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Award

Knowledge Management System - Oracle

THE OPEN UNIVERSITY

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Notice identifier: 2025/S 000-015918

Procurement identifier (OCID): ocds-h6vhtk-0504de ([view related notices](#))

Published 17 April 2025, 1:45pm

Scope

Reference

OUPA10541

Description

Renewal of software licenses for the Oracle RightNow Knowledge Management System which is an existing and embedded software package.

Contract 1. Knowledge Management System - Oracle

Supplier

- [ORACLE CORPORATION UK LIMITED](#)

Contract value

- £445,000 excluding VAT
- £535,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

16 May 2025

Contract dates (estimated)

- 21 May 2025 to 20 May 2027
- Possible extension to 20 May 2029
- 4 years

Description of possible extension:

Option to extend for up to an additional two (2) years to 20 May 2029. Estimated extension value of c. £250,000 ex VAT / £300,000 inc VAT.

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UK - United Kingdom

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - intellectual property or exclusive rights

Oracle are the owners of the software package, this is for the purchase of licenses to enable continued access to the embedded software.

Supplier

ORACLE CORPORATION UK LIMITED

- Companies House: 01782505
- Public Procurement Organisation Number: PMDX-4517-DZXP

Thames Valley Park

Reading

RG6 1RA

United Kingdom

Email: costel.eftimie@oracle.com

Website: <http://www.oracle.com/uk>

Region: UKJ11 - Berkshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Knowledge Management System - Oracle

Contracting authority

THE OPEN UNIVERSITY

- Charity Commission (England and Wales): RC000391
- Public Procurement Organisation Number: PYNW-6296-ZJQQ

Walton Hall

Milton Keynes

MK7 6AA

United Kingdom

Email: finance-tenders@open.ac.uk

Region: UKJ12 - Milton Keynes

Organisation type: Public authority - sub-central government