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Tender

Oracle Managed Support Services

The Royal Borough of Kensington and Chelsea

F02: Contract notice

Notice identifier: 2025/S 000-002771

Procurement identifier (OCID): ocds-h6vhtk-04d69a

Published 27 January 2025, 7:05pm

Section I: Contracting authority

I.1) Name and addresses

The Royal Borough of Kensington and Chelsea

Town Hall, 8 Hornton Street

London

W8 7NX

Contact

Malcolm de Vela

Email

procurement@rbkc.gov.uk

Telephone

+44 73613000

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.rbkc.gov.uk

Buyer's address

www.rbkc.gov.uk/business-and-enterprise/business-opportunities-and-procurement/procurement-borough

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-IT-services:-consulting%2C-software-development%2C-Internet-and-support./DB5D258284>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-title/DB5D258284>

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

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Oracle Managed Support Services

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Royal Borough of Kensington and Chelsea (RBKC) is inviting tenderers from sufficiently experienced and qualified contractors for the provision of Oracle Managed Support services.

The Council requires Level 3, technical and functional managed support service of Oracle Cloud. To ensure effective delivery of the Council's enabling services (HR, Finance, Procurement) within Oracle Cloud from May 2025.

The contract is anticipated to commence on the 1 May 2025 for an initial term of 24 months, with the option to extend up to a further 12 months to 30 April 2028 at the RBKC's discretion.

II.1.5) Estimated total value

Value excluding VAT: £917,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72250000 - System and support services
- 72253000 - Helpdesk and support services

- 72253200 - Systems support services
- 72261000 - Software support services
- 72253100 - Helpdesk services
- 72212451 - Enterprise resource planning software development services

II.2.3) Place of performance

NUTS codes

- UKI - London
- UK - United Kingdom

Main site or place of performance

LONDON,UNITED KINGDOM

II.2.4) Description of the procurement

A Service Contract will be awarded to a single contractor. The delivery of the contract is anticipated to begin on 1 May 2025 with an initial term of 24 months, with the option to extend for up to a further 12 months to 30 April 2028 at the RBKC's discretion.

The Council requires Level 3, technical and functional managed support service of Oracle Cloud. To ensure effective delivery of the Council's enabling services (HR, Finance, Procurement) within Oracle Cloud from May 2025.

The provider will be required to use their Oracle Cloud, SAAS, EPM, OCI, OIC and BI expertise and experience within a Local Authority setting to provision adequate functional and technical support for the Councils Level 3 support and development needs, pertaining to raised incidents and or service requests.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £917,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

The contract will be established for an initial duration of 24 months, with the option to extend for up to a further 12 months at the RBKC's discretion.

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.1.2) 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

3 March 2025

Local time

12:00pm

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

3 March 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-IT-services:-consulting%2C-software-development%2C-Internet-and-support./DB5D258284>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/DB5D258284>

GO Reference: GO-2025127-PRO-29233378

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

70 Whitehall

London

SW1A 2AS

Country

United Kingdom

Internet address

www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit