Organization for Security and Co-operation in Europe

Date: 18 January 2013

RFP/SEC/25/2012
Provision of ERP Consultancy Services to the OSCE for Upgrade to Oracle Release 12
Clarification Note 1

The Organization for Security and Co-operation in Europe has received requests for clarification from potential bidders with regard to Request for Proposal No. RFP/SEC/25/2012. In accordance with Article 8 "Clarification of Bidding Documents" of Instructions to Bidders the OSCE would like to provide the following clarifications:

1. Please provide breakdown of modules used by country/user location

    - OSCE uses Oracle EBS modules listed on page 46 of the Tender (paragraph 1 - Background) in 20 countries in Europe, Caucasus and Central Asia.

2. Would it be possible to share the summary of preliminary analysis from the trial upgrade in 2011?

    - The R12 Trial Upgrade was a purely technical process (installation and system administration). No functional testing and/or customization upgrade was performed. The R12 Trial Upgrade instance was used to check some of the estimates provided in the Reports and Custom inventories (see Question 3).

3. Please provide list of current custom objects by modules: report, forms, workflow, discoverer, bi publisher, interfaces, personalization etc.

    - Two documents are attached to this Clarification note:
        - Reports Inventory – analysis of custom reports
        - Custom Inventory – analysis of customizations
    - The following legend should be used for the Custom Inventory column "R12 Upgrade Effort Size Estimate":
        - No effort expected: Preliminary analysis was done, no issues experienced, expected to be upgradable to R12, subject to testing and review as part of the project
        - Low: Minor Changes expected
        - Medium: Changes expected, mainly due to R 12 impact and/or complexity of the customization
        - Large: Extensive re-development of the solution required
        - Very Large: Complete re-design of the solution required due to the R12 impact

4. Are you planning to keep all the customization as it is or planning to add / change the functionalities

    - Some of the customizations need to be kept as they are, as there is no functionality in R12. Some may be changed and some can be replaced by using the standard functionality. Please refer to the custom inventory (question 2).

5. Is documentation available on all the customizations e.g. functional specification and technical specification?

    - Most of the OSCE customizations are documented and the OSCE is in process of documenting those that have not been.

6. Is there any documentation on the current system setup e.g. BR100

    - OSCE is not required to follow any standard such as BR100. However, most setup was documented early 2012 and setup changes since then are minimal.

7. Please provide Hardware specs including Operating System for both existing and target servers

    - The operating system of both existing and target is Red Hat Enterprise Linux.
    - The details of the current (existing solution) and target solution are shown below.

Current solution

List of servers - EBS production

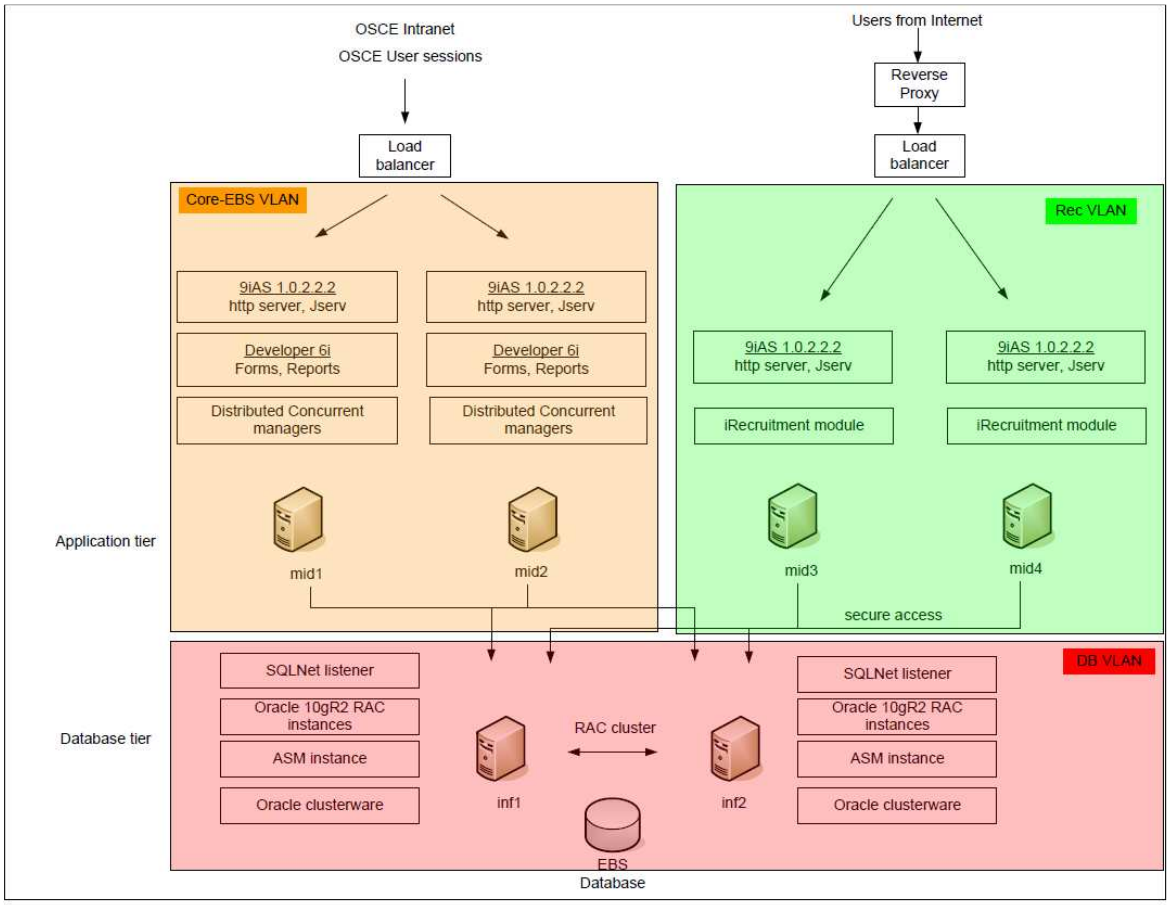
Tier	Name	Usage	Server type	#CPUs	Memory (GB)
AS	ebs-mid1	EBS internal	DL360 G5, 5260 Dual Core Xeon, 3.33 GHz	2	32
AS	ebs-mid2	EBS internal	DL360 G5, 5260 Dual Core Xeon, 3.33 GHz	2	32
AS	ebs-mid3	iRecruitment	DL360 G5, 5260 Dual Core Xeon, 3.33 GHz	1	16
AS	ebs-mid4	iRecruitment	DL360 G5, 5260 Dual Core Xeon, 3.33 GHz	1	16
DB	ebs-inf1	RAC DB for EBS	Integrity rx2660, Dual core Itanium 1.66 GHz	2	24
DB	ebs-inf2	RAC DB for EBS	Integrity rx2660, Dual core Itanium 1.66 GHz	2	24

List of servers - Current EBS non-production environment

Tier	Name	Usage	Server type	#CPUs	Memory (GB)
AS	ebsdev-mid1	EBS internal	DL360 G5, 5260 Dual Core Xeon, 3.33 GHz	1	32
AS	ebsdev-mid2	EBS internal	DL360 G5, 5260 Dual Core Xeon, 3.33 GHz	1	32
AS	ebsdev-mid3	iRecruitment	DL360 G5, 5260 Dual Core Xeon, 3.33 GHz	1	32
AS	ebsdev-mid4	iRecruitment	DL360 G5, 5260 Dual Core Xeon, 3.33 GHz	1	32
DB	ebsdev-inf1	RAC DB for EBS	Integrity rx2660, Dual core Itanium 1.66 GHz	1	32
DB	ebsdev-inf2	RAC DB for EBS	Integrity rx2660, Dual core Itanium 1.66 GHz	1	32

