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Award

Knowledge Management System - Oracle

THE OPEN UNIVERSITY

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-018903

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

Published 2 May 2025, 4:54pm

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

Award decision date

2 May 2025

Standstill period

- End: 14 May 2025
- 8 working days

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

Procedure

Procedure type

Direct award

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

Supported employment provider: No

Public service mutual: 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