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Planning

## **IT2392 - Oracle ERP Support**

Wiltshire Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-003157

Procurement identifier (OCID): ocds-h6vhtk-0605ce

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### **Scope**

### **Reference**

IT2392

### **Description**

A single, integrated managed service for Oracle Fusion ERP covering Finance, SCM, HCM, Payroll, and EPM. The service will include: functional support; technical/integration support; quarterly release and Redwood UX impact assessment; risk based regression testing; change and release management aligned to CAB/RAB; incident/problem management; minor enhancements/configuration; reporting/EPM support; environment and nonprod management; security/roles; and knowledge transfer to build internal capability over time.

### **Total value (estimated)**

- £688,000 excluding VAT

- £825,600 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 December 2026 to 30 November 2030
- Possible extension to 30 November 2032
- 6 years

### **Main procurement category**

Services

### **CPV classifications**

- 72600000 - Computer support and consultancy services

### **Contract locations**

- UKK15 - Wiltshire CC

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## **Engagement**

### **Engagement deadline**

21 January 2026

## Engagement process description

### Engagement Process Description:

This Preliminary Market Engagement (PME) Notice is being published to inform the supply chain including both existing Oracle partners and new or prospective providers, that Wiltshire Council will host an online engagement session in preparation for an upcoming tender for a managed support service for our Oracle Fusion ERP estate. We invite providers with demonstrable experience of supporting Oracle Fusion ERP modules across Finance, HCM, SCM, Payroll, EPM, ORC and PaaS (including integrations) to participate. Attendance is limited to two persons per provider. Full joining details will be issued following receipt of a provider's expression of interest.

The market engagement event will take place on Thursday 22nd January 2026 from 11am - 12pm. This is an online event, being held on Microsoft Teams. Please register your interest by emailing [Joanna.denham@wiltshire.gov.uk](mailto:Joanna.denham@wiltshire.gov.uk) with the subject line "IT2392 - Oracle ERP Support", ensuring your email is sent before the stated registration deadlines.

Please note: This is a market engagement exercise only and the aim of the event is to help us build a better understanding of the current market for Oracle ERP support services, and to discuss the scope of support and transition considerations. This event is for information-gathering purposes only. There's no evaluation or scoring taking place and attending the session won't give any advantage or disadvantage in any future procurement.

### Wiltshire Council: Oracle ERP Support:

Wiltshire Council's Oracle Fusion ERP underpins core corporate services across Finance, HCM, SCM, Payroll, EPM, ORC and PaaS. Post-implementation, support has been split across teams, an incumbent supplier and ad-hoc consultancy. Through this procurement we intend to move to a single accountable managed service with clear SLAs/KPIs, robust governance (ITIL aligned), and a structured approach to quarterly updates and Redwood UX adoption. Our strategic objectives are to: protect critical operations (payroll and statutory cycles), drive continuous improvement, uplift internal capability through knowledge transfer, and maintain strong compliance (UK GDPR, ISO 27001-aligned practices).

### Purpose of the Event:

To test and refine our draft scope and assumptions; gather market feedback on the proposed operating model; explore approaches to mobilisation, service continuity and transition; discuss approaches to quarterly update management and regression testing; consider security and segregation-of-duties requirements; and capture evidence-based ideas for innovation that deliver measurable value.

### Why Providers Should Attend:

- Help shape the final specification, SLAs and evaluation approach before the ITT is issued.
- Share transition and mobilisation best practice that protects live operations, including payroll cut-offs.
- Showcase relevant Oracle Fusion credentials and public sector case studies.
- Gain early sight of our indicative timeline and commercial assumptions, enabling resource planning.
- Ask clarification questions and understand where your propositions can add value (e.g., cost avoidance, capability uplift, automation).

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## Participation

### Particular suitability

Small and medium-sized enterprises (SME)

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## Submission

### Publication date of tender notice (estimated)

27 March 2026

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## Contracting authority

### Wiltshire Council

- Public Procurement Organisation Number: PDZR-9968-RYYY

County Hall

Trowbridge

BA14 8JN

United Kingdom

Contact name: Joanna Denham

Email: [joanna.denham@wiltshire.gov.uk](mailto:joanna.denham@wiltshire.gov.uk)

Website: <http://www.wiltshire.gov.uk/>

Region: UKK15 - Wiltshire CC

Organisation type: Public authority - sub-central government