



# **Organization for Security and Co-operation in Europe**

**The Secretariat**

**Procurement and Contracting Unit**

Kärntner Ring 5-7, A - 1010 Vienna

Date: 25 October 2007

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## **Clarification/Amendment No. 1**

Request For Proposal 19/2007/CPA121374

### **Provision of Oracle Database Administration Services to the OSCE**

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The OSCE has received the following request for clarification from a potential bidder. In accordance with the bidding documents RFP 19/2007/CPA121374 Section 3 "Clarification of RFP Documents", the OSCE would like to provide the clarifications as specified below:

#### **Question 1:**

Please provide details of the total number of Oracle Databases.

#### **Answer to Question 1:**

- ERP: Oracle Applications v11.5.10.2 = 8db (v9.2.0.6) (including vision)
- ERP-old: Oracle Applications v11.0.3 = 2db (v8.1.7.3)
- Portal-old: Oracle Applications Server v9iR2 = 2db (v9.0.1.3)
- e/formsPortal-new: Oracle Applications Server v10gR3 = 2db (v10.1.3.)
- DocIn: Oracle Database v9.2.0.5 = 2db (v9.2.0.5)

NOTE: we are not using RAC.

#### **Question 2:**

Please provide details of Oracle Applications & any other Oracle related applications that need to be supported.

#### **Answer to Question 2:**

- ERP: Oracle Applications v11.5.10.2 - iprod, itest, idev, itraining, ihelp, iupgrade, iadmin(DBA), vision
- ERP-old: Oracle Applications v11.0.3 - prod, dev
- Portal-old: Oracle Applications Server v9iR2 - pegasus, pegasus-dev
- Discoverer: Oracle Applications Server v9iR2 - discoproduct, discodev (note: connecting to portal-old infrastructure)
- e/formsPortal-new: Oracle Applications Server v10gR3 - e-forms, e-forms-dev
- DocIn: Oracle Database v9.2.0.5 - docinprod2, docinde2

#### **Question 3:**

Please provide the breakdown, such as number of production servers, test, development etc.

#### **Answer to Question 3:**

ERP, ERP-old, DocIn:

All ERP, ERP-old and DocIn instances are running on two 2-node HP Tru64 5.1b clusters.

We have DB and APPS cluster. The DB cluster is used to run all "ERP, ERP-old, DocIn" databases. The APPS cluster is used to run all services (forms, reports, concurrent managers, etc) services for "ERP and ERP-old" applications.

In general production instance is running on (db and apps) nodes # 1 and all other environments are running on other nodes.

In case that something happens with a node, all services will fail-over to the other node.

e/forms Portal (new):

The environment consists of 3 Red Hat v4 machines. The environment has not been "set/installed" completely yet.

Portal (old):

The "Portal-old" instances are running on a separate 2-node HP Tru64 5.1b cluster. The MIS cluster runs all mid-tier and infrastructure services. Currently the production instance is running on one node and development on the other one.

In case that something happens with a node, all services will fail-over to the other node.

Discoverer:

Two Windows 2k machines, not clustered in any way, used to run production and development services.

Both Oracle iAS installations are using the portal-old infrastructure (discoprod from pegasus and discodev from pegasus-dev).

**Question 4:**

Please indicate whether the OSCE will consider remote management.

**Answer to Question 4:**

Some of the tasks may be managed remotely and some not. The following tasks may not be managed remotely:

- Managing several instances of OA 11i and Oracle Portal together with infrastructure database
- Document environment and procedures
- Interact with OSCE infrastructure team to ensure proper connectivity and access to Oracle tools and apps in all OSCE locations
- Maintain configuration of the TCP client on the client machines and forms server (patches and set-up)
- Upgrade of tech stack components (db, forms, reports, etc.)
- OA patch management/upgrade of modules
- Establishing of new environment (installation)
- Performing ad-hoc backup and recovery of instances
- Support the installation and maintenance of appropriate backup technologies.
- Review sizing of existing instances and identify if growth is as expected.

**Question 5:**

Support coverage as mentioned is Monday – Friday 08.00-18.00 hrs. Do you expect the DBA to be available on call 24 x 7 other than the normal timing?

**Answer to Question 5:**

Not needed during normal operations but might be requested for specific project work ie: upgrades

**Question 6:**

Regarding database certification required for this project - as mentioned in the RFP number of resources required for this project is minimum 3 resources with mandatory of DBA certification at three levels based on the certification i.e OCA, OCP, OCM. If we have resources who are OCP's

only will that be accepted? These OCP DBA's can scale up to OCM while the project is on going within an agreed time frame.

**Answer to Question 6:**

All three levels required.

**Question 7:**

Onsite count is minimum 1 as mentioned in RFP. What is the expected Offshore count? Please let us know what is the expected resource count based on the volume of tickets / tasks on week days and weekends.

**Answer to Question 7:**

Offshore not required. Resource count is 2 per category.

**Question 8:**

As requested in the RFP the "CV for Proposed key staff " can be provided but in case this proposed resource is unable to take up the assignment after the contract has been awarded can an equivalent resource be assigned as per the standards requested for?

**Answer to Question 8:**

We want to engage individuals who have become familiar with our environment so commitment of an individual is key. The details of the proposed key staff will normally be incorporated into the contract, and governed by the following clause:

"In the event of a replacement of any member of the Contractor's Key Personnel performing the Services, the Contractor shall propose, subject to the OSCE's approval, an individual complying with the requisite qualifications and experience requirements specified in this Contract. The remuneration of any such replacement shall under no circumstances result in price increases. The OSCE shall not be liable for any separation, recruitment or other costs incurred by the Contractor."

**Question 9:**

In the RFP it says "Bidders are requested to provide the names and CVs of proposed members of Key Personnel for the following categories:

- Oracle financial applications;
- Oracle procurement and asset management;
- Oracle human resources."

Are you looking for Functional or Technical resource or both? Please indicate number of resource required under each category and break up of resources onsite and offshore and expected level of experience.

**Answer to Question 9:**

Both resources are required. A minimum of 2 per category. Offshore is not required.