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Contract

Oracle Support E-Business Suite (EBS) Database Administration (DBA) Support and EBS Technical and Functional Support

HOME GROUP LIMITED

F03: Contract award notice

Notice identifier: 2025/S 000-038561

Procurement identifier (OCID): ocds-h6vhtk-04fe17

Published 9 July 2025, 12:26pm

Section I: Contracting authority

I.1) Name and addresses

HOME GROUP LIMITED

Home Group Ltd, 1 Strawberry Lane

Newcastle

NE14BX

Email

Tenders@homegroup.org.uk

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

04664018

Internet address(es)

Main address

<https://www.homegroup.org.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Oracle Support E-Business Suite (EBS) Database Administration (DBA) Support and EBS Technical and Functional Support

Reference number

DN770604

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Home Group is seeking Oracle Support in two distinct areas, E-Business Suite (EBS) Database Administration Support (DBA) and EBS Technical and Functional Support.

In line with the tender brief and associated documentation, our goal is to establish a robust Oracle support contract tailored to meet our needs in two distinct mission critical areas, EBS DBA Support and EBS Technical and Functional Support. We aim to secure a contract that ensures comprehensive, reliable and efficient support services enabling Home Group to maintain and enhance our EBS infrastructure and operations effectively.

Services will be divided into two separate lots, with no interdependencies or restrictions on the suppliers who may submit proposals for either lot:-

Lot 1 - EBS DBA Support

The initial contract term is three years, with the option to extend for up to two additional one-year periods for lot 1 - 3+1+1. This results in a total potential contract duration of five years for this particular lot. Extensions will be at the discretion of Home Group and will require agreement with the successful supplier.

Lot 2 - EBS Technical and Functional Support

The initial contract term is two years, with the option to extend for up to three additional one-year periods for lot 2 - 2+1+1+1. This results in a total potential contract duration of five years for this particular lot.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Lowest offer: £42,360 / Highest offer: £3,532,060.43 taken into consideration

II.2) Description

II.2.1) Title

EBS DBA Support

Lot No

1

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

EBS DBA Support

Home Group is inviting tender responses for the Oracle Database Administration and OCI estate Management elements of the Linux based Oracle e-Business Suite (EBS) system and all its related servers. Home Group's Oracle e-Business Suite Estate is hosted in OCI and in addition to the core System Database and Applications Servers it also contains VMs for the Enterprise Command Centre, Learning Content Server, APEX (Oracle Application Express), IPA (Identity Policy and Audit), TFTP (for hosting Taleo Recruitment integration files) and an external facing Oracle Supplier Portal.

The requirement is to provide a service that will cover all day to day (business as usual) support requirements for the aforementioned systems from a database, operating system and OCI Platform point of view. This will include the routine administration of the systems to maintain their security, stability and performance, whilst also serving the requirements of the business to provide typical ad-hoc and planned Oracle Database Administration (DBA), Linux Operating System (O/S) and Oracle Cloud Infrastructure (OCI) Administration services.

The production systems are mission critical and as such Home Group will require that the service makes allowance for this, ensuring that the systems are proactively covered for P1 (System Unavailable) situations with issues resolved as they occur within the agreed Service Levels of Support or preferably, that they are prevented by active monitoring with pro-active remedial actions.

Further details are specified within the Specification document.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

EBS Technical and Functional Support

Lot No

2

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

BS Technical and Functional Support

Home Group require a support service to help us deal with the resolution of issues and queries arising from the use of the Oracle e-Business Suite Application. This lot deals with issues that require technical and functional Oracle e-Business Suite expertise.

The Database Administration (DBA) and Linux Administration support is dealt with in a separate lot. However, collaboration between the services in this lot and the Database Administration Services will be required even if the lots are won by different companies.

Home Group have been on Oracle e-Business Suite since 2016 and the system is well embedded and kept up-to-date. Home Group have a stable and knowledgeable internal ERP Applications team that support day-to-day operations from a functional and technical point of view. The majority of issues and changes are deal with in-house.

Further details are specified within the Specification document.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: 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: [2025/S 000-013396](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 July 2025

V.2.2) Information about tenders

Number of tenders received: 9

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

V.2.3) Name and address of the contractor

NLIGHTNIT LTD

Worksop

S80 4LX

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

04317633

The contractor is an SME

Yes

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

Lowest offer: £439,383 / Highest offer: £3,532,060 taken into consideration

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 July 2025

V.2.2) Information about tenders

Number of tenders received: 9

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

V.2.3) Name and address of the contractor

DATABASE SERVICE PROVIDER GLOBAL LTD

London

EC3A 7BA

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

03898451

The contractor is an SME

No

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

Lowest offer: £42,360 / Highest offer: £368,841 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom