



I have that Glasgow City Council
Contracts and Property Committee

Report by Director of Legal and Administration

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Item 9

28th August 2025

The Provision of an SAP 3rd Party Support Service

Tender Reference: - GCC006449CPU

Purpose of Report:

To submit details of the Direct Award of Contract for the provision of an SAP 3rd party support service and recommend acceptance of the most economically advantageous tender as detailed in this report.

Recommendations:

The Contracts and Property Committee requested to approve the Direct Award of a contract for the provision of an SAP 3rd Party Support service to the consultancy listed below.

Support Revolution Limited
Companies House Number - 03626045

Ward No(s):

Citywide: ✓

Local member(s) advised: Yes No consulted: Yes No

1 Background and Tender

- 1.1 Glasgow city Council's ("the council's") budget for the provision of an SAP 3rd Party Support Service is £1,600,000.
- 1.2 Engagement was carried out with the Council's Enterprise Resource Planning (ERP) client-side adviser, Civiteq, as well as key suppliers within the market known for currently delivering this service to the public sector and local authorities. As part of the premarket engagement process, system specifications, anticipated volumes, and service requirements based on previous usage were taken in to account to determine the contract value.
- 1.3 The council is undertaking an Enterprise Resource Planning (ERP) Replacement program that will deliver a transition from the council's current ERP solution, SAP ERP, to Oracle Cloud ERP before the end of mainstream ECC support in December 2027. However, the council's current SAP ERP solution is version 6 with Enhancement Pack 5 (EHP5) that will reach the end of mainstream SAP vendor support 2 years earlier on 31 December 2025, when SAP CSS arrangements will be put in place. The council therefore requires a supplier to deliver support arrangements for elements of existing SAP support not catered for by the CSS offering to ensure functional, regulatory and security compliance from 1 January 2026 through the completion of the Oracle implementation program of activities. The council anticipates supplier onboarding to begin in September 2025.
- 1.4 The council requires the provision of an SAP 3rd Party Support provider (SAP3PSP) to work alongside CGI for the delivery of the overall SAP support requirements. Whilst CGI provide the main support to SAP, the SAP3PSP will provide additional support around covering bug and error reporting, as well as remediation, system configuration, integration and interoperability support, infrastructure support, security hardening, posture and any customisations required. Where CGI is unable to remediate identified issues or deliver the required updates/functional changes, they will escalate the matter to SAP Customer Specific Support (CCS) for resolution. Where the issue is not covered by SAP CCS , CGI will engage SAP3PSP to resolve it. In addition, SAP3PSP will deliver all regulatory and functional compliance updates for the duration of the contract
- 1.4 An interdisciplinary team consisting of stakeholders from across the council departments including Finance, Legal and the Corporate Procurement Unit (CPU) was formed to develop requirements and support development of the sourcing strategy.
- 1.5 In line with the effective and efficient objective within the Council's Sustainable Procurement Strategy 2023-2027, which can be located here, and to support the national agenda in utilising national collaborative frameworks, it was agreed that a Direct Award of contract process, would be followed under lot 3 Cloud support Crown Commercial Services' (CCS) framework agreement (framework) for G-Cloud 14 Services, reference RM1557.14 , would be the appropriate route to market to deliver the contract. This framework has been set up to deliver off

the shelf systems, support and service contracts and the evaluation and process is detailed in section 2.

- 1.6 The duration of the contract is 2 years with the option to extend it for 1 period of up to 12 months.

2 Direct Award of Contract with Competition Process

- 2.1 The Direct Award of contract process aligned with the conditions of the G-Cloud framework as set out below:

2.1.1 Scope Definition

A concise scope document (maximum two pages in line with framework buyers guide) was prepared to outline the key requirements. This document served as the basis for evaluating the potential suppliers published service offerings.

2.1.2 Keyword-Based Longlist Review

The longlist of suppliers was assessed against keywords derived from the scope, including:

- Managed SAP third-party support services
- Managed service
- Regulatory compliance
- ISO/IEC 27001 (service security standards)

2.1.3 Shortlisting via desktop exercise

Longlist generated 21 service offerings. The evaluation panel carried out a desktop exercise evaluating each supplier's service offering against scope. Justifications were provided for either shortlisting or excluding suppliers offering based on their alignment with the requirements. This review identified two suppliers whose offerings aligned with the defined requirements.

