Questions & Answers 1

Provision of Oracle support and implementation services RFP No.: IT/09/OIP/AG/23

13/09/2023

Question n°1	What will be our response to the RFP considered even if we are Oracle Gold partner?
Answer n°1	Please note that Oracle has changed requirements, and any partner of Oracle must belong to the Oracle Partner Network with a proof of Cloud Service Track, which is required for the ESM. For further details see the corrigendum published on the ESM website on 13.09.2023.
Question n°2	Could you please describe the composition of HCM environment as done for ERP and EPM on the page 16?
Answer n°2	HCM is equal to ERP, we have Development, Test and Production instance
Question n°3	What is the total number of key and end users?
Answer n°3	Please see Answer 26.
Question n°4	Are there already regression test scenarios? Do we need to create them from scratch?
Answer n°4	Please see Answer 28.
Question n°5	Are there already ticket status reports created from service now?
Answer n°5	We are using the current service provider Service Now instance. Yes, we receive status reports and can check the status live in their system.
Question n°6	Could you please describe the current team? (Size, location, onshore, offshore, mix shore…)
Answer n°6	18 people overall, incl. PM and back up. Offshore/offsite, but onshore/onsite presence for workshops or projects is required from time to time. ERP 4 + 2 back up, EPM 2, HCM 3 service desk, 6 experts for individual modules + 1 PM.
Question n°7	Why would you like to change from the current service provider? What is your level of satisfaction ? What would you like to change from the current team/service provider?
Answer n°7	According to the ESM procurement policy the ESM must retender services every four years.
Question n°8	Could you please tell us the total man days you need for the provision of oracle support (level2) and implementation services?
Answer n°8	It is not possible to provide exact number of MDs. This very much depends on the need of support and potential issues we are facing with the solution. As an example, in 2022 we have used approximately - 326 Man-days of support including the time from the PM. See further details in the section 3a and 5a of Annex 1 of the RFP.
Question n°9	General arrangements / Personnel: o It is mentioned 30 man days per month for support, enhance and implement features on the oracle fusion cloud -which means 360 man days per year. Please clarify as at least six oracle fusion certified consultants are required. Are they working full time? Which means 223 man days *6 per year ie. 1338 man days. o Is the team lead supposed to be one of the six oracle fusion certified consultants? o What is forecasted workload for the project manager?
Answer n°9	As already described in the RFP for the team size and setup, we have specialised consultants for different modules, plus Helpdesk staff which is looking after general problems. It is not granted that there will be always on average 30MD required per month, there might be peak times where even more effort will be required but at the same time, we might have months where we have significantly less need for support. The consultants we currently have assigned to the ESM support, are not working fulltime only for the ESM. They are taking care of multiple clients. Following this tender, we will sign a framework agreement and only upon the ESM's request, the Service Provider will provide requested services.

	In our current setup the team lead is part of the certified consultants and helps and supports on more complex topics or enhancement projects which are not requiring a PM. The PM will have regular catch up with the ESM Service Manager and with Key Users if there is a project impacting a certain business area. Other than that, he/she will be allocating the staff on ESM requests and make sure that the specialists and experts are available for our requests.
Question n°10	Could you please provide us more details about the commercial response? o What do you mean by "1) Fixed cost for access to and support of desk usage and service management by the Service Supplier"? o Is this "2) Support and maintenance services provided by the help desk for the P1, P2, P3, P4 incidents (as specified in the Annex 1, Section 3 a of the RFP and the Appendix E of the SLA)" the cost for support only? § What is the total number of P1, P2, P3 and P4 incidents per year? What is the average resolution time for these incidents? o We understand that "3) **Implementation, and support and maintenance services**" can be provided either onsite or offsite. Do you expect a minimal onsite presence? o We understand that transition period is supposed to be onsite. This is only for year one. How to quote it on the commercial response?
Answer n°10	1. The ESM would like to know what the fixed service fee is to access the service providers support ticket system. 2. Yes, only cost for support and services linked to maintenance. Total number of tickets open ~300. It is impossible to estimate the average resolution time, as this is very much depending on the type of incident. For further information please see the section 3a of the Annex 1 of the RFP. 3. No, we do not expect a minimum onsite presence. 4. A part of the transition is expected to be onsite and is planned to be maximum 2 months, so please provide a fixed fee. See further information provided in the Annex 1 of the RFP section 3c.
Question n°11	What do you mean by Expert, Consultant, Senior Consultant in term of seniority?
Answer n°11	<table><tr><td>Role</td><td>Requirements</td></tr><tr><td>Expert Consultant</td><td>Min. 10 years of Oracle Applications experience</td></tr><tr><td>Project Manager</td><td>Min. 5 years Project Management experience</td></tr><tr><td>Senior Consultant</td><td>Min. 5 years of Oracle Applications experience</td></tr><tr><td>Consultant</td><td>Min. 3 years of Oracle Applications experience.</td></tr></table>
Question n°12	Is EPM-Workforce planning the only module remaining to be implemented?
Answer n° 12	No, other additions planned are: HCM suite, like Oracle ME (My Experience) including Helpdesk, Communicate, HCM Analytics, for ERP the Analytics solution and for EPM the narrative reporting.
Question n°13	In Order to implement EPM-Workforce, a Dev is needed, do you plan to have a Dev or is it part of the workforce you require? (We can only see Test and Prod environment in the document).
Answer n°13	Currently the EPM-Workforce is not planned to be implemented. In case this will change we will add a Dev instance.
Question n°14	For EPM, is it Enterprise or standard? Is it just one pair?
Answer n° 14	Enterprise, we are using Budget and Planning and Narrative Reporting.
Question n°15	Do you have strategic WFP or basic Enterprise or basic PBCS?
Answer n° 15	Basic Enterprise.
Question n°16	Would the implementation require full-time consultants with support being on-demand? Or would all the consultants be on-demand?

