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Planning

## **SAP Technical Support**

Peel Ports Investments Limited

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2023/S 000-006737

Procurement identifier (OCID): ocds-h6vhtk-03b088

Published 8 March 2023, 12:24pm

### **Section I: Contracting entity**

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

Peel Ports Investments Limited

Maritime Centre

Liverpool

L21 1LA

#### **Contact**

Melissa Rimmer

#### **Email**

[Melissa.Rimmer@peelports.com](mailto:Melissa.Rimmer@peelports.com)

#### **Telephone**

+44 01519496078

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**National registration number**

5433920

**Internet address(es)**

Main address

<https://www.peelports.com>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/91299>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.6) Main activity**

Port-related activities

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## **Section II: Object**

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

#### **II.1.1) Title**

SAP Technical Support

Reference number

PPIL/C0132/SAP Technical Support

#### **II.1.2) Main CPV code**

- 72261000 - Software support services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Peel Ports owns and operates six of the UK's most important ports (Port of Liverpool, Heysham Port, Manchester Ship Canal, Medway (Chatham, Sheerness), Clydeport (Greenock, Hunterston, Ardrossan) and Great Yarmouth). It also operates a container terminal in Dublin. In support of its operations, Peel Ports uses a range of SAP environments to manage its enterprise, all of which require support.

As such, Peel Ports are currently undertaking research into the capabilities of the market to provide SAP Managed Services and Application Support.

Peel Ports would like to engage with companies who are able to provide support for all SAP modules.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

## **II.2.2) Additional CPV code(s)**

- 72220000 - Systems and technical consultancy services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

Port of Liverpool

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

The service requirements consist of;

- Managed services to maintain technical environment to ensure availability within BAU
- Application support, ticketing and maintenance services
- Infrastructure management services for Microsoft Azure hosting services
- VAR delivered support
- SAP Ariba (SNAP, Supplier Portal)
- SuccessFactors (EC, Recruitment, ECP, Performance & Goals, Time & Attendance, LMS, Onboarding, Succession)
- Concur (Travel & Expenses)
- CX (CRM & Case Management – Segmentation to Lead / Lead to Quote / Quote to Contract)
- SCP (Customer Payment Portal)
- BW4/HANA (Data Warehouse)
- S/4 Hana
- Core Finance (GL Accounting, AR, AP, Asset Accounting, Cash Management, Financial Closing Cockpit, ACR, ICMR)

- Project and Portfolio Management (PPM), Cost & Project Accounting (PS)

Billing (SD)

- Real Estate (REFX)
- GRC (EAM, ARA)
- Enterprise Asset Management (EAM) – Work Management / Reactive Maintenance / Planned Maintenance
- Environmental Health & Safety (EHS)
- Purchasing (OpenText VIM)
- Inventory Management (IM) / Stock Replenishment (MM) / EWM
- Business Plan & Consolidation (BPC)
- Document Management
- Management of SAP Licensing (Ariba, SaaS, SAP Cloud, Concur)

### **II.3) Estimated date of publication of contract notice**

10 April 2023

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## **Section IV. Procedure**

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

#### **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 VI. Complementary information

### VI.3) Additional information

If you have experience in this area, please provide as a minimum the following information and submit to the Peel Ports Sourcing Team mailbox: [sourcing@peelports.com](mailto:sourcing@peelports.com)

- Company Name
- Contact details, including location telephone and e-mail address, main point of contact and position in Company
- A short description (1-2 paragraphs) of your Company's capabilities in this area

The deadline response date is 10:00 on 22nd March 2023 and the procurement event, which will include the full suite of tender documents, will be published April 2023.