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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

Published 2 September 2022, 12:06pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Warrington Borough Council

Warrington

WA1 1UH

#### **Contact**

Ms Hannah Dearnley

#### **Email**

[hdearnley@warrington.gov.uk](mailto: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

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## **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

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## **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](#)

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## **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](mailto: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

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Warrington Borough Council

Warrington

WA1 1UH

Country

United Kingdom