

SContract Details

1. **Full Name of the Contracting Body:**

Scottish Legal Aid Board (SLAB)

2. **Name and ID of the Contract:**

Scottish Legal Aid Board Oracle Cloud Fusion Support Contract SLAB-PSD-24-544

3. **Services Required:**

- **Flexible Call-Off Support:** The supplier must provide flexible call-off support for SLAB's Oracle Cloud Fusion installation, with a particular focus on Payroll. This involves addressing and resolving issues as they arise in a timely and efficient manner.

- **Collaboration with SLAB's Helpdesk and Product Manager:** The supplier is expected to work closely with SLAB's Helpdesk and Product Manager to resolve issues and contribute to the development of a comprehensive knowledge base.

- **Service Reporting:** Regular service reports detailing the number of calls received, SLA (Service Level Agreement) performance metrics, and other key service information are required.

- **Support for Oracle Cloud Fusion Modules:** The supplier must provide support for various Oracle Cloud Fusion Finance modules (including Procurement, Accounts Receivable, General Ledger, Accounts Payable) and HCM (Human Capital Management) for Human Resources, Absence Management, and Payroll.

4. **Financial Constraints:**

No specific budget is mentioned within the contract details. Suppliers are required to present a pricing model and a detailed breakdown of costs associated with their services.

5. **Vendor Requirements:**

- **Expertise in Oracle Cloud Functions:** Vendors must demonstrate specialized knowledge and expertise in Oracle Cloud functions, especially in the Payroll module.

- **Flexible Call-Off Service Capability:** The ability to provide flexible and responsive support services as needed.

- **Compliance with Data Protection Laws:** Vendors must adhere to UK data protection laws and GDPR regulations.

- **Information Security Measures:** Adequate information security measures must be in place to protect sensitive data.

- **Collaborative Working Approach:** The ability to work closely and effectively with SLAB's internal teams is essential.

6. **Other Considerations:**

- **Contract Duration:** The contract is set for 36 months with the option to extend for two additional 12-month periods.

- **Tender Deadline:** July 19, 2024, 12:00 local time.

- **Evaluation Criteria:** Proposals will be evaluated based on 60% technical and 40%

price. Technical evaluation will focus on collaboration with SLAB (30%), service model (30%), and technical expertise (40%).

- **Insurance and Legal Requirements:** Suppliers must maintain appropriate insurance coverage and the contract will be governed by Scottish law. TUPE regulations may apply.

- **Location and Data Protection:** The place of performance is UKM75 (Edinburgh, Scotland), and suppliers must comply with UK data protection laws.

- **Certifications:** Suppliers should provide information on their data protection measures and any relevant ISO cyber certifications.

This summary outlines the key aspects of the Scottish Legal Aid Board's requirement for Oracle Cloud Fusion support services, focusing on the specific services needed, financial considerations, vendor qualifications, and other relevant factors to aid in the procurement decision-making process.

Best matches

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