Architecture overview - Production

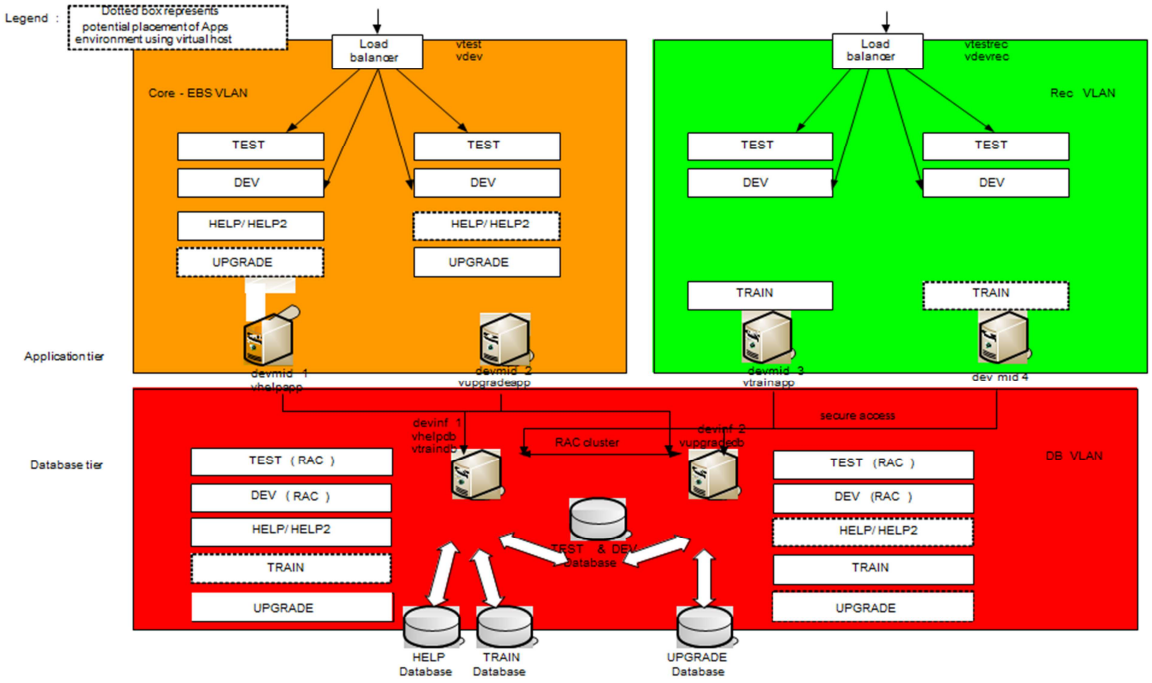
The following figure shows the current architecture of the production EBS environment.



Architecture overview – non-production

The following figure shows the non-production EBS landscape. It can be seen that the infrastructure serves several different environments:

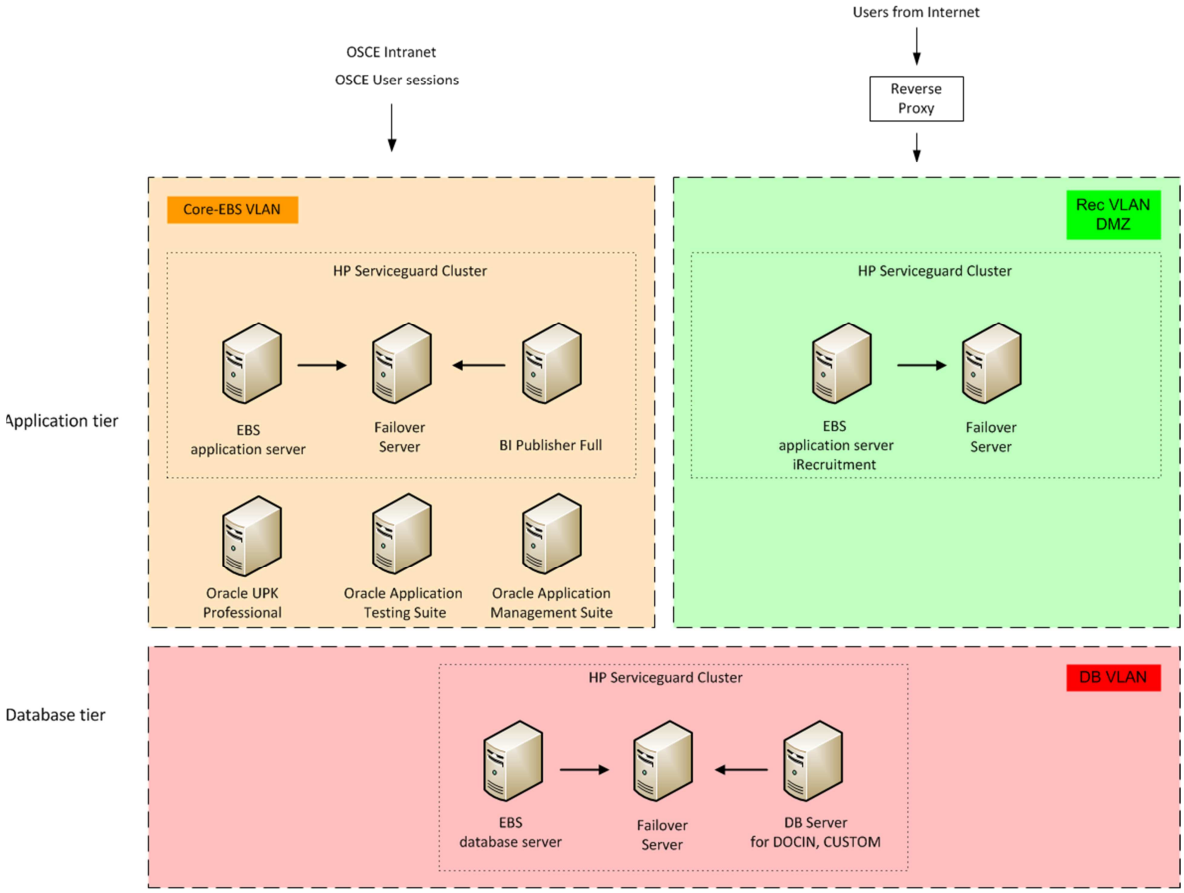
1. Test
2. Development
3. Help/Help2
4. Upgrade
5. Training



