

**Questions & Answers #1– PQD Provision of Oracle support and implementation services
IT/01/IP/AG/19**

**Please note that the deadline for submission of proposals has been extended until 26/04/2019
11:00am.**

Q1	Will the new ESM supplier have access to current Service Now tool?
A1	Yes, the Service Provider will have access to the ESM Service Now ticketing tool.
Q2	Could you share the current incidence reports from the support tool? I.e. How many monthly incidences/requests (breakdown of applications issues and new petitions) does ESM have by module?
A2	Further details will be disclosed at the later stage of the process.
Q3	How many final users and how many key users are there per Oracle module? Could you please describe the organization of the current ESM teams?
A3	Further details will be disclosed at the later stage of the process. Key users are from three divisions: Finance & Control, Commercial Legal & Procurement and HR.
Q4	Does ESM or the current ESM service supplier have an incident/request SLA in place? Is it possible to share the SLA details?
A4	The required SLA will be specified at the RfP stage.
Q5	How many office locations must to be supported? What are their geographical locations?
A5	Only one location in Luxembourg should be supported.
Q6	In which office location(s) will the transition services take place?
A6	Luxembourg is the single geographical location.
Q7	Could the ESM clarify the rationale for the sizing (workload/effort) of the 2 onsite Oracle Fusion Certified Consultants? Is this the complete capacity delivering the maintenance & support service or do the 2 onsite consultants act as "local liaison" with the rest of the maintenance and support team?
A7	On site presence of certified consultants is based on the support model and indeed they also interact with the rest of the maintenance and support team.
Q8	Besides the requirement of 2 onsite Oracle Fusion Cloud certified consultants, could the ESM confirm that the Service Provider can perform other maintenance & support activities remotely?
A8	Yes, the Service Provider can perform other maintenance & support activities remotely. The Service Provider should assist the ESM during the working hours on a request basis, not only during the onsite presence of 2 Oracle Fusion Cloud certified consultants.
Q9	Could the ESM confirm that the Service Provider can perform the implementation services remotely with the exception of specific implementation activities that require a high degree of interaction with the ESM employees?
A9	Yes, the Service Provider can perform the implementation services remotely with the exception of specific implementation activities that require a high degree of interaction with the ESM employees.
Q10	Would the ESM agree that the Service Provider delivers its remote activities from countries outside the European Union or within the EU: - For non-production environments? - For production environment?

A10	The ESM does not have specific requirements. Candidates must however, respond to the questions on page 22 of the PQD.
Q11	Could the ESM provide an indicate of the yearly volume of implementation, e.g. Implementation man-days per year?
A11	This information is not required at this stage.
Q12	What is the degree of automation applied both in: 1) Maintenance & Support (e.g. in operations, ticketing)? 2) Implementation (e.g. Test automation)?
A12	1) Tickets are raised by email or in Service Now portal. 2) There is no testing automation yet at the ESM. Neither Robotic Process Automations used for operation.
Q13	Does the ESM and/or the existing Service Provider apply Agile delivery methods (like Scrum, SAFe)?
A13	Yes. Agile methods are applied at the ESM.
Q14	Regarding integrations between the Oracle applications (ERP, HCM, Taleo, EPM) and the other ESM applications: - What is the scope of responsibility of the Service Provider: is it limited to the Oracle end of the integration or does it also include the middleware? - What is/are the underlying technology(ies) of the middleware?
A14	The ESM applies the integration between Oracle Learning Management and Absence Management to reflect absences based on trainings.
Q15	Could the ESM clarify the objectives it is targeting with this engagement / challenges it wishes to resolve? In other words, what would mean success for the ESM?
A15	Please refer to the requirements as set out in the terms of reference of the PQD." Please refer to the requirements as set out in the terms of reference of the PQD.
Q16	Could the ESM give any indication in % split between advisory and implementation support?
A16	Further details will be disclosed at the later stage of the process.
Q17	Would the Service Provider be also responsible building the ESM roadmap around this domain/applications as well as close cooperation with business owners on building the future?
A17	Yes. For this exercise, the split between advisory and implementation could vary with more advisory support.
Q18	Could the ESM clarify whether there are any strategic projects on the roadmap in this domain?
A18	Sourcing, Workforce Planning implementations. Integration between Oracle GL and Murex. Further automation such as Invoice Scanning, RPA and AI.
Q19	What would be the service window for maintenance & support activities? (24x7, 8x5)
A19	Please see page 12 of the PQD. the selected provider will be required to provide on-going Oracle Fusion Cloud remote support for all Oracle modules implemented at the ESM with a capacity to solve raised issues in a timely manner, through a service desk accessible by phone/web, from Monday to Friday between 8:00 and 18:00 CET excluding ESM holidays.
Q20	Could the ESM provide an estimate of the workload volume, i.e. number of incident tickets, number of problem tickets, number of service requests per month or per year and per application (ERP, HCM, Taleo, EPM)?
A20	See A2

Q21	We understand that the ESM is using ServiceNow? Is this the single ITSM tool used for ticketing (incidents, problems, service requests, changes) or are other tools also be used to create requests?
A21	ServiceNow is the single ESM ticketing tool.
Q22	Where does the "Existing Provider" provide its services from? Onsite at the ESM or remotely? In case of remotely, from which country?
A22	The existing Service Provider provides its services both on site and remotely. The location of the current provider is not required to respond to the PQD.
Q23	Could the ESM provide an indication of the accuracy and the completeness of the documentation?
A23	Functional/Technical specifications are up to date.
Q24	Besides standard SLAs (such as Incident Response Time, Incident Resolution Time, Problem Resolution Time), are there specific SLAs that are important for the ESM and hence should be considered?
A24	See A4.
Q25	It is our understanding that the Service Provider would need to be able to act as back-up for the ESM's IT Security Manager. Could the ESM clarify the requirements/qualifications required in order to perform this role?
A25	In the absence or unavailability of the ESM's IT Security Manager, the Service Provider would operate system administration tasks (end date a user, assign roles and responsibilities). The consultant will be granted with IT Security Manager role.
Q26	What would be the duration of the engagement?
A26	4 years
Q27	Do you have a roadmap to enable Sourcing module in the cloud during the current fiscal year?
A27	Yes
Q28	Are there any key processes or functionalities within the ERP modules that may require redesign due to system limitations or not meeting requirements?
A28	Eventually. End and key user satisfaction is measured through regular surveys. Addressing main pain points may actually require a redesign.
Q29	Please can you confirm which modules are now operating in a Live environment?
A29	The models are defined in the PQD document (ESM Oracle Fusion Cloud Environment).
Q30	For each of the live modules, please can you provide details of the volume of support Incidents logged with the current support provider, per month?
A30	See A2.
Q31	Is it possible to share the Oracle bill of materials for the subscription services (excluding any commercially sensitive figures)? It would be good to understand specifically which modules (for example, is Planning and Budgeting PBCS or EPBCS?) and the number of users per module.
A31	See A3.
Q32	Do all services, including those which will be delivered remotely, need to be delivered from within the European economic area?
A32	See A 10
Q33	Could the ESM provide an indication of the degree of customization?
A33	Further details will be disclosed at the later stage of the process.