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Tender

Oracle Professional User Training (PUT) Delivery

The Royal Borough of Kensington and Chelsea

F02: Contract notice

Notice identifier: 2024/S 000-028945

Procurement identifier (OCID): ocids-h6vhtk-04999d

Published 10 September 2024, 1:14pm

Section I: Contracting authority

I.1) Name and addresses

The Royal Borough of Kensington and Chelsea

Town Hall, 8 Hornton Street

London

W8 7NX

Contact

Malcolm de Vela

Email

procurement@rbkc.gov.uk

Country

United Kingdom

Region code

UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Internet address(es)

Main address

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

Buyer's address

<http://www.rbkc.gov.uk/business-and-enterprise/business-opportunities-and-procurement/procurement-borough>

I.3) Communication

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

<http://www.capitalesourcing.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://www.capitalesourcing.com>

Tenders or requests to participate must be submitted to the above-mentioned address

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 Professional User Training (PUT) Delivery

Reference number

pjr_RBKC_24413

II.1.2) Main CPV code

- 80500000 - Training services

II.1.3) Type of contract

Services

II.1.4) Short description

The Royal Borough of Kensington & Chelsea (RBKC) is inviting tenders from sufficiently experienced and qualified providers for the provision of Oracle Professional User Training (PUT) Delivery.

II.1.5) Estimated total value

Value excluding VAT: £240,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72220000 - Systems and technical consultancy services
- 72260000 - Software-related services
- 72600000 - Computer support and consultancy services
- 80000000 - Education and training services

- 80533000 - Computer-user familiarisation and training services
- 80533100 - Computer training services

II.2.3) Place of performance

NUTS codes

- UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Main site or place of performance

London

II.2.4) Description of the procurement

A Service Contract will be awarded to 1 provider. The delivery of the contract is anticipated to begin in November 2024.

The Royal Borough of Kensington and Chelsea are contracting for the design and delivery of Oracle Professional User Training (PUT) to ensure the safe and effective delivery of the Council's enabling services (HR, Finance, Procurement) within Oracle Fusion from April 2025.

The Council has existing providers for Key User Training (KUT) to support User Acceptance Testing (UAT) and for End User Training (EAT) delivered by our appointed Business Implementer (BI).

The provider will be required to use their relevant client experience and work with the onward supply of relevant programme and guidance materials from our Systems Integrator and Business Implementer to deliver a package of training that is both fully tailored to our Oracle configuration and gives due consideration to proceeding KUT and emerging design of EUT.

The contract is expected to be awarded November 2024. There will follow a period of discovery, onboarding and training content creation, with the first tranche of training delivery expected to start January 2025.

Training delivery will be focussed on supporting a successful implementation in April 2025. It is expected that there will be some training activity after this date during a three month 'hypercare' period; in particular to support newly in housed administrative functions (e.g. HR and Finance Helpdesks, Procurement, Payroll) and the EPM module.

Full details are contained within the Tender Documents.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £240,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

12

This contract is subject to renewal

No

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

14 October 2024

Local time

12:00pm

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

English

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

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

14 October 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

70 Whitehall

London

SW1A 2AS

Country

United Kingdom

Internet address

www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit