected to exceed 12 months) during which some or all of the services may continue to be provided to the extent required to facilitate an effective hand-back of the services to (TTL/TFL) or a successor provider. Currently TfL processes over 160 000 000 transactions per annum with a total transaction value of over 2 250 000 000 GBP.

II.1.6) **Common procurement vocabulary (CPV)**

66100000, 66110000

II.1.7) **Information about Government Procurement Agreement (GPA)**

II.1.8) **Information about lots**

This contract is divided into lots: no

II.1.9) **Information about variants**

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

The tenderer must be capable of providing the following services:

- 1) Process large volumes of transactions carried out with payment cards issued by the main payment card issuers through customer present, card activated terminals, card not present (telesales and internet domains);
- 2) Provide a system which can be integrated with TfL's existing infrastructure and is able to process retail model transactions in accordance with the payment transaction processing rules;
- 3) Confirm willingness to work with TfL to provide (and build if necessary) a system which can be integrated with TfL's existing infrastructure and interfaces (based on ISO protocol) with TfL's existing system to process contactless transit transactions in accordance with the variable fare transit transaction model (details will be provided at tender stage);
- 4) Provide payment terminals to part of the Transport for London estate;
- 5) Provide support links for speedy authorisation of transactions and collection of transaction data;
- 6) Provide a high-quality of service in the area of operational efficiency and technical input;
- 7) Provide T + 1 settlement of funds through a well developed system of electronic banking and reporting services.

The services provided under the contract may be expanded in the future to allow for the services to be provided in taxis and private hire, and/or to allow for the services to be provided to or for other transport authorities in the United Kingdom or internationally, subject to the Greater London Authority Act 1999 (as Amended 2007).

The contract term is expected to be 7 years with the potential (at the discretion of (TTL/TFL)) for: i) extension (s) of 3 years; and/or ii) an additional period (at this stage not expected to exceed 12 months) during which some or all of the services may continue to be provided to the extent required to facilitate an effective hand-back of the services to (TTL/TFL) or a successor provider. Currently TfL processes over 160 000 000 transactions per annum with a total transaction value of over 2 250 000 000 GBP.

Estimated value excluding VAT

Range: between 200 000 000 and 400 000 000 GBP

II.2.2) **Information about options**

Options: no

II.2.3) **Information about renewals**

This contract is subject to renewal: no

II.3) **Duration of the contract or time limit for completion**

Section III: Legal, economic, financial and technical information

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

If required this will be in the tender documentation.

III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**

If required this will be in the tender documentation.

III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**

If required this will be in the tender documentation.

III.1.4) **Other particular conditions:**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: To be detailed in tender documentation.

III.2) **Conditions for participation**

III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

III.2.2) **Economic and financial ability**

III.2.3) **Technical capacity**

III.2.4) **Information about reserved contracts**

III.3) **Conditions specific to services contracts**

III.3.1) **Information about a particular profession**

III.3.2) **Staff responsible for the execution of the service**

Section IV: Procedure

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Negotiated

IV.2) **Award criteria**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications or in the invitation to tender or to negotiate

IV.2.2) **Information about electronic auction**

An electronic auction will be used: no

IV.3) **Administrative information**

IV.3.1) **File reference number attributed by the contracting entity:**

TfL 91639

IV.3.2) **Previous publication(s) concerning the same contract**

IV.3.3) **Conditions for obtaining specifications and additional documents**

IV.3.4) **Time limit for receipt of tenders or requests to participate**

17.2.2016 - 12:00

IV.3.5) **Language(s) in which tenders or requests to participate may be drawn up**

English.

IV.3.6) **Minimum time frame during which the tenderer must maintain the tender**

IV.3.7) **Conditions for opening of tenders**

Section VI: Complementary information

VI.1) **Information about recurrence**

VI.2) **Information about European Union funds**

The contract is related to a project and/or programme financed by European Union funds: no

VI.3) **Additional information:**

This opportunity is on the European Dynamics Portal which can be found at:

1) <https://eprocurement.tfl.gov.uk/epps>

2) Your organisation may need to register if your company has not yet done so <https://eprocurement.tfl.gov.uk/epps/>

3) The opportunity is called TfL91639.

Any further questions must be dealt with via the help desk (or by e mail through the portal): tfl-eproc-helpdesk@eurodyn.com

Telephone: +44 8000740503.

a) Transport for London (TfL) is a complex organisation operating both as an executive agency of the Greater London Authority (GLA) under the direction of the Mayor of London and as provider of transport services.

b) Further information on TfL may be found at www.tfl.gov.uk and <https://www.tfl.gov.uk/corporate/publications-and-reports/procurement-information>

c) Contract (s) may be awarded to the successful contractor by any part of TfL and/or any of its subsidiaries.

d) The awarding authority reserves the right withdraw from the procurement process and/or not to award any contract as a result of the competition called tot by this notice and the awarding authority shall not be liable for any costs or expenses incurred by any candidates in considering and/or responding to the procurement process.

e) All discussions and meetings will be conducted in English. Tenders and supporting documents must be priced in GBP and all payments under the contract will be made in Sterling.

g) TfL may interview any or all companies who express an interest in tendering for this work.

It should be noted that where standard re-accreditation and system integration is required, TfL's internal cost is estimated to be 200 000 GBP and this will be taken account of in the tender evaluation. Additional testing, primarily related to the Transit Transaction Model, is estimated to result in a further 600 000 GBP of internal cost. This will not be taken account of in the tender evaluation as it is a non-standard item which could reduce competition. Bidders are encouraged to make suggestions as to how both costs could be reduced.

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

VI.4.2) **Lodging of appeals**

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

VI.5) **Date of dispatch of this notice:**

13.1.2016