

Date: 6 February 2013

**RFP/SEC/25/2012**

**Provision of ERP Consultancy Services to the OSCE for Upgrade to Oracle Release 12**

**Final Clarification Note 4**

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. Do the Customization inventory and Reports inventory include all CEMLI (non-base oracle) elements?  In other words, does it include materialized views, triggers, and alerts?  Please include anything that may be missing.

* The Custom Inventory and Reports Inventory include technical information where technical documentation is available. Currently OSCE is working on a tool for retrieval of technical information and details of custom objects used for the Custom and Reports Inventory.

1. Can you supply a current FOLDER listing?

* Yes, please see attached PROD\_folders.xlsx The list includes all folders, though not all of them are used.



1. Can you supply a listing of your current custom responsibilities (name, module, request group, menu)?

* Yes, please see attached PROD\_OSCE\_responsibilty.xlsx.



1. Can you supply a listing of your custom request groups (name, module)?

* Yes, please see attached PROD\_OSCE\_request\_groups.xlsx



1. Where do you have your Discoverer server(s) running?  Are you planning to move to the latest version of Discoverer?

* Currently we have Production and Non-Production installations of Oracle’s Discoverer 10g. They are running on a separate infrastructure from OA/EBS together with other iAS services like Portal). A separate management reporting project is planned to commence in parallel with this project targeted for completion in a subsequent phase after the technical upgrade. Web Discoverer is a consideration for this.

1. Which “Self-Service Web Applications” are you using (taken from your module list)?

* I-Procurement, i-Recruitment and i-Support are being used. We are currently piloting a limited trial of Self Service Human Resources (SSHR) in our current 11i environment.

1. It is mentioned that BI Publisher is to be installed but it also mentions that custom reports exist using BI Publisher.  Please confirm the requirement that is needed.

* We currently use a limited edition of BI Publisher in a limited capacity and not all custom reports have been developed with this. The requirement is to ensure all reports are fully migrated to full Oracle BI Publisher 11g enterprise in Release 12 environment.

1. The HEALTH CHECKS that are mentioned in scope – confirming those are to be performed either pre-upgrade or during the upgrade so that completely resolved by end of upgrade.  Correct?

* The expectation is that these will be pre upgrade. Any new previously unidentified and outstanding are expected to be fixed prior to the final upgrade go live process.

1. The CORRUPT TRANSACTIONS that are mentioned in scope – same question as with HEALTH CHECKS.

* Same answer as in 8 above. The impact of corrupt transactions deemed out of scope should be verified.

1. Can any design information be shared on the custom Supplier entry/approval module/process that is desired to be replaced or retrofitted to R12?

* The included document SCB\_process\_overview.doc provides an overview. More detail can be requested by shortlisted bidders.

1. Does the chosen contractor own the activity of moving the 600 tutor documents to UPK?

Yes.

The tender document states:

“The Contractor shall provide technical and development expertise required for UPK development and use of associated tools. The Contractor shall facilitate the creation of documentation/procedures in UPK (currently in Oracle Tutor)”.

Selected Deliverables:

1. Successfully installed UPK.
2. Successfully implemented UPK and used for the OSCE training programmes.
3. Installation, configuration and user documentation provided.
4. Demonstrated usage, advantages and disadvantages of Oracle UPK as it relates to the OSCE training programme in Finance, HR and Materials Management.
5. Demonstrated usage, advantages and disadvantages of Oracle UPK Professional.
6. Recommended and signed off licensing options.
7. 20 days of UPK support is provided within a maximum response time of 24 hours for procedural documentation and live training events.
8. Technical and development expertise required for UPK development and use of associated tools provided.
9. Successfully facilitated creation of documentation/procedures in UPK (currently in Oracle Tutor).
10. Will OSCE leads be also producing new R12 content as part of the upgrade project or will the contractor own all new R12 development?

* The technical upgrade scope (Phase 1) generally excludes ***new*** R12 development. All development work done in the Release 12 environment to migrate existing solutions to function in the new environment is managed by the contractor with some support from OSCE technical team.

1. The RFP and supporting documents mention there are 61 reports that are run through the Reports Server today and that this needs to change with R12.  Can you please confirm why you are wishing to transition off of reports server?  Based on our communication with Oracle, it is still a viable product with 11GR2.

* The OSCE want to take full advantage of new functionality in BI Applications. One key performance indicator of the upgrade project is to provide a technology platform and footprint that is future proof for the Oracle product roadmap.

1. “During the period of validity, the Bidder is expected to keep available the professional staff proposed for the assignment. The OSCE will make its best effort to complete a contract award within this period.” Section 25.2 provides additional details. Since the period of bid validity is 120 days, bidders are thus expected to keep available the professional staff proposed in the assignment for such period! Hence the bidders have two solutions: either they lie and says ‘yes we comply to all your terms and conditions’ and they hope that in case of win and the start date is way too far in time, they will be able to negotiate; alternatively a more honest bidder will answer’ we comply but we cannot commit to keep the proposed resources after a certain date e.g. 15 April’. In the latter case, does that mean we are immediately excluded because we are not fully compliant? Do we lose points in the evaluation?”

* The OSCE understands that for the duration of the project, a contractor may not be able to use 100% the identical resources initially assigned to the project. However the expectation from a consulting company is that they are able to schedule their resources and utilization trend and capacity based on current projects and their pipeline to ensure that majority of individual consultants proposed are those that are actually assigned. The short period for the procurement exercise and expected immediate start after the contract award should sufficiently mitigate this concern.