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Contract

Provision of SAP Support Services

Warrington Borough Council

F03: Contract award notice

Notice identifier: 2022/S 000-024616

Procurement identifier (OCID): ocds-h6vhtk-033771

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Section I: Contracting authority

I.1) Name and addresses

Warrington Borough Council

Warrington

WA1 1UH

Contact

Ms Hannah Dearnley

Email

hdearnley@warrington.gov.uk

Telephone

+44 1925443500

Country

United Kingdom

Region code

UKD61 - Warrington

Internet address(es)

Main address

<http://www.warrington.gov.uk/>

Buyer's address

<http://www.warrington.gov.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

Provision of SAP Support Services

Reference number

DN611189

II.1.2) Main CPV code

- 72261000 - Software support services

II.1.3) Type of contract

Services

II.1.4) Short description

Warrington Borough Council requires support services for its SAP software and estate from a SAP PartnerEdge Partner who can demonstrate a proven capability of support for the software.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £230,000 / Highest offer: £900,000 taken into consideration

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD61 - Warrington

II.2.4) Description of the procurement

Warrington Borough Council requires support services for its SAP software and estate from a SAP PartnerEdge Partner who can demonstrate a proven capability of support for the software.

The Contract will have an initial term of 25 months with the option to extend for 2 x 12 month periods at the discretion of the Council. The initial term includes a 1 month on-boarding/ transition process. The Service shall be fully operational from 01 October 2022.

The Council's internal SAP Support Team provide first level technical and SAP support.

Incidents and change requests that cannot be resolved internally shall be escalated to the SAP support services provider's service desk for investigation and resolution.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 45

Price - Weighting: 55

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 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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-012499](#)

Section V. Award of contract

Contract No

DN611189

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 September 2022

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

AG Consultancy & Apps Ltd

9 Cedar Court, Birchington Road

Windsor

SL4 3QA

Email

francis.rajan@agcapps.com

Country

United Kingdom

NUTS code

- UKD61 - Warrington

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Lowest offer: £230,000 / Highest offer: £900,000 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Warrington Borough Council

Warrington

WA1 1UH

Country

United Kingdom