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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

https://www.sell2wales.gov.wales/search/search_switch.aspx?ID=132945

(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