**Invitation for Prequalification (IFP) in relation to the  
planned tender for the provision of  
Oracle E-Business Suite (EBS) Consulting Services**

**Background**

The Organization for Security and Co-operation in Europe (OSCE) is an international organization with its Secretariat in Vienna, Austria. Please visit [www.osce.org](http://www.osce.org) to learn about its mandate and geography of operations.

1. **Introduction to Oracle technology at the OSCE**

The Oracle Applications/EBS has been in place at the OSCE since 2004, and in 2014 the system was upgraded to Release 12.1.3. The following Oracle Applications/EBS modules are in use by the Information and Communications Technology Services (ICT) of the OSCE:

* General Ledger, Payables, Receivables, Cash Management, Payments, Sub-ledger Accounting;
* Projects, Grants Accounting;
* Public Sector Budgeting, Public Sector Financials;
* iProcurement, Purchasing, Inventory, Assets and iAssets;
* Human Resources, Self-Service Human Resources (SSHR), iRecruitment;
* Payroll, FastFormula, Labour Distribution;
* Workflow;
* Self-Service Web Applications, Web Applications Desktop Integrator;
* CRM Foundation, iSupport, Service, Support.

Additionally, the following products are in use:

* EiS for real-time reporting and FSG replacement ([www.eistech.com](http://www.eistech.com));
* Config Snapshot for creating configuration documentation;
* Applaud absence calendar for Self-Service Human Resources (SSHR);
* Integration with BACA eBanking and Deutsche Bank (bank statement loader, EFT is planned), Austrian Localization;
* Full BI Publisher for external reporting;
* User Productivity Kit (UPK) for context sensitive help;
* Oracle Fusion cloud-based HCM (Human Capital Management) solution.

The size of the EBS production database is circa 1,800 GB and its annual growth rate is circa 30%. The architecture of production is two application nodes (one internal for EBS, one external for iRecruitment) running on a 1-node database. Other components of the architecture are: full BI, UPK and cloud-based HCM module (performance management) with EBS integration.

At present, the OSCE servers are hosted by an external vendor (UNICC) remotely in Geneva, Switzerland.

In addition to SSHR and iRecruitment which are licensed for use by all employees, the OSCE has circa 1,000 licensed users: approximately half of them are self-service (mainly iProcurement) and the rest are the core applications users (professional forms).

The system set-up is comprised of one set of books and one operating unit. It has multiple Human Resources (HR) Organizations used for the HR module and several Inventory Organizations used for the Inventory module. The second ledger is used in addition to the primary ledger for producing the Financial Statements according to International Public Sector Accounting Standards (IPSAS).

All other modules record transactions in one Organization only. A number of customizations were made, some of which are stored in the Custom Library.

1. **Objectives of the Invitation for Prequalification**

This Invitation for Prequalification (IFP) has the following objectives:

* Identification of Vendors providing Oracle EBS Consulting Services offering both on-site and near-shore delivery models;
* Based on the responses to the RFI, enhance the Terms of Reference (ToR) for the competitive tender;
* Invite prequalified Vendors to participate in the tender and consequently make a Contract Award for up to five years period.

1. **Service requirements estimates**

Based on the historical data and plans which are subject to the budget availability, the ICT requires 30-50 numbers of days to be provided on-site or remote annually. It is also foreseen some longer term engagements for upcoming mid-range Oracle EBS upgrade activities (like R12.1.3 to R12.2).

1. **Vendor requirements**

The ICT established the following minimum requirements regarding the Vendor qualification:

* At least five years of experience providing Oracle EBS Consulting Services;
* Valid Oracle Partnership;
* Three references from the customers to whom Oracle EBS Consulting Services provided with a possibility for the OSCE to contact and obtain information regarding the customer satisfaction.

1. **Service and skill sets requirements**
   1. **Oracle ERP Project Manager and Coordinator**

* PRINCE2 certified or equivalent;
* Proven experience of at least three successful Oracle R12-related projects.

* 1. **Senior Functional Business Consultants**

1. **UPK Expert**

Oracle UPK Expert must have proven experience in:

* UPK Development, UPK Knowledge Centre and UPK/ EBS Integration;
* Creating process documentation and knowledge management;
* Maintaining and patching the above listed UPK components.