Description of target solution

Production

The proposed production environment is illustrated in the following figure:



The failover servers can of course be used for other production or non-production purposes. Production use cases would be additional applications or databases. Non-production use cases could be pre-production test instances or temporary test instances of EBS. The only thing to consider is that file-system mount points and instance names must be different from the ones used by the production EBS system. Also user names and logins and software owners of these test instances should be different from the ones used by the production instances. No development or training instances should be put on the failover servers in order to avoid that developers or training users could connect to the production servers.

Non-production environments

The non-production environments will be realized through VMware virtualization. The assumption is made that 1 physical core can handle 3 – 4 virtual cores.

Configuration for EBS in a common virtual environment

The following table lists the virtual machines for the non-production EBS environments.

App	Environment	No	Role	VM	CPU	RAM
EBS-legacy	Test / Training	1	DB	EBS-legacy-test-db	2	8
		2	App-int	EBS-legacy-test-app-int	2	8
		3	App-ext	EBS-legacy-test-app-ext	2	8
	Support	4	DB	EBS-legacy-supp-db	2	8
		5	App-int	EBS-legacy-supp-app-int	2	8
		6	App-ext	EBS-legacy-supp-app-ext	2	8
EBS R12	Gold	7	DB	EBS12-gold-db	1	8
		8	App-int	EBS12-gold-app-int	1	8
		9	App-ext	EBS12-gold-app-ext	1	8
		10	App	EBS12-gold-BI-publisher	1	8
	Test	11	DB	EBS12-test-db	2	8
		12	App-int	EBS12-test-app-int	2	8
		13	App-ext	EBS12-test-app-ext	2	8
		14	App	EBS12-test-BI-publisher	2	8
	POC	15	DB	EBS12-poc-db	2	8
		16	App-int	EBS12-poc-app-int	2	8
		17	App-ext	EBS12-poc-app-ext	2	8
		18	App	EBS12-poc-BI-publisher	2	8
	Development	19	DB	EBS12-dev-db	2	16
		20	App-int	EBS12-dev-app-int	2	16
		21	App-ext	EBS12-dev-app-int	2	8
		22	App	EBS12-dev-BI-publisher	2	16
	UAT	23	DB	EBS12-uat-db	2	16
		24	App-int	EBS12-uat-app-int	2	16
		25	App-int	EBS12-uat-app-ext	2	16
		26	App	EBS12-uat-BI-publisher	2	16
	Pre-prod	27	DB	EBS12-preprod-db	2	16
		28	App-int	EBS12-preprod-app-int	2	16
		29	App-ext	EBS12-preprod-app-ext	2	8
		30	App	EBS12-preprod-BI-pub	2	16

Proposed VMware Hosts:

No	Usage	# Processors	Processor Type	Total Cores	Memory (GB)
1	EBS non-prod	1	Xeon E5-2670 2.6 GHz 8 Core	8	192
2	EBS non-prod	1	Xeon E5-2670 2.6 GHz 8 Core	8	192

