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Contract

PTP CAM Implementation services - Advanced Customer Services (ACS)

Department for Work and Pensions

F03: Contract award notice

Notice identifier: 2024/S 000-008832

Procurement identifier (OCID): ocids-h6vhtk-044a57

Published 19 March 2024, 1:36pm

Section I: Contracting authority

I.1) Name and addresses

Department for Work and Pensions

Peel Park, 2nd Floor, Brunel Way

Blackpool

FY4 5ES

Email

hardware.commercials@dwp.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-for-work-pensions>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Social protection

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

PTP CAM Implementation services - Advanced Customer Services (ACS)

II.1.2) Main CPV code

- 72500000 - Computer-related services

II.1.3) Type of contract

Services

II.1.4) Short description

A Direct Award Contract to Oracle for the provision of Advanced Customer Services (ACS) Engineering Professional Services to support the DWP PTP CAM Phase 1 and Phase 2 Implementation activity

This Direct Award is made under the DWP Oracle Master Agreement (OMA) held with Oracle.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,700,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

A Direct Award Contract to Oracle for the provision of Advanced Customer Services (ACS) Engineering Professional Services to support the DWP PTP CAM Phase 1 and Phase 2 Implementation activity

This Direct Award is made under the DWP Oracle Master Agreement (OMA) held with Oracle.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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 services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

In summary, DWP has procured Advanced Customer Services Engineering Professional Services (ACS&EP Services) from Oracle to ascertain whether the department's existing PTP CAM suite which is underpinned by Oracle heritage products and platforms can be successfully upgraded to meet DWP's business functional requirements. As explained below, DWP relied on Regulation 32(2)(b)(ii) to award the ACS&EP Services contract directly to Oracle.

A. The works, supplies or services can be supplied only by a particular economic operator as competition is absent for technical reasons: The underpinning platform supporting the PTP CAM suite is based on legacy Oracle infrastructure and bespoke products/Oracle configuration. Therefore, for these Implementation activities, Oracle is the only supplier that can build, configure and upgrade the product stack, migrate to an upgraded platform and provide confidence that the PTP CAM suite in the upgraded platform is supportable and tested to ensure it successfully meets required business functional requirements.

B. No reasonable alternative or substitute exists: The ACS&EP Services relate to Oracle products/licences which have already been procured, as such there are no reasonable alternative or substitute services available from any alternative software provider/third party.

C. The absence of competition is not the result of an artificial narrowing down of the parameters of the procurement: The parameters of the procurement have not been artificially narrowed given the underlying technology infrastructure is already on DWP's estate and the required ACS&EP Services relate to work on that technology infrastructure.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

1

Title

PTP CAM Suite - Implementation - Advanced Customer Services (ACS)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

5 February 2024

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Oracle Corporation UK Limited

Oracle Parkway, Thames Valley Park, Reading, Berkshire

Reading

RG6 1RA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,700,000

Section VI. Complementary information

VI.3) Additional information

Suppliers Instructions:

How to Express Interest in this Tender:

1. Register on the eSourcing portal (this is only required once):

<https://dwp.bravosolution.co.uk> & click the link to register - Accept the terms & conditions & click 'continue' - Enter your correct business & user details - Note your chosen username & click 'Save'. You will receive an email with your password (keep this secure)

2. Express an Interest in the tender - Login to the portal with the username/password - Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) - Click on the relevant exercise to access the content. - Click the 'Express Interest' button at the top of the page. - This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page. (A secure area reserved for your projects only) -You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box

3. Responding to the tender - Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) - You can now use the 'Messages' function to communicate with the buyer and seek any clarification - Note the deadline for completion. Follow the onscreen instructions to complete the PQQ/ ITT - There may be a mixture of online & offline actions to complete (detailed online help available). To submit your reply use the 'Submit Response' button (top of the page).

For further assistance please consult the online help, or the eTendering help desk.

DWP expressly reserves the rights(i)to use a reverse auction; (ii)to cancel this procurement at any stage; (iii)to not award any contract as a result of the procurement process commenced by publication of this notice; (iv)and in no circumstances will DWP be liable for any costs incurred by potential suppliers.

VI.4) Procedures for review

VI.4.1) Review body

Department for Work and Pensions

Blackpool

Country

United Kingdom