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Contract

Oracle Fusion Support

City & County of Swansea

F03: Contract award notice

Notice identifier: 2023/S 000-033150

Procurement identifier (OCID): ocds-h6vhtk-03e0da

Published 9 November 2023, 11:08am

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

Value excluding VAT: £3,000,000

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.2.11) 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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-019852](#)

Section V. Award of contract

Contract No

CCS/22/303

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 November 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 3

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

Number of tenders received from tenderers from non-EU Member States: 4

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

de Novo Solutions

Excalibur House, Langstone Business Village, Priory Drive

Newport

NP182HJ

Country

United Kingdom

NUTS code

- UKL21 - Monmouthshire and Newport

The contractor is an SME

Yes

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

Total value of the contract/lot: £3,000,000

Section VI. Complementary information

VI.3) Additional information

(WA Ref:136315)

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