

Provision of SAP Support Services

Buyer: Warrington Borough Council

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.

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 would be escalated to the SAP support services provider's service desk for investigation and resolution. The support would also include the application of Service Packs and monthly vulnerability patching, as appropriate.

To ensure that everything is logged and audited, only correspondence, questions and clarifications raised in The Chest will be addressed by the Council. The Council will not respond to any e-mails, letters or telephone calls regarding this opportunity.

Country:

United Kingdom

Published date:

May 13 2022

Deadline:

Jun 13 2022

Address:

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Warrington
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United Kingdom

Location:

Warrington

Region:

Cheshire

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Open Contracts ID:

ocds-0c46vo-0009-DN611189-1

Saved on:

May 14 2022

Source ID:

DN611189-1

OCDS JSON:

<https://openopps.com/tenders/provision-of-sap-support-services/ocds-0c46vo-0009-DN611189-1?format=json>
