This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/019852-2023">https://www.find-tender.service.gov.uk/Notice/019852-2023</a>

Tender

# **Oracle Fusion Support**

City & County of Swansea

F02: Contract notice

Notice identifier: 2023/S 000-019852

Procurement identifier (OCID): ocds-h6vhtk-03e0da

Published 11 July 2023, 5:01pm

# **Section I: Contracting authority**

# I.1) Name and addresses

City & County of Swansea

Civic Centre

Swansea

**SA1 3SN** 

#### **Email**

procurement@swansea.gov.uk

### **Telephone**

+44 1792637242

## Country

**United Kingdom** 

#### **NUTS** code

UKL18 - Swansea

Internet address(es)

Main address

http://www.swansea.gov.uk/dobusiness

Buyer's address

https://www.sell2wales.gov.wales/search/Search\_AuthProfile.aspx?ID=AA0254

## I.3) Communication

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

https://etenderwales.bravosolution.co.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://etenderwales.bravosolution.co.uk

# 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

Oracle Fusion Support

Reference number

CCS/22/303

### II.1.2) Main CPV code

• 72261000 - Software support services

### II.1.3) Type of contract

Services

#### II.1.4) Short description

Swansea Council (CCS) has recently implemented Oracle Fusion after using EBS for 17 years. As well as having an in-house Oracle support team, Swansea has a support partner providing technical and functional support for Level 2 and Level 3 for Oracle Fusion including patch management and testing, enhancement changes and fault fixes. This support is delivered primarily remotely.

The internal Oracle Support team will be responsible for Level 1 support to the user communities. Providing a single point of contact for the reporting of all queries or issues. The in-house team will categorise issues and where necessary request additional support from the support partner for Level 2 & 3 support.

#### II.1.6) Information about lots

This contract is divided into lots: No

## II.2) Description

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

- 72261000 Software support services
- 72253000 Helpdesk and support services
- 72250000 System and support services

• 72212781 - System management software development services

#### II.2.3) Place of performance

**NUTS** codes

• UKL18 - Swansea

Main site or place of performance

Civic Centre, Swansea, Wales, UK

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

Swansea Council (CCS) has recently implemented Oracle Fusion after using EBS for 17 years. As well as having an in-house Oracle support team, Swansea has a support partner providing technical and functional support for Level 2 and Level 3 for Oracle Fusion including patch management and testing, enhancement changes and fault fixes.

The internal Oracle Support team will be responsible for Level 1 support to the user communities. Providing a single point of contact for the reporting of all queries or issues. The in-house team will categorise issues and where necessary request additional support from the new Support Partner for Level 2 & 3.

#### II.2.5) Award criteria

Quality criterion - Name: Quality / 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

Up to 48 month extension option

#### 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

# Section III. Legal, economic, financial and technical information

# III.1) Conditions for participation

## III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

## III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

## 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: Yes

# IV.2) Administrative information

## IV.2.2) Time limit for receipt of tenders or requests to participate

Date

11 August 2023

Local time

12:00pm

#### IV.2.4) Languages in which tenders or requests to participate may be submitted

English, Welsh

## IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

#### IV.2.7) Conditions for opening of tenders

Date

14 August 2023

Local time

12:00pm

# **Section VI. Complementary information**

# VI.1) Information about recurrence

This is a recurrent procurement: No

# VI.3) Additional information

NOTE: The authority is using eTenderwales to carry out this procurement process. To obtain further information record your interest on Sell2Wales at <a href="https://www.sell2wales.gov.wales/search/search\_switch.aspx?ID=132945">https://www.sell2wales.gov.wales/search/search\_switch.aspx?ID=132945</a>

(WA Ref:132945)

The buyer considers that this contract is suitable for consortia.

# VI.4) Procedures for review

### VI.4.1) Review body

**High Court** 

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

**United Kingdom**