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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

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

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

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

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