1. **Oracle Cloud services and products expert in general and HCM Oracle module in particular:**

Oracle Cloud services and products expert must have proven experience in:

* At least two successful Oracle cloud products implementations using Oracle Cloud service including data modelling, configuration and ongoing maintenance activities.
* Integration of Oracle cloud products with EBS.
* Solid experience in Oracle cloud products and platforms (Fusion) administration, upgrading and security patching.

1. **Hyperion Expert**

Hyperion Expert must have proven experience in:

* At least three successful Hyperion projects using Hyperion Planning and Budgeting Service including data modelling, scenario planning and ongoing maintenance activities.
* Integration of Hyperion with EBS.
  1. **Oracle Financials Expert**

Oracle Financials Expert must have proven experience of:

* at least five successful EBS Financials projects, at least three out of five on R12;
* at least two successful implementations of:

1. new Oracle R12 Payments functionality;
2. Oracle Trading Community Architecture (TCA);
3. Oracle Sub-ledger Accounting Engine (SLA);
4. Financial Statement Generator (FSG);
5. WEB ADI;

* at least two successful implementations of:

1. Oracle General Ledger (GL);
2. Oracle Accounts Payables (AP);
3. Oracle Cash Management (CM);
4. Oracle Receivables (AR);
5. Oracle R12 Payments functionality.

* Experience with international organizations and public sector will be an asset.
  1. **Oracle Projects/Grants Expert**
* at least five successful EBS Projects related projects, at least three of them on Oracle R12;
* at least two successful implementations of:

1. Oracle Projects;
2. Oracle Grants Accounting;
3. Oracle Sub-ledger Accounting Engine (SLA).

* Experience with international organizations and public sector will be an asset.
  1. **Oracle Public Sector Expert**

Oracle Public Sector Expert must have proven experience of:

* at least five successful EBS Public Sector related projects, at least three of them on Oracle R12;
* at least two successful EBS implementations in public sector or international organizations environments;
* at least one successful implementation of:

1. Oracle Public Sector Budgeting;
2. Oracle Public Sector Financials.

* Experience with internal organizations would be an advantage;
* Experience in IPSAS implementation would be an asset.  
    
  1. **Oracle Materials Management and Contracting Expert**

Oracle Materials Management and Contracting Expert must have proven experience of:

* at least five successful EBS Materials related projects, at least three of them on Oracle R12;
* at least two successful implementations of:

1. Oracle iProcurement;
2. Oracle Purchasing;
3. Oracle Assets and iAssets;
4. Oracle Inventory.

* at least one successful implementation of Oracle Inventory module;
* at least one successful implementation of iProcurement on Oracle R12 where self-service framework personalizations were made;
* Experience with international organizations and public sector will be an asset.
  1. **Oracle Human Resources Expert**

Oracle Human Resources Expert must have proven experience of:

* at least five successful EBS Human Resources related projects, at least three of them on Oracle R12;
* at least two successful implementations of:

1. Oracle Human Resources;
2. Self-service Human Resources;
3. Oracle iRecruitment;
4. Oracle Payroll and Fastformula;
5. Oracle Labour Distribution.

* at least one successful implementation of integration of Oracle Labour Distribution with Projects/Grants/Financial modules on Oracle R12;
* at least one successful implementation of Oracle iRecruitment module on Oracle R12 where self-service framework personalizations were made;
* Experience with internal organizations and public sector would be an advantage;
* Knowledge of third party products (Applaud) will be an asset.
  1. **Other:**
* Oracle iSupport;
* Oracle TeleService;
* Oracle iSetup;
* Oracle Governance Risk and Controls Suite;
* Oracle Role Based Access Control (RBAC);
* Config Snapshot.
  1. **Functional Level 1 Business Support Consultants**

Functional EBS support consultant must:

* possess at least two years of relevant work experience for all above described module areas;
* have experience in providing first-level user support in a multi-cultural work environment;
* be capable of providing master data management with strong attention to detail.

* 1. **Technical Development Consultants**

1. **Oracle Applications Development Framework Specialist**

Oracle Applications Development Framework Specialist must have:

* proven experience of at least two successful Oracle R12 upgrade projects;
* at least three years of experience with Oracle Applications Development Framework on Oracle R12 including both enhancing existing application pages and integrating new application framework pages, including knowledge of Java.

Experience of working on customizations in iRecruitment and Supplier modules would be an advantage.

