

**International Labour Office (ILO) Geneva**

**Request for Proposal (RFP)**

**RFP N° 38/2011**

***Integrated Resource Information System (IRIS)***

***Hosting, Operations, Support and Maintenance***

***Annex 9: Bidder Submission Package – TECHNICAL Component***

***<<Company Name>>***

**NOT TO BE OPENED BEFORE Monday 31 October 2011, 12:00 HOURS CET**

Dear Sir:

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Hosting, Operations, Support and Maintenance for Integrated Resource Information System (IRIS) for the sum as may be ascertained in accordance with the rates attached herewith and made part of this Proposal.

We warrant that the information we have provided is materially accurate and acknowledge that if any information is found to be materially inaccurate that it may result in the disqualification of our proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 120 days from the date fixed for opening of Proposals in the Invitation for Proposal, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept any Proposal you may receive.

Dated this day /month of year

Signature

(In the capacity of)

Duly authorized to sign Proposal for and on behalf of <<Authorized Office, Company Name>>

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# Overview of Proposal

*This section is free-format for Bidders. It should include but not be limited to:*

* *Your understanding of the requirements*
* *Description of your approach*
* *Any other information that will assist the evaluation committee in judging the merits of your proposal*

# Additional Required Elements to the Solution

*This section is free-format for Bidders. Based on your understanding of the ILO’s requirements, it should include but not be limited to any additional services or other alternative approaches (vis-à-vis the specific approaches contained in the Terms of Reference) that you believe would provide the ILO with the highest cost/benefit solution.*

*Notes:*

* *Responding to this section is optional. If you do not provide a response to this section, please indicate* “No additional required elements foreseen.” *as your response.*
* *Any elements provided in this section as being required to deliver to the ILO a “whole” solution must be incorporated into the Cost Component of your offer.*

# Issues and Non-compliance

*Please use this section to describe any non-compliance or issues that you foresee in providing the mandatory services requested in this RFP as well as complying with the Terms and Conditions applicable to ILO Contracts (attached as Annex 8).*

* The ILO expects bidders to comply with the Terms and Conditions applicable to ILO Contracts included in this Request for Proposals. In this section, the Bidder should indicate if there are any provisions in the Terms and Conditions applicable to ILO Contracts that it cannot comply with and the reasons why that is the case. Deviations from the Terms and Conditions applicable to ILO Contracts are not encouraged as it is not the policy of the ILO to accept them.
* *If there are no issues or non-compliance with the Terms and Conditions applicable to ILO Contracts (Annex 8), please indicate* “We certify that we can adhere to the terms and conditions stipulated in Annex 8 of this RFP” *as your response.*
* *If there have been parts of this offer that have not been bid (other than those marked as* Optional *in section 4.1), please summarize them in this section.*

# Company and Capability Details

The requirements elaborated below are comprised of requirements, which ILO would like the outsourcing company to satisfy. The Tenderer is requested to provide alternatives should the outsourcing solution offer partial compliance.

In addition, the Tenderer is also asked to describe or demonstrate technology, a technical approach, or specific examples of an outsourcing solution that they have already implemented. Likewise, ILO is interested in additional technical benefits that would give the Tenderer’s outsourcing solution a competitive edge.

