

Procurement Specification for ERP IT Support and Software Services

1. Introduction

This procurement specification outlines the requirements for a contract to provide a range of IT support services and software solutions to support our business operations. The services include remote and on-site support for an ERP finance system, a just-transform integration platform, direct debit delivery software, Making Tax Digital (MTD) submission software, and Construction Industry Scheme (CIS) automated processing software.

2. Scope of Services

The supplier shall provide the following services and software solutions:

2.1 Remote and On-Site Support for ERP Finance System

- Provide remote support for the ERP finance system, including troubleshooting, issue resolution, and system optimization.

- Offer on-site support as required for critical issues or system upgrades.

2.2 Just-Transform Integration Platform

- Supply and maintain a just-transform integration platform to facilitate seamless data exchange between the ERP finance system and other business applications.

- Ensure the platform supports real-time data synchronization and is scalable to accommodate future business growth.

- Provide technical documentation and support for integration with third-party systems.

2.3 Direct Debit Delivery Software

- Provide software for managing direct debit transactions, including setup, processing, and reconciliation.
- Ensure compliance with relevant regulations, including the UK Direct Debit Guarantee Scheme.
- Offer integration with the ERP finance system for automated transaction processing.
- Provide reporting tools for tracking direct debit transactions and resolving disputes.

2.4 Making Tax Digital (MTD) Submission Software

- Supply software that enables compliance with HMRC's Making Tax Digital requirements for VAT submissions.
- Ensure the software integrates with the ERP finance system for automatic extraction of VAT data.
- Provide real-time validation of VAT returns before submission to HMRC.
- Offer support for future MTD requirements as they are introduced.

2.5 Construction Industry Scheme (CIS) Automated Processing Software

- Provide software to automate the processing of CIS deductions and submissions.
- Ensure the software integrates with the ERP finance system for seamless data flow.
- Generate CIS reports and submissions in compliance with HMRC requirements.

- Provide tools for managing subcontractor payments and deductions.

3. Technical Requirements

- All software solutions must be compatible with the existing ERP finance system and other business applications.
- The supplier must ensure data security and compliance with GDPR and other relevant regulations.
- The software must be cloud-based or offer a hybrid deployment model to ensure accessibility and scalability.
- Regular updates and patches must be provided to ensure software remains up-to-date and secure.

Framework name	Search ended	Search criteria		
G-Cloud 14	Friday 15 November 2024 10:52 GMT	4 results based on the following criteria - All lots, All categories, All subcategories, Search term: oracle cloud technology strategic advice, Supplier type: Reseller providing extra features and support, User support: Email or online ticketing, Phone		
Supplier name	Service name	Service description	Service page URL	Reason why not taken through to evaluation
Namos Solutions Ltd	eNlighten - Oracle Cloud Managed Service	Providing strategic advice through Managed Services, going above and beyond the day-to-day management, helping organisations optimise Oracle Cloud and Technology to support their growth. A team of highly trained, UK based analysts and consultants ensuring all customers maximise the employee value and return on their Oracle investment whilst	http://redirect.contractawardservice.crowncommercial.gov.uk/service/4217262584	Evaluation stage
Version 1 Solutions Limit	Oracle Strategic Roadmap Assessment	Leveraging Oracle Cloud, SaaS, EPM, AI and Analytics can push you ahead, ensure compliance and future readiness. Helping align your Oracle Application Strategy (JDE, Peoplesoft, EBS and Cloud ERP/HCM) with your business processes and strategy. Ensuring that applications align with your specific business goals, technology objectives and discover new CAS is designed to ensure that your technology agreements align with your IT strategy. Using a blend of impartial advice and workshops, our consultants assess your current situation and future procurement plans, before evaluating the different agreements available and building a better commercial approach to support	http://redirect.contractawardservice.crowncommercial.gov.uk/service/933801388	Doesn't appear to be an on demand support services. More of a guide to pull your overall strategy in line with your business need. We need a support service.
Bytes Software Services	Bytes Commercial Advisory Service	Accenture is an industry leader providing design, development, implementation of ServiceNow SaaS Solutions. We help clients accelerate their digital transformation imperatives, leveraging Accenture's unique value proposition, capabilities to maximise and accelerate time-to-value. With ServiceNow, clients can rapidly transform Citizen, Employee and Technology business services leveraging	http://redirect.contractawardservice.crowncommercial.gov.uk/service/1025378336	Doesn't appear to be an on demand support services. More of a guide to pull your overall strategy in line with your business need. We need a support service.
Accenture (UK) Limited	Accenture ServiceNow ? Employee Workflows Cloud Software	ITSMTOMITAMISAMIHAMSPMITB MISecOpzGRCAPRMVFRMBECMCMIF	http://redirect.contractawardservice.crowncommercial.gov.uk/service/797486342	Doesn't appear to be an on demand support services. More of a guide to pull your overall strategy in line with your business need. We need a support service.