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Tender

## **Provision of SAP Support Services**

Warrington Borough Council

F02: Contract notice

Notice identifier: 2022/S 000-012499

Procurement identifier (OCID): ocds-h6vhtk-033771

Published 13 May 2022, 2:26pm

### **Section I: Contracting authority**

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

Warrington Borough Council

1 Time Square

Warrington

WA1 1UH

#### **Contact**

Ms Hannah Dearnley

#### **Email**

[hdearnley@warrington.gov.uk](mailto:hdearnley@warrington.gov.uk)

#### **Telephone**

+44 1925443500

## **Country**

United Kingdom

## **NUTS code**

UKD61 - Warrington

## **Internet address(es)**

Main address

<http://www.warrington.gov.uk/>

Buyer's address

<http://www.warrington.gov.uk/>

## **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=cba43b71-abd2-ec11-8114-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=cba43b71-abd2-ec11-8114-005056b64545>

## **I.4) Type of the contracting authority**

Regional or local authority

## **I.5) Main activity**

General public services

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## **Section II: Object**

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

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

Provision of SAP Support Services

Reference number

DN611189

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

- 72261000 - Software support services

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

Services

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

Warrington Borough Council requires support services for its SAP software and estate from a SAP PartnerEdge Partner who can demonstrate a proven capability of support for the software.

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

This contract is divided into lots: No

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

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

NUTS codes

- UKD61 - Warrington

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

Warrington Borough Council requires support services for its SAP software and estate from a SAP PartnerEdge Partner who can demonstrate a proven capability of support for the software.

The Contract will have an initial term of 25 months with the option to extend for 2 x 12 month periods at the discretion of the Council. The initial term includes a 1 month on-boarding/ transition process. The Service shall be fully operational from 01 October 2022.

The Council's internal SAP Support Team provide first level technical and SAP support. Incidents and change requests that cannot be resolved internally shall be escalated to the SAP support services provider's service desk for investigation and resolution.

To ensure that everything is logged and audited, only correspondence, questions and clarifications raised in The Chest will be addressed by the Council. The Council will not respond to any e-mails, letters or telephone calls regarding this opportunity.

### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

25

This contract is subject to renewal

No

### **II.2.10) Information about variants**

Variants will be accepted: No

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

Options: No

### **II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

### **II.2.13) Information about European Union Funds**

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

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## **Section IV. Procedure**

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

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

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

13 June 2022

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.7) Conditions for opening of tenders**

Date

13 June 2022

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

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

Warrington Borough Council

Warrington

WA1 1UH

Country

United Kingdom