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**United Kingdom-Guildford: Banking services
2017/S 119-240262**

Contract notice

Services

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

University of Surrey
Senate House
Guildford
GU2 7XH
United Kingdom
Contact person: Procurement Department
Telephone: +44 01483686473
E-mail: p.finch@surrey.ac.uk
NUTS code: UKJ2

Internet address(es):

Main address: www.surrey.ac.uk
Address of the buyer profile: <https://in-tendhost.co.uk/universityofsurrey/asp/Home>

I.2) Joint procurement

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://in-tendhost.co.uk/universityofsurrey/asp/Home>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned 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:

Provision of Merchant Services.
Reference number: 427/TW/PF

II.1.2) Main CPV code

66110000

II.1.3) Type of contract

Services

II.1.4) Short description:

Tender for the provision of Merchant Services for processing, authorisation and settlement of the University's debit and credit transactions via all payment channels including: customer present (Chip and PIN/contactless payments), customer not present (Mail Order / Telephone Order) and online (e-commerce).

The University is seeking to develop efficient and cost-effective merchant service arrangements which will be capable of meeting future market and technological changes, and which will meet, and often exceed, user expectations. It is looking for a relationship with an organisation which it can be confident will fulfil all the University's current and future requirements.

II.1.5) **Estimated total value**

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.1) **Title:**

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

66110000

66172000

II.2.3) **Place of performance**

NUTS code: UKJ2

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

The University's current contract for merchant services is due to expire and tenders are being invited for a new contract to commence around September/October 2017.

This tender is for the provision of Merchant Services for processing, authorisation and settlement of the University's debit and credit transactions via all payment channels including: customer present (Chip and PIN/contactless payments), customer not present (Mail Order / Telephone Order) and online (e-commerce). The University is seeking to develop efficient and cost-effective merchant service arrangements which will be capable of meeting future market and technological changes, and which will meet, and often exceed, user expectations. It is looking for a relationship with an organisation which it can be confident will fulfil all the University's current and future requirements.

It is important that any potential acquiring partner can add value through an effective dedicated corporate support team backed up by a proactive education sector specialist Relationship Manager.

II.2.5) **Award criteria**

Criteria below

Quality criterion - Name: Core service requirements (20 %), Implementation process (15 %), Capability of platforms (10 %), Relationship management (15 %) / Weighting: 60

Cost criterion - Name: Price/Cost of contract / Weighting: 40

II.2.6) **Estimated value**

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 60

This contract is subject to renewal: yes

Description of renewals:

Contract is to be awarded for a period of 5 years, with further 1 year extensions, up to a maximum of 7 years, subject to performance and adherence to an agreed service level.

II.2.10) **Information about variants**

Variants will be accepted: yes

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

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**

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**

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

III.1.5) **Information about reserved contracts**

III.2) **Conditions related to the contract**

III.2.1) **Information about a particular profession**

III.2.2) **Contract performance conditions:**

III.2.3) **Information about staff responsible for the performance of the contract**

Section IV: Procedure

IV.1) **Description**

IV.1.1) **Type of procedure**

Open procedure

IV.1.3) **Information about a framework agreement or a dynamic purchasing system**

IV.1.4) **Information about reduction of the number of solutions or tenders during negotiation or dialogue**

IV.1.6) **Information about electronic auction**

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**

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

Date: 24/07/2017

Local time: 12:00

IV.2.3) **Estimated date of dispatch of invitations to tender or to participate to selected candidates**

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**

Tender must be valid until: 22/09/2017

IV.2.7) **Conditions for opening of tenders**

Date: 24/07/2017

Local time: 12:30

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

5 to 7 years.

VI.2) Information about electronic workflows

VI.3) Additional information:

VI.4) Procedures for review

VI.4.1) Review body

University of Surrey

Guildford

GU2 7XH

United Kingdom

E-mail: procurement@surrey.ac.uk

VI.4.2) Body responsible for mediation procedures

VI.4.3) Review procedure

VI.4.4) Service from which information about the review procedure may be obtained

VI.5) Date of dispatch of this notice:

22/06/2017