8. Please Provide Architecture Diagram for both existing EBS 11i and target EBS R12.1 showing the integration between EBS and Legacy System, 3rd Party Software, Backup Device, Printer, Clustering, DMZ

- The architecture diagram was provided for the existing and the target in question 7.
- There are no real integrations with other systems
- Interfaces with other systems are described and illustrated in the below table

No	External / Custom Interfaces	Part of	IN / OUT	Read Only	Standard / Custom API or Interface	Comment	External System
1	Assets	Assets / Matrix 42	OUT	Y	Standard	Providing asset information for Help Desk software	Y
2	Assets	Assets & Inv / Barcoding	OUT	Y	Standard	Providing asset information for Barcoding software	Y
3	Assets	Assets / Kosovo & Skopje Solution	OUT	Y	Standard	Providing asset information for mission portals	Y
4	Assets	Assets/DocIn My Assets	OUT	Y	Custom	"Assets" portlet (Portal) – reads Assets information from EBS through additional custom DB layer	Y
5	Bank Statements Loader	Cash Management / BACA Telebanking	IN	N	Standard	Part of eBanking integration for bank statement loading, based on Oracle Austrian Solution (just bank statement loading functionality is used)	Y
6	XML Data	Seconded Recruitment in DocIn	IN	N	Custom	Providing personal profile of applicants in XML format	Y
7	DocIn Seconded Nomination Interface	Seconded Recruitment in DocIn	IN/OUT	N	Custom	User forms for nominating applicants into EBS & maintenance screen for XML file upload (see XML Data for seconded recruitment)	Y
8	Vacancies for public Web	Seconded Recruitment in DocIn	OUT	N	Custom	Providing vacancy data to web site	Y
9	Seconded Recruitment Reporting	Seconded Recruitment in DocIn	OUT	Y	Custom	Reporting for applicants, employee, vacancy notices	Y
10	Dashboard	Portal / DocIn, Cross Module	OUT	Y	Custom	Dashboard (both Portal and Docin, they share the same data model) – reads HR, Financial, Assets, Projects information from EBS through additional custom DB layer	Y
11	DocIn People Search including Employee Pictures	HR/DocIn	OUT	Y	Custom	People Search (DocIn) – reads HR information from EBS through additional custom DB layer	Y
12	Employee data	HR/DocIn MyHR	OUT	Y	Custom	"My HR Info" portlet (Portal) – reads HR information from EBS through additional custom DB layer	Y
13	Leave	HR/DocIn MyHR	OUT	Y	Custom	"Leave Balance" portlet (Portal) – reads HR information from EBS through additional custom DB layer	Y
14	Pay Slip	HR Payroll/DocIn MyHR	OUT	Y	Custom	"Payslips" portlet (Portal) – reads HR information from EBS through additional custom DB layer	Y
15	OID (HR User Provisioning)	HR/DocIn	IN/OUT	N	Custom	User Provisioning & Synchronization (Portal) – reads and updates information in EBS through additional custom DB layer (employee email is updated)	Y
16	Employee data	Phone Calls Claim Application	OUT	Y	Custom	Phone Calls Claim application - reads employee data	Y
17	Projects data	DocIn Projects Reporting	OUT	Y	BOTH	Projects module (DocIn) – consumes Projects information from EBS through additional custom DB layer	Y
18	Budget	UBP - Unified Budget Proposal (DocIn)	IN/OUT	Y	Standard	Budget module (DocIn) – reads Financial information from EBS through additional custom DB layer	Y
19	Programme Budget Performance	PBR-Programme Budget Performance	IN/OUT	N	Standard	Budget module (DocIn) – reads Financial information from EBS through additional custom DB layer	Y
20	Employee data, Account Codes, Lookups	PR Workflow / Approval Tree Application (ADF Application on Portal)	OUT	Y	Custom	PR Workflow/Approval tree application – custom ADF application reading employee, account code/accounting flexfield and lookups from EBS	Y

9. For the 2 application internal servers, is it load balance enabled or multi node installation (e.g. Web + Forms on 1 node and Admin + CM)?

    - Current environment are load balanced application servers. The future environment will not be load balanced. Please refer to question 7.

10. For the 2 application external servers, is it load balance enabled or use for separate modules?

    - Please refer to question 7.

11. Does the application server installed with Shared File System or each server is having the Oracle EBS software?

    - Application server is installed with Shared File System

12. For the RAC DB, is it configured with ASM and any standby database configured for DR purposes?

    - RAC DB is configured with ASM (see answer to question 7). There is no standby database configured for DR purposes. Please refer to Question 7, future architecture.

13. Is Single Sign On (SSO) and Secure Socket Layer (SSL) in scope ?

    - SSO is not in scope, SSL is in scope.

14. Please list down all other tools or third party software installed

    - There is no third party software installed on EBS. Integration points with other systems are listed in question 8 and in Custom Inventory (question 2).

15. How long is the downtime window allowed for final production upgrade?

    - Maximum acceptable is 4 days, but anything shorter is preferable.

16. Is there any EBS Localization installed?

    - In principle no, however, there is an Austrian solution installed for E-banking.

17. Page 14, 47, 61 - Are we allowed to propose our own methodology (Hybrid model) instead of PRINCE2 and ITIL ?

    - Standard known and documented methodologies are preferred. Any hybrid models proposed must be proven.

18. Page 20 - Section IV Price Schedule and Summary Cost --> Do we need to include Project Manager loading for each pricing table as this role will be on all activities

    - It is anticipated that the Bidder will provide project management for the duration of the project. Where activities are not covered by the overall project management, and the Bidder feels it is necessary to have additional project management for that activity, the

rate for project management should be disclosed in column “Daily Rate for Consultancy on Site (EUR).”

19. Page 23 - Implementation of a solution for growth control and data management --> Any specific tool OSCE is looking at ?

    - OSCE is looking at Oracle database partitioning.

20. Page 39 - Item #43 point #4, does it mean currently you have a separate Oracle Reports server to allow internal and external access? If yes, please share the current architecture and pain points why you want to discontinue.

    - No. There is an integrated report server on EBS. Refer to question 7.

21. Page 47 - Can we assume that the implementation of modules which are scheduled to start by early 2015 is not part of scope of this proposal?

    - Yes. 10 solutions scheduled to be implemented by 2015 are outside of scope of this proposal.

22. Page 48 - Would it be possible to get current known issues or any unresolved bugs ?

    - Please see the Health checks summary, which is an annex to the Terms of Reference of the tender. In addition, we have identified approximately 25 corrupted invoices and some data issues in TCA (specifically banks and customers)

23. Page 49 - How many documents / procedures have been created in Oracle Tutor ? Do we need to migrate all those documents to UPK ?

    - There are around 600 documents in Tutor. All procedures need to be either recreated in UPK or migrated to UPK.

24. Page 50 - Please provide detail requirements of data scrambling

    - The detailed requirements for data scrambling are being collected and will be made available to the successful Bidder. You can assume the scrambling of bank details and addresses as a minimum.

25. Page 50 - Are we allowed to propose any testing tool other than Oracle Application Testing Suite?

    - You can propose other tools than Oracle Application Testing Suite; however, proposals must include costs of licensing, maintenance and support, hardware requirements and training. We would still expect a comparative demonstration between the Oracle Application Testing Suite and the proposed alternative.

26. Page 53 - is 2 cycle of UATs a must ?

    - It is not mandatory if the Bidder can prove that one cycle of UAT will be adequate.

27. What are the motivations for using Oracle Testing Suite for testing as there are far superior tools available which will greatly enhance the success of your upgrade as well reduce the effort and potential risks?

    - See question 25.

28. Is the use of the Oracle Application Testing suite a perquisite or is there scope to consider more effective testing solutions to aid your R12 upgrade efforts?

    - See question 25.

29. Are OSCE looking for a single partner to provide all the services required or can a supplier put forward a response based upon those areas that match their core competencies? I ask because within the document there is the following phrase and I would appreciate some clarification: *"The OSCE reserves the right to select only a part of the below components as required. Bidders are encouraged to quote for as many components as possible".* Therefore, would a supplier be prejudiced if they only respond to those elements they feel that they can deliver as opposed to a supplier who has expertise across all areas?

    - All the bids regardless of the level of completeness will be equally evaluated and given the same opportunity. However, where two bidders provide equal quality of services, at similar cost, the bidder who is providing the more complete proposal will be at an advantage.