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Not applicable

SunSystems Financial Accounting Software Re-platform, Upgrade and Support

The Riverside Group Ltd

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-017914

Procurement identifier (OCID): ocds-h6vhtk-03c942

Published 23 June 2023, 11:41am

Section I: Contracting authority/entity

I.1) Name and addresses

The Riverside Group Ltd

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Liverpool

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Contact

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Country

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NUTS code

UK - United Kingdom

Internet address(es)

Main address

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Section II: Object

II.1) Scope of the procurement

II.1.1) Title

SunSystems Financial Accounting Software Re-platform, Upgrade and Support

Reference number

2023/S 000-013966

II.1.2) Main CPV code

- 72260000 - Software-related services

II.1.3) Type of contract

Services

II.1.4) Short description

The Riverside Group (TRG) aim to award a standalone contract for the provision of services relating to the re-platforming, upgrade, hosting and ongoing support of the platform (second line) and perpetually owned SunSystems financial accounting software (third line) and hosting and third line support of other associated software that shall reside on the platform. Please see further details included in the procurement documentation.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2023/S 000-013966](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.1.2) Text to be corrected in the original notice

Section number

IV.2.2

Instead of

Date

15 June 2023

Local time

12:00pm

Read

Date

4 August 2023

Local time

12:00pm

Section number

IV.2.7

Instead of

Date

15 June 2023

Local time

12:00pm

Read

Date

4 August 2023

Local time

12:00pm

VII.2) Other additional information

Following receipt of valuable feedback from potential tenderers TRG have made a number of minor changes to the procurement pack with the aim of receiving a good volume of quality bids. We believe the changes made shall benefit all potential tenderers. The changes are summarised as follows:

- Removal of all service credits from the contract and our requirements including Document B and Document B - Appendix 1
- Amended the Service Level Failure definition to relate to any persistent Service Level failures
- Made clear in Document B - Appendix 1 that Service Level requirements are to be considered indicative. We have added our intended approach to monitoring and potentially amending Service Levels under the Variation Procedure. Service Levels will be subject to agreement with the Supplier
- Amended incident and associated priority requirements in Document B – Appendix 4
- A simplified consultancy requirement, now focused purely on implementation and a revised pricing schedule to reflect the consultancy requirement change. TRG have as a result removed quality question 6 from the scope of this procurement project and remapped the weighting of quality questions, adding 5% to the question focusing on the implementation plan.
- A revised indicative procurement process timetable in Document A and Document G.
- Addition of a demarcation of functional and technical Sun implementation activity between the successful Tenderer and TRG.

Tenderers should note in the lead up to publication of the procurement pack TRG served termination notice with the incumbent supplier. We are led to believe all potential tenderers therefore have an equal opportunity to liaise with Sun author Infor in order to be furnished with all serialisation information relevant to their tenders. All potential tenderers are at liberty to contact TRG on the basis Infor may require written permission from TRG in order to release serialisation information to any potential tenderers. Please make these request via the correspondence facility within In-Tend and we'll respond to you as quickly as possible. Our current intention is to revoke the currently served termination notice around the date of the revised tender submission deadline so that we can continue to enjoy support services during the implementation phase of a new contract. However, please note we have agreement from the incumbent to allow us to terminate mid-way through our contract year at a point that aligns with any new supplier's agreed implementation plan and commencement of business-as-usual services. In order to give all potential tenderers sufficient time to consider the changes we have made we have taken the decision to further extend the tender submission deadline to Friday 4th August 2023 12:00. Tenderers are asked to ensure the republished pack is used going forwards and to disregard the originally published pack in its entirety.