Questions and Answers (Q&A)

Concerning the Request for Proposal

ESB and API Manager for Application Data Integration

No.	Question from the Bidder	Answer by the IAEA
	Q&A no. 1; release date: 3 July 2020	
1.	Please clarify if we are allowed to use a third-party Tool for the missing parts of our API Management.	Yes, however the relationship of the bidder with the subcontractor/partner has to be made clear.
2.	Are there any changes in the architecture or technical requirements compared to the first RFP? After the first review we saw changes in the installation of the POC and in the know how transfer but we didn't see any changes in the architecture or technical requirements - can you confirm this?	The major technical change in the SOW is the need for three environments as specified in Section 5. Additionally, there is one change in SoW Annex 2 in requirement ESB-R002 and one change in SoW Annex 3 in requirement AMP-R002. Nevertheless, we advise to read carefully and address the technical requirements as provided in the current RFP document set.
	Q&A no. 2; release date: 8 July 2020	
3.	The tender documents allow to offer an on premise or a dedicated SaaS alternative, however, the services for both alternatives will be rather different, so our question is whether one of the two options is the technically preferred one for the customer's project team.	There is no preference of one option over the other. Services related to the option(s) proposed shall be quoted accordingly, as specified in the RFP.
4.	Has the separation of the PROD, TEST and DEV environment to be a physical separation or is a logical separation sufficient? If physical is needed - also between TEST and DEV?	Assuming that by "physical separation" is meant deployment in different physical or virtual machines, it is the Agency's preference to have PROD physically separated from TEST and DEV. There is no specific requirement in this regard for DEV and TEST.
5.	Regarding requirements ESB-R002 and AMP-R002: These requirements ask for SaaS/iPaaS solution hosted in a private cloud data center. It is our understanding that IAEA does not look for a dedicated private cloud setup (i.e. a dedicated environment physically separated from other customer environments) but for a "virtual"	Our requirement is for a virtual private cloud.

	private cloud (i.e. logically separated services that will be available only to IAEA). Can you confirm this understanding?	
6.	In the SOW section 6 there is specified: Installation, parametrization and configuration (including communication with AIPS and other data sources), as required, of the proposed Software Solution at the IAEA Headquarters/UNICC or in the Cloud for SaaS or iPaaS software solutions; - please clarify whether we can assume an on-premise installation in Vienna in the pilot phase. You know, the ramp-up of a private could instance would involve much more effort and costs. Or can the pilot also be carried out in a public cloud environment?	If an on-premise installation is offered, this shall be tested in the pilot phase by installing the hardware in the UNICC data centre in Geneva. For a cloud deployment, our requirement is on a virtual private cloud, however for the pilot only, a public cloud deployment can be used, as far as there are no performance issues.
7.	In special conditions, chapter 2.2. Content of the Technical proposal, it is stated: "The IAEA is seeking to procure the following two software components: 1)an Enterprise Service Bus (ESB) and 2) an Application Programming Interface (API) Manager or a software solution that embodies the purpose and functionality of the ESB and API Manager either in a: 1. On-Prem Licensing Model (on-premise deployment/hybrid deployment); or in a 2. Subscription-based service licensing model (in case of a Software as a Service (SaaS) or Integration Platform as a Service (iPaaS) solution)." and "The Technical Proposal shall be submitted for one of the below: • An Enterprise Service Bus (ESB) and an Application Programming Interface (API) Manager (proposals for only ESB or API Manager will not be accepted); or	Please use the Price Sheet provided to submit your company's pricing information for the licenses and related services. In case you cannot split the cots of ESB and API Manager, we advise you to use the table for ESB for all components of your solution, including the API Manager.

	• A software solution that embodies the purpose and functionality of the ESB and API Manager. Please provide us with the information on what we have to fill in the price sheet if we are offering a solution that embodies the purpose and functionality of the ESB and API Manager. In the price sheet, there are only options for ESB and API; Option I – On-premise/hybrid deployment for ESB and API and Option II – SaaS or iPaaS solution (Private Cloud) for ESB and API.	
Q&A no. 3; release date: 9 July 2020	
8.	a) Do you expect the vendor to provide DevOps services as part of the solution, that needs to be deployed either in Hybrid cloud or private cloud? b) What is the peak TPS? c) Are you scaling up requirements during any time of the year, beyond the given TPS requirements? d) As per 8.SOW Annex 2 - ESB Specifications - ESB R005- Is vendor supposed to provide the licenses of IDE tools to IAEA? e) Can you please provide an idea of how many rules and policies need to be configured for ESB routing (ESB R010) f) Is there a technology preference for admin console (ESB R-021)?	a) No. b) 500 - 1000 (and scalable) c) No. d) Yes. e) Not yet defined. f) As per requirements.
Q&A no. 4; release date: 14 July 2020	
9.	What are the exact criteria you are currently considering when requiring Private Cloud?	Please refer to question nr. 5 and its answer above. Requirements: ESB-R002 and AMP-R002 ask for SaaS/iPaaS solution hosted in a private cloud data center. The IAEA is looking for a "virtual" private cloud (i.e. logically separated services that will be available only to IAEA).

Q&A no. 5; release date: 16 July 2020		
10.	In the supporting documents, you state that IAEA wants to have the option to place orders for maintenance & support annually. What is IAEA's preferred way for order & payment over the 5 years period of support and maintanance? Should we place our bids based on the assumption that IAEA is ready to commit for 5 years, or should we assume that the initial order is going to be placed and afterwards maintanence & support is going to be renewed on a yearly basis without commitment? In case of committing to the solution we are in a position to offer significantly lower prices (than without commitment) and without any information on the readiness to commitment from your side it is difficult and overly complicated to place a qualifying bid.	Reference is made to the Statement of Works (SoW), 8. Delivery and Acceptance: *'Based on the results of the deployment of the Software Solution and subject to its satisfactory functioning, **the IAEA may exercise the option to place <u>annual orders</u> for maintenance and support for a period of up to five (5) years.'** Please provide your commercial bid as per the Price Sheet.