



Organization for Security and Co-operation in Europe

The Secretariat

Procurement and Contracting Unit

Wallnerstrasse 6, A - 1010 Vienna

Date: 14 August 2009

Clarifications Note No. 1

Request for Proposal No. 10/2009/CPA174952 - Provision of Server Operations Support Services to the OSCE Secretariat

The Organization for Security and Co-operation in Europe ("the OSCE") has received a request for clarification from a potential bidder.

In accordance with Article 8 "Clarification of RFP Documents" of Section I "Instructions to Bidders" the OSCE would like to provide the following clarification:

Question:

Regarding the Terms of Reference, one of the services to provide is to support the Oracle eBusiness Suite (the ERP System). Classically, for providing such support, customers need experts knowing the Oracle DB underlying the package (known as Apps DBA) as well as consultants around the different modules of the package. However in the RFP the only certifications required are around the hardware to be supported (HP). Nowhere in the RFP is required to provide certified Oracle DBA nor certified module specialists. Can you explain? Are these profiles not needed?

Answer:

The aim is to cover operations support of the infrastructure components as per described layers, not functional or application layer. Of course, knowledge about ERP modules would be beneficial but not mandatory

Question:

Could we know the amount of OSCE staff that is currently supporting that application and infrastructure, as well as the amount of tickets (incident reports or task orders) per week (or any other statistics)? Could you please provide these figures per service division (ERP System, Intranet Portal, Tape backup Service, SAN Service).

Answer:

This is new environment being built now and we have no baseline data yet.

Question:

Linked to previous question: Is it correct to assume that the current amount of OSCE staff currently supporting the application infrastructure will remain doing so, hence the required service is to complement that of OSCE own staff?

Answer:

Required services are for the areas not covered by the OSCE staff, but also to complement in some cases - in particular in storage and backup / restore services

Question:

Can you provide the amount of instances as well as roles of these (e.g. Test, Production, Training etc) of the eBusiness Suite that needs to be supported?

Answer:

We have 6 x instances: Production, Test, Development, Training, Help, Upgrade. Required services are not based on instances but underlying infrastructure.