1. **Specialist for the Reports Development**

Specialist for the Reports Development must have:

* proven experience of at least two successful Oracle R12 upgrade projects;
* at least three year experience with developing reports with BI Publisher (embedded and standalone), Oracle reports and database objects in Oracle R12;
* experience with developing reports in the Financials and Projects areas and familiarity with relevant data models.

Experience in the following areas would be an asset:

* Oracle Discoverer, specifically development of business areas on EBS and reports;
* EiS reporting tool (third party products).

1. **Customization Specialist for Customizations**

Oracle Applications Development Framework Specialist must have:

* proven experience of at least two successful Oracle R12 upgrade projects;
* at least three years of experience in customizing EBS, specifically professional forms customizations, custom library, customizing Oracle forms and integrating custom Oracle forms into EBS.

1. **General**

Technical consultants shall have strong experience in the following areas:

* Oracle BI Publisher;
* Oracle PL/SQL;
* Oracle Workflow Builder;
* Oracle ADF, OAF;
* Oracle Hyperion Planning and Reporting;
* Oracle Forms and Reports;
* Experience with AMS – Change Management for deployment would be an asset;
* Oracle System Administration;
* Oracle Database Administration (DBAs);
* Any other Oracle Technical skill sets as may be required for development of custom components to assist the implementation or support of Oracle eBusiness Suite and related tools (OBIEE, Hyperion, Fusion etc.);
* Oracle Testing suite (OATS);

Any other Oracle technology components and tools.

1. **Procedural/administrative requirements**

For the services to be provided on-site, a selected consultant shall arrive at the OSCE Secretariat (Vienna, Austria) within seven business days from the moment of financial aspects, terms of reference, and scope of the engagement are fully settled on both sides.

Minimum 50% of available consultancy pool should have physical presents in near-shore Austria, Vienna.  
For on-site engagements EU working permits shell be arranged by the contractor and strictly required.

For the services provided on site, near-shore, and remote, services shall be provided within the OSCE Secretariat Business Hours (09:00am – 17:00pm CET).

1. **Communication**

The OSCE requires all communication, documentation, software, training, and support to be in the English language.

1. **IFP procedure**

Please note that this is not an invitation for submission of a bid or proposal. This Invitation for Prequalification (IFP) intends identifying and prequalifying Vendors capable providing services as stated above.

Interested Vendors should respond in writing to the questions listed in Annex I – IFP Questioner by email to Mr. Yury GOLOVKOV, Associate Procurement Officer at [yury.golovkov@osce.org](mailto:yury.golovkov@osce.org) by COB 16 November 2018.

Should you have any questions concerning this RFI, please address them in writing to the above mentioned email address. Please be advised that clarifications on the questions received will be shared by email with all interested Vendors as well as published on the OSCE website at <https://procurement.osce.org/tenders/ifp-oracle-ebs-consulting-services>

**Annex I – IFP Questionnaire**

*Vendors are requested to demonstrate compliance with the requirements and add any further information in support of their response. Please refer to the relevant section of the Terms of Reference (ToR) for further explanation of the requirements. The information provided will form an integral part of the technical evaluation process. Vendors should avoid simply writing “comply” without providing further information or evidence to support the claim, as this will not generally reflect well in the evaluation. Reference can be made to Annexes or other material in the response.*

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| **No.** | **Requirement** | **Vendor’s Response**  *Please tick  whichever is applicable* | | **Vendor’s comment** |
| **“Yes”** | **“No”** |
| 1. | Vendor in business for at least fve years and holds a valid Certificate of Incorporation to provide the consultancy services (please provide the copy of the copy of the certificate) |  |  |  |
| 3. | The Vendor’s proposed consultants must be able to arrive at OSCE premises within seven business days from the date of Purchsase Order acceptance by the vendor |  |  |  |
| 4. | The Vendor provided at least three references from customers including contact details. At least one reference should be from Public sector/International |  |  |  |
| 5. | Elaborate on “Service and skill sets requirements” (section 5) for each area of consultancy (expertise pool, availability, skills set) |  |  |  |
| 6. | Confirmations upon minimum 50% of available consultancy pool have physical presents in near-shore Austria, Vienna. |  |  |  |
| 7. | Optionally and for information purposes please provide us with indicative rates for on-site and remote engagements. |  |  |  |