Answer n° 16	All services will be provided on-demand. The consultant would be blocked for certain days to perform the implementation work. See further information in the Answer 8.
Question n°17	Within the selection criteria point 2.1 Technical or professional ability, the candidate must provide proof of relevant accreditation by confirming it has an Oracle Platinum Partnership level and is a Cloud Excellence Implementer. Since the mentioned programs are no longer used/relevant within Oracle, please advise what the new requirement(s) are in order to provide the relevant evidence.
Answer n° 17	For further information see the Answer 1.
Question n°18	For global consulting companies, should each entity abroad that will participate to the project need to be declared as subcontractor and complete the requested documents for subcontractor?
Answer n° 18	Indeed, the subcontractor commitment letter must be completed.
Question n°19	There is no "Power of Attorney template" in the RPP nor its annexes, can we use our own template.?
Answer n° 19	Please complete the consortium declaration instead.
Question n°20	Should we understand Oracle ERP as eBS? If yes, then which version?
Answer n° 20	No, Oracle ERP Cloud applications are delivered from Oracle's cloud infrastructure and accessible through the internet.
Question n°21	Should we have 3 client credentials covering only some components of the solution or should they cover all components each i.e. ERP + HCM +EPM ?
Answer n° 21	Correct, the credentials should cover all components each of ERP + HCM +EPM.
Question n°22	Should we consider Europe projects as EU countries or European continent?
Answer n° 22	EU countries
Question n°23	As part of the implementation+maintenance team, can we propose non-EU Citizen profiles to deliver services? and can we deliver a portion of services by resources located in non-EU countries ?
Answer n° 23	The non-EU citizen profiles could be proposed to deliver the service. The location of the service provider would need to be accessed from the ESM data location expert group.
Question n°24	Do you have a pre-defined ratio of working time allocation to be delivered on-site vs off-site ?
Answer n° 24	Please see Answer 6.
Question n°25	In the Commercial response template, daily rates are expected to be provided per year, should they take into account possible upcoming inflation or would it be possible to renegotiate them on yearly basis in case of significant increase of inflation?
Answer n° 25	Please note that the total sum up of the proposed fees is calculated on 4 years term, you need to include all possible incurred costs, such as inflation, travel, and accommodation expenses etc. and propose final fees which will be valid for 4 years term.
Question n°26	Questions regarding the Scope of Services (paragraph 3 of the RFP Negotiated Full Publication, page 17), especially on part a. Maintenenance & Support Services. • Could you please share your user count with profile categorization for ERP, HCM and EPM?

Answer n° 26	Application	Profile	User Count	
	ERP	Business Users	~300 (expense module and self-service	

			procurement, including 55 financial licenses)
		Service Owners	~10-14 (FC team, CLP e.g.)
		Administrators	2 Admins
		Developers	0 (no ESM staff)
	HCM	Business Users	~300
		Service Owners	~5-8 (HR team, e.g.)
		Administrators	1 Admins
		Developers	0 (no ESM staff)
	EPM	Business Users	~50 user
		Service Owners	2-3 FC and IT
		Administrators	2 Admins
		Developers	0 (no ESM Staff)

