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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): ocds-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](mailto:procurement@rbkc.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI33 - Kensington & Chelsea and Hammersmith & Fulham

**Internet address(es)**

Main address

[www.rbkc.gov.uk](http://www.rbkc.gov.uk)

Buyer's address

[www.rbkc.gov.uk/business-and-enterprise/business-opportunities-and-procurement/procurement-borough](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

[www.capitalesourcing.com](http://www.capitalesourcing.com)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.capitalesourcing.com](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

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## **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

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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: 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](http://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit)