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Tender

## **Oracle Support E-Business Suite (EBS) Database Administration (DBA) Support and EBS Technical and Functional Support**

Home Group

F02: Contract notice

Notice identifier: 2025/S 000-013396

Procurement identifier (OCID): ocds-h6vhtk-04fe17

Published 7 April 2025, 1:42pm

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

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

Home Group

1 Strawberry Lane

Newcastle Upon Tyne

NE1 4BX

#### **Contact**

Mr Dave Hartis

#### **Email**

[David.Hartis@homegroup.org.uk](mailto:David.Hartis@homegroup.org.uk)

#### **Telephone**

+44 1915948628

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.homegroup.org.uk/Pages/default.aspx>

Buyer's address

<http://www.homegroup.org.uk/Pages/default.aspx>

**I.3) Communication**

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

<https://www.housingprocurement.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.housingprocurement.com/>

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

Other type

Housing Association

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

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

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

Oracle Support E-Business Suite (EBS) Database Administration (DBA) Support and EBS Technical and Functional Support

Reference number

DN770604

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

- 72000000 - IT services: consulting, software development, Internet and support

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

Services

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

Home Group is seeking Oracle Support in two distinct areas, E-Business Suite (EBS) Database Administration Support (DBA) and EBS Technical and Functional Support.

In line with the tender brief and associated documentation, our goal is to establish a robust Oracle support contract tailored to meet our needs in two distinct mission critical areas, EBS DBA Support and EBS Technical and Functional Support. We aim to secure a contract that ensures comprehensive, reliable and efficient support services enabling Home Group to maintain and enhance our EBS infrastructure and operations effectively.

Services will be divided into two separate lots, with no interdependencies or restrictions on the suppliers who may submit proposals for either lot:-

Lot 1 - EBS DBA Support

The initial contract term is three years, with the option to extend for up to two additional one-year periods for lot 1 – 3+1+1. This results in a total potential contract duration of five years for this particular lot. Extensions will be at the discretion of Home Group and will require agreement with the successful supplier.

## Lot 2 - EBS Technical and Functional Support

The initial contract term is two years, with the option to extend for up to three additional one-year periods for lot 2 – 2+1+1+1. This results in a total potential contract duration of five years for this particular lot.

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

## **II.2) Description**

### **II.2.1) Title**

EBS DBA Support

Lot No

1

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

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

EBS DBA Support

Home Group is inviting tender responses for the Oracle Database Administration and OCI estate Management elements of the Linux based Oracle e-Business Suite (EBS) system and all its related servers. Home Group's Oracle e-Business Suite Estate is hosted in OCI and in addition to the core System Database and Applications Servers it also contains VMs for the Enterprise Command Centre, Learning Content Server, APEX (Oracle Application Express), IPA (Identity Policy and Audit), TFTP (for hosting Taleo Recruitment integration files) and an external facing Oracle Supplier Portal.

The requirement is to provide a service that will cover all day to day (business as usual) support requirements for the aforementioned systems from a database, operating system and OCI Platform point of view. This will include the routine administration of the systems to maintain their security, stability and performance, whilst also serving the requirements of the business to provide typical ad-hoc and planned Oracle Database Administration (DBA), Linux Operating System (O/S) and Oracle Cloud Infrastructure (OCI) Administration services.

The production systems are mission critical and as such Home Group will require that the service makes allowance for this, ensuring that the systems are proactively covered for P1 (System Unavailable) situations with issues resolved as they occur within the agreed Service Levels of Support or preferably, that they are prevented by active monitoring with pro-active remedial actions.

Further details are specified within the Specification document.

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

Quality criterion - Name: Qualitative / Weighting: 60

Price - Weighting: 40

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

2x12 Months Extensions Available

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

Variants will be accepted: No

### **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

## **II.2) Description**

### **II.2.1) Title**

EBS Technical and Functional Support

Lot No

2

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UK - United Kingdom

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

EBS Technical and Functional Support

Home Group require a support service to help us deal with the resolution of issues and queries arising from the use of the Oracle e-Business Suite Application. This lot deals with issues that require technical and functional Oracle e-Business Suite expertise.

The Database Administration (DBA) and Linux Administration support is dealt with in a separate lot. However, collaboration between the services in this lot and the Database Administration Services will be required even if the lots are won by different companies.

Home Group have been on Oracle e-Business Suite since 2016 and the system is well embedded and kept up-to-date. Home Group have a stable and knowledgeable internal ERP Applications team that support day-to-day operations from a functional and technical point of view. The majority of issues and changes are dealt with in-house.

Further details are specified within the Specification document.

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

Quality criterion - Name: Qualitative / Weighting: 60

Price - Weighting: 40

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

3x12 Months Extensions Available

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

Variants will be accepted: No

### **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

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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

30 May 2025

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

30 May 2025

Local time

12:30pm



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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**

Home Group Ltd

Newcastle Upon Tyne

Country

United Kingdom