Question n°27	Could you please share your technology shortlisting of an integration solution?
Answer n° 27	We use Boomi Atom and SFTP server.
Question n°28	Are we planning to create new automated or manual test scripts or are we planning to use what is existing? If yes, then how many use cases are we planning to execute?
Answer n° 28	Regression test scripts are already available. ERP 20-25 / HCM 103 Scripts
Question n°29	How many critical business processes each for ERP, HCM and EPM needs to be monitored 24x7?
Answer n° 29	There is no critical business process, which requires 24x7 monitoring.
Question n°30	Are we planning to create new extensions or integrations during the implementation phase? If yes, then how many?
Answer n° 30	There might be an additional integration required, once a payroll solution has been found. Apart from that, there is nothing planned.
Question n°31	How many extensions and integrations exists in the current environment?
Answer n° 31	see further information in the Answer 27
Question n°33	Is ESM using both Taleo as well as Oracle Recruiting Cloud? Although Taleo has not been listed out in the RFP document, however, the document referenced here does mention about it.
Answer n° 33	No, ESM is using Oracle Recruitment Cloud only.
Question n°34	For the 3rd party integrations to be supported, we would like to understand the middleware technology being used.
Answer n° 34	see further information in the Answer 27
Question n°35	Annual ticket count has been mentioned as 300, could you please also provide breakup for these 300 tickets per module/application? Can we also get a count of enhancements being performed annually and number of hours per enhancement please?
Answer n° 35	The ~300 tickets are covering Incidents and Change Requests (small enhancement).

	2/3 is linked to INC (~130 HCM / ~75 ERP/EPM) 1/3 linked to Change request (~80 HCM / ~20 ERP/EPM) It is not provide to provide the number of hours spent on change requests.
Question n°36	Could you elaborate break up of 300 Tickets management between L1, l2, l3 and L4 for previous years ?
Answer n° 36	L1 = ~2 L2= ~20 L3= ~180 L4= ~100
Question n°37	Does 'Implementation Services' refer to additional modules/Oracle stack to be implemented? If so, please provide the intended modules/Oracle stack to be implemented for estimation purposes
Answer n° 37	See further information in the Answer 12.
Question n°38	Transition Services. Will the ESM team ensure the availability of existing Service provider documentation and people availability and commitments
Answer n° 38	Yes
Question n°39	For Implementation what will be the responsibility of ESM employees for requirements and UAT etc
Answer n° 39	The ESM employees will support the provider in collection of the requirements and in the UAT testing.
Question n°40	How many integrations, reports, data migration objects and customizations should we estimate as part of 'Implementation Services'?
Answer n° 40	The are no additional integrations planned then we currently have (See Answer27) regarding additional implementation, please see the Answer 12.
Question n°41	Is 'Oracle Procurement' limited to Self-Service and Purchasing? How are the below areas been catered to ? a) Sourcing b) Supplier portal c) Supplier qualification d) Procurement contracts
Answer n° 41	Yes, Procurement is limited to Self-Service and purchasing. All mentioned areas (a,b,c,d) are not used.
Question n°42	Which application is being used to process payroll? And how are those payroll related issues taken care of ?
Answer n° 42	There is currently no application used for the payroll. HR works with an external provider, but there is no integration to the system so far.
Question n°43	For EPM what functionalities have been implemented and what are the ticket volumes expected for EPM?
Answer n° 43	Currently the ESM is using the budget and planning module and will start implementing the narrative reporting module. The ticket volume is for the moment low.
Question n°44	Key/all critical business process functions (e.g. month end closing) anything else?
Answer n° 44	Month end closing, Year End closing, Quarterly reporting, Budget reporting.
Question n°45	How many application users are available per module?
Answer n° 45	See further information in Answer 26.

Question n°46	Support required – is it 24x7, 8x5 or 10x5 ?
Answer n° 46	Monday to Friday between 8:00 and 18:00 CET (Central European Time) excluding ESM holidays;
Question n°47	In the delivery and team selection do we need to use EU-based employees as a must or off shore can be used as well?
Answer n° 47	For further information see the Answer 6. Please note that the delivery team would need to be present onsite.
Question n°48	There were modifications in the Oracle partnership programs. Currently, it has four partnership tracks • Cloud Build • Cloud Sell • Cloud Service • Licence and hardware Which tracks are considered as needed /work for ESM? Could you please clarify the eligibility criterion for Oracle Partnership in lieu of above Oracle Partnership Model? Regarding contracts terms & and conditions will be evaluated post-selection of preferred service provider- or The service provider has to submit the list of deviations as part of the response
Answer n° 48	1. For further information see Answer 1 2. Concerning terms and condition please refer to the section 3.9 of the RFP, If Candidates would like to propose any changes to the ESM Agreement they must provide, for each proposed change, a counter-proposal and a clear explanation why they consider the proposed change necessary as part of their Proposal by the deadline for the submission of Proposals. Please note that the ESM terms and conditions are very robust, and we would not expect to receive major changed to it.
Question n°49	For the rates offered would they subject to inflation in future
Answer n° 49	See Answer 25.
Question n°50	Are the SLA and Service credit applicable only to the Support and Maintenance part of the work or it's applicable also to the Implementation part of the work as mentioned the change requests.
Answer n° 50	For everything. If the provider commits to a certain deadline for an implementation service or change requests and is not able to meet this deadline, the SLA credit will be applicable.
Question n°51	Regarding contracts terms & and conditions will be evaluated post-selection of preferred service provider- or the service provider has to submit the list of deviations as part of the response
Answer n° 51	See Answer 48 point 2.