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Award

## **SAP Vendor Premium Engagement with SLA for Service and Support**

Wales And West Utilities

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-005048

Procurement identifier (OCID): ocids-h6vhtk-04def9

Published 14 February 2025, 8:54am

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

Wales And West Utilities

Wales & West House, Spooner Close, Coedkernew

NEWPORT

NP108FZ

#### **Contact**

Wayne Phillips

#### **Email**

[Wayne.Phillips@wwutilities.co.uk](mailto:Wayne.Phillips@wwutilities.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UKL21 - Monmouthshire and Newport

**Companies House**

05046791

**Internet address(es)**

Main address

<https://www.wwutilities.co.uk/>

**I.6) Main activity**

Production, transport and distribution of gas and heat

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

SAP Vendor Premium Engagement with SLA for Service and Support

**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**

Over the next two years WWU will be carrying out significant upgrades and migrations of its SAP Estate. During this period response times to incidents are key to achieving the schedule.

Currently WWU has SAP Product Support for Large Enterprises (PSLE).

WWU wishes to temporarily improve incident response time by including an SLA to the PSLE with SAP for the two years of the programme.

**II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKK - South West (England)
- UKL - Wales

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

SLA uplift for 2 years including:

- An SLA integrated into the existing WWU PSLE Support leveraging SAP's proprietary tools and internal processes.
- SLA uplift services directly tailored to WWU system-specific needs.
- A single point of ownership for performance-related commitments.
- Technical experience: SAP intimate understanding of the technology involved and the world wide exposure and knowledge base available will provide a unique capability to provide resolutions to issue encountered elsewhere across the global user base.
- An independent perspective from the main system integrator for investigating practices and following up on resolution delivery

### **II.2.11) Information about options**

Options: Yes

Description of options

SAP offer additional annual SLA services.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

WWU believe the services can only be supplied only by SAP (UK) Ltd.

Hence WWU is relying on The Utilities Contracts Regulations 2016, Regulation 50 (1)(c)(ii).

WWU believes that no service exists that can meet the following requirements:

- Vendor-Exclusive Integration: SLA uplift services are directly integrated into SAP's PSLE framework, leveraging SAP's proprietary tools and internal processes.

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

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## **Section V. Award of contract/concession**

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

12 February 2025

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Wales & West Utilities

Newport

Country

United Kingdom