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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): ocds-h6vhtk-04def9

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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

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

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.

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Wales & West Utilities

Newport

Country

United Kingdom