## About your Company

### General

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| GEN.1 | Name and Address of Company | Answer | *Please provide details.* |
| GEN.2 | Contact Names and Information | Answer | *Please provide details.* |
| GEN.3 | Is your company owned by a parent company?  If yes, who is the parent company and do they provide a guarantee? | Answer | *Please provide details.* |
| GEN.4 | General Description of Company | Answer | *Please provide details.* |
| GEN.5 | Country of Incorporation | Answer | *Please provide details.* |
| GEN.6 | How many years has the company been trading, and how long have you been established in the particular market relating to this RFP? | Answer | *Please provide details.* |
| GEN.7 | Document any current or pending litigation or arbitration history in the last five years specifically with the Bidding Company. | Answer | *Please provide details.* |
| GEN.8 | Please provide a high-level internal organisational structure and details of your group structure. | Answer | *Please provide details.* |
| GEN.9 | Your company employs how many permanent employees and how many contractors? | Answer | *Please provide details.* |
| GEN.10 | How many people identified above will work on this hosting contract? Include this split between permanent employees and contractors. | Answer | *Please provide details.* |
| GEN.11 | Do you have quality assurance processes in place and are you professionally accredited? Please provide a brief response. | Answer | *Please provide details.* |
| GEN.12 | What internal risk management processes do you employ? | Answer | *Please provide details.* |
| GEN.13 | Do you have office(s) already set-up with Switzerland? If so, please give details. | Answer | *Please provide details.* |
| GEN.14 | How many clients do you have with the similar scope of ILO? | Answer | *Please provide details.* |
| GEN.15 | Please confirm that You have no outstanding bankruptcy, judgment or pending legal action that could impair operation as a going concern. | Answer | *Please provide details.* |
| GEN.16 | The selected provider will be expected to produce proof of comprehensive general liability insurance and professional indemnity insurance, both placed with an insurer rated A or better by Standard & Poor's.  Both the general liability insurance and the professional indemnity insurance will be required to remain in force for the entire duration of the contract.  The minimum sums insured for both will be CHF 2.0 million per event and CHF 10.0 million in the aggregate, both sums insured benefitting the ILO exclusively.  The comprehensive general liability insurance coverage will be expected to include - but not be limited to - coverage in respect of the following events, where such events affect ILO operations: regardless of cause, (i) inaccessibility of-, damage to- or destruction of premises or infrastructure; (ii) machine breakdown, inaccessibilty or inoperability; (iii) data corruption or loss; (iv) breach of security and malicious acts of all nature.  The professional indemnity insurance coverage will be expected to include - but not be limited to - coverage of errors and omissions, acts of negligence and malicious acts of all nature, and failure to provide, on the part of the provider's own personnel or agents, or on the part of the personnel or agents of the provider's subcontractors, or on the part of all other parties given access to the provider's premises or operations.  Please confirm that these insurances are in place and provide the necessary details. | Answer | *Please provide details.* |

### Financial

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| FIN.1 | Estimate the market share of the division/area of your business that will be performing the services. In terms of percentage. | Answer | *Please provide details.* |
| FIN.2 | Please state the annual turnover (in USD) and profits for the last 3 years of the particular division/area of your business that will be performing the services. | Answer | *Please provide details.* |
| FIN.3 | FY2010 Total Revenues (specify FY end date and currency) | Answer | *Please provide details.* |
| FIN.4 | FY2010 Net Income (specify FY end date and currency) | Answer | *Please provide details.* |
| FIN.5 | Public Company? (If yes, provide primary listed exchange and security symbol) | Answer | *Please provide details.* |
| FIN.6 | Total Debt-to-Equity Ratio as of quarter ended 31 Dec 2010. | Answer | *Please provide details.* |

### *International Labour Standards*

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| ILS.1 | Is your company aware of the International Labour conventions? Please elaborate. | Answer | *Please provide details.* |
| ILS.2 | Do you promote Gender balance within your organisation? If so, what is your current Gender split? | Answer | *Please provide details.* |
| ILS.3 | Adopted in 1998, the ILO Declaration on Fundamental Principles and Rights at Work is an expression of commitment by governments, employers' and workers' organizations to uphold basic human values - values that are vital to our social and economic lives.  The Declaration covers the below four fundamental principles and rights at work.  - Freedom of association and the effective recognition of the right to collective bargaining  - Elimination of all forms of forced or compulsory labour  - Effective abolition of child labour  - Elimination of discrimination in respect of employment and occupation  Please provide details on how your company may be supporting these fundamental principles and rights at work. | Answer | *Please provide details.* |

### *Hosting within the UN Common System Layer*

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| UN.1 | Have you provided / are providing hosting services within the UN Common System?  If so, please give details. | Answer | *Please provide details.* |
| UN.2 | Which UN Organisations have you previously worked with in the past? Please indicate which included hosting of Oracle ERP systems. | Answer | *Please provide details.* |

## Infrastructure

### Hosting Facilities

| **No.** | **Item Description** | **Action Required** | **Bidder Response:**  **PRIMARY Hosting Location** | **Bidder Response:**  **BACKUP Hosting Location** |
| --- | --- | --- | --- | --- |
| HF.1 | Location Address | Answer | *Please provide details.* | *Please provide details.* |
| HF.2 | Physical building details and age | Answer | *Please provide details.* | *Please provide details.* |
| HF.3 | Electricity Supply:  Must comply with the standard Tier III or Tier V topology and criteria. Electricity supply redundancy must include batteries (UPS) and a generator. | Full Commitment to SLA | *Yes / No. Please provide details.* | *Yes / No. Please provide details.* |
| HF.4 | Provide a declaration as to the stability and uptime of the power systems at this site over the past 24 months. | Answer | *Please provide details.* | *Please provide details.* |
| HF.5 | HVAC systems must be in place at this site controlling air temperature and humidity at all times. The HVAC systems must comply with Tier III or Tier IV criteria. | Full Commitment to SLA | *Yes / No. Please provide details.* | *Yes / No. Please provide details.* |
| HF.6 | Provide a declaration as to the stability and uptime of the HVAC systems at this site over the past 24 months. | Answer | *Please provide details.* | *Please provide details.* |
| HF.7 | Fire Control and Suppression:  Processes must be in place to prevent fire and fire propagation.  Fire detection must reply on at least 2 different and independent devices.  Early detection equipment must be used i.e. inside the server racks and/or in the ventilation systems. | Full Commitment to SLA | *Yes / No. Please provide details.* | *Yes / No. Please provide details.* |
| HF.8 | Provide a declaration as to any fire-related incidents at this site over the past 24 months. | Answer | *Please provide details.* | *Please provide details.* |
| HF.9 | Seismic:  Provide information regarding the seismic stability/activity of this location. | Answer | *Please provide details.* | *Please provide details.* |
| HF.10 | Security:  Physical security measures should be in place to prevent entry and/or attack at this site.  Only authorised staff should have access to the ILO equipment. | Full Commitment to SLA | *Yes / No. Please provide details.* | *Yes / No. Please provide details.* |
| HF.11 | Personnel:  Ensure hiring policies include background checks, and on-going audit and verification of system administrators and/or other staff who may have full access requirements to potentially sensitive client information. | Full Commitment to SLA | *Yes / No. Please provide details.* | *Yes / No. Please provide details.* |
| HF.12 | Flood zone:  Provide details of whether the location is in a flood zone. If so, please explain at what level. | Answer | *Please provide details.* | *Please provide details.* |

### Communications between Hosted Site and ILO HQ Geneva

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| COM1.1 | The IRIS environments must be accessible via the Public Internet for ILO HQ and Field Offices. | Information only | *n/a* |
| COM1.2 | Primary Dedicated Connection Access:  The ILO would prefer a primary dedicated leased circuit(s) between the hosting bidder’s data centre and ILO Headquarters in Geneva, Switzerland, to the following termination point:  ILO  ITCOM Computer Operations Centre  4, route des Morillons  CH-1211 Geneva 22  Switzerland  The following technical specifications must apply for the circuit(s):  1. End to end terrestrial connectivity utilising fibre-optic media.  2. Compliance with ITU-T (Telecommunication Standardization Sector of the International Telecommunications) / CCITT recommendations.  3. Redundancy as described below.  Regardless of whether the circuit is provided directly by the bidder or via a third party vendor, the bidder will retain the full responsibility for operation of the lines, including “last-mile” connections, in accordance with the specified technical, performance, quality and availability standards. In order to provide redundancy on the primary dedicated connection the bidder must specify how will they remove all single point of failures in the hardware/software dedicated to this connectivity. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| COM1.3 | Primary Dedicated Connection Access:  Please provide a network diagram and other relevant (but brief) supporting documentation illustrating the path of the circuit.  NB/ In case of outage of the lines, access will be through the Public Internet. | Answer | *Please provide details.* |
| COM1.4 | Primary Dedicated Connection Access:  The price for the dedicated lines between ILO HQ and the hosted production environment should be specified separately and illustrate the relevant price breakdown between the Local Loops and the Long-Haul circuits. Please remember not to include any pricing information in your response and/or within this technical component document. | Information only | *n/a* |
| COM1.5 | Primary Dedicated Connection Access:  Given the evolution of dedicated circuit lines i.e. available speed and efficiency. Please indicate whether it would be possible to re-negotiate the contract with the circuit provider periodically e.g. every 2 years. If yes, please state the how frequent the re-negotiation process can take place. | Answer | *Please provide details.* |
| COM1.6 | Failover / backup connections:  A failover connection must be in place. The bidder must therefore have multiple redundant connections to a Tier 1 Internet Service Provider’s backbone. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| COM1.7 | For the proposal please provide a description of the Internet access topology. Relevant (but brief) supporting documentation should be attached. This should include:   1. A network diagram. 2. MRTG (Multi Router Traffic Grapher) or similar statistics of the primary router connecting to the Internet backbone in order to depict relevant load and utilization statistics as well as trace route illustrating the number of hops and the latency (trace route to <http://www.ilo.org>). 3. Reports on Internet usage activity for the last 6 months. 4. Plans for upgrades of Internet connectivity for the next 5 years. 5. That the bidder