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Contract

## **Ingres Database Subscription/PRO/2025**

THE OPEN UNIVERSITY

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-005522

Procurement identifier (OCID): ocds-h6vhtk-05e445 ([view related notices](#))

Published 21 January 2026, 5:28pm

### **Scope**

### **Reference**

OUPA10770

### **Description**

The contract is for the purchase of the subscription to the Ingres database.

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## **Contract 1. Ingres Database Subscription**

## Supplier

- [Actian Europe Limited](#)

## Contract value

- £5,638,551 excluding VAT
- £6,766,261 including VAT

Above the relevant threshold

## Date signed

29 November 2025

## Contract dates

- 30 November 2025 to 29 November 2030
- 5 years

## Main procurement category

Goods

## CPV classifications

- 48611000 - Database software package

## Key performance indicators

Name	Description	Reporting frequency
KPI 1 – Compliance with Actian Severity / Response Time Targets	<p>Scope: All Incidents relating to Ingres that are logged by The Open University with Actian Support, where the Supplier is providing support. Metric: For each such Incident during the Reporting Period: 1. The severity level, applicable support level and corresponding target initial response time are determined in accordance with the Actian Support Policies. 2. An Incident is counted as “On Target” if Actian provides the initial response within the applicable target initial response time defined in the Actian Support Policies. Target: At least 95% of Incidents in each Reporting Period are “On Target”. Service hours for KPI 1 are as defined in the Actian Support Policies for the applicable product and support level.</p>	12 months
KPI 2 – Monitoring of Defect Resolution	<p>Scope: Incidents logged under KPI 1 where Actian identifies an Ingres software defect or security vulnerability. Metric: The Open University will track the date on which Actian confirms the defect or vulnerability. Target: 100% of incidents are logged by the Supplier.</p>	12 months

Name	Description	Reporting frequency
KPI 3 – Commercial and governance transparency	<p>Scope: The Supplier's commercial communications in respect of Ingres and the governance of the relationship with The Open University.</p> <p>Metric: a) Advance notice: Percentage of Material Changes (e.g. major lifecycle milestones for Ingres versions in use by The Open University) communicated in writing 12 months before their effective date. b) Governance: Number of quarterly service and account review meetings held between the parties in the Reporting Period, compared to the number scheduled in the agreed governance plan.</p> <p>Target: Advance notice: 100% of Material Changes notified at least 12 months in advance. Governance: at least 3 of 4 planned quarterly review meetings held per Reporting Period, with documented minutes and agreed actions.</p>	12 months

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

## **Procedure type**

Direct award

## **Direct award justification**

- Single supplier - technical reasons
- Additional or repeat goods, services or works - extension or partial replacement
- Additional or repeat goods, services or works - further goods, services or works following a competitive procedure

Action is the sole provider of subscription to the Ingres database which is heavily embedded in supporting the Open University's key custom-built internal systems.

This contract award will ensure continuity of service with the existing provider whilst other database options are considered and allow for the potential time for migration to a new solution.

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## **Supplier**

### **Action Europe Limited**

- Public Procurement Organisation Number: PMBH-9742-VRTY

Cannon Place, 78 Cannon Street

London

EC4N 6AF

United Kingdom

Email: [paul.corio@hcl-software.com](mailto:paul.corio@hcl-software.com)

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Ingres Database Subscription

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## **Contracting authority**

### **THE OPEN UNIVERSITY**

- Charity Commission (England and Wales): RC000391

Walton Hall

Milton Keynes

MK7 6AA

United Kingdom

Email: [finance-tenders@open.ac.uk](mailto:finance-tenders@open.ac.uk)

Region: UKJ12 - Milton Keynes

Organisation type: Public authority - sub-central government