2.1.4. Supplier Capability Confirmation

The two shortlisted suppliers were contacted via email to confirm their resource capacity and ability to deliver the required services within the specified timescales.

2.1.5 Clarification documentation Issued

Clarification documents were issued to both suppliers, aligned with the previously defined scope. Suppliers were asked to identify specific elements within their published service offerings that correspond to GCC's requirements. Additionally, a pricing schedule was provided to capture detailed cost information, including:

- Annual SAP maintenance fees
- Upgrade costs following the end of vendor support
- Costs associated with any support gaps
- Costs for self-support scenarios
- Skills Framework for the Information Age (SFIA) rate card was also requested

2.2 The award evaluation was based on the following criteria and weightings:-

Price	Quality	Quality Sub Criteria	
50%	45%	Quality questions breakdown = 45%	
		Quality Criteria	
		Weighting	
		Regulatory & Compliance Expertise	9%
		Experience Supporting SAP ECC6 (EHP5)	12%
		Custom Code Maintenance Expertise	7%
		Public Sector and Local Government Familiarity	4%
		Resource Capability and Certifications	6%
		Evidence of efficient support delivery	7%
		Fair Work First (Social Value) 5%	
		Community Benefits – Voluntary	

2.3 The evaluation of award scoring and award value of the supplier which has been recommended for award is shown in the table below:

Description	Supplier	Total Evaluation Score	Total Value (Contract Duration)	Rank
SAP 3rd Party Support	Support Revolution Limited	84.60%	£829,607.00	1

A summary of the unsuccessful tender evaluation results can be found at Appendix A.

3 Contract implementation and Supplier Management

3.1 The outcome of our Contract Management Assessment Tool (CMAT) has deemed this contract to be categorised as a medium. The supplier will be monitored in line with our contract and supplier management process which includes tracking the supplier's performance against the key performance indicators and working collaboratively to identify opportunities of improvement and innovation.

- 3.2 The agreed Community Benefits outcome commitments will be monitored via Cenefits which is a web-based monitoring tool. We will also capture sustainable commitments within the CPU Sustainable Register.

4 Policy and Resource Implications

Resource Implications:

Financial: The estimated award value over the duration of the contract, if the extension is required, is £829,607.00. This will be called off as a monthly subscription and using the rates provided within the evaluation exercise.

The contract value will be met by existing resources.

Legal: The report raises no new legal issues.

The Director of Legal and Administration will be responsible for concluding the contract.

Personnel: No direct personnel implications.

Procurement: A direct award of contract as detailed within section 1.5.

Council Strategic Plan: The contract will support Grand Challenges 2 and 4 in the council's Strategic Plan.

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25 Yes - the Sustainable Procurement Duty requires that before a contracting authority buys anything, it must think about how it can improve the social, environmental and economic wellbeing of the area in which it operates, with a particular focus on reducing inequality.

What are the potential equality impacts as a result of this report? An EQIA was not required for this contract as there is no impact/ The EQIA, in summary, does not detail any negative impacts by implementing this contract.

Please highlight if the policy/proposal will help address socio economic disadvantage.

Fair Work First (social value) was included as part of the award criteria with a weighting of 5%. The criteria were aligned to crown commercial services social value policy in line with the framework buyers guide.

The supplier recommended for award, Support Revolution Limited, has confirmed the following policies within its service offering;

- Fighting climate change
- Covid-19 recovery
- Tackling economic inequality
- Equal opportunity
- Wellbeing

Community benefits were included as a voluntary component. the recommended supplier offered Community Engagement - Financial Support - [min. of £1,000] = 20 Community benefits points

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:

Yes, Recommendation 51 - the new City Development Plan presents a vision for a low carbon city that can guide the development of proposals and planning decisions that help our city respond to the climate challenge.

Carbon reduction action is supported via the CCS framework - all suppliers have committed to comply with the Procurement Policy Note 06/21: 'Taking account of Carbon Reduction Plans in the procurement of major government contracts.

Privacy and Data Protection impacts:

No data protection impacts identified.

5 Recommendations

The Contracts and Property Committee is requested to approve the award of a contract for the provision of an SAP 3rd party support service to the supplier listed below.

Support Revolution Limited
Companies House Number - 03626045

Appendix A – Unsuccessful Supplier

Supplier	Total Evaluation Score	Rank
Rimini Street Inc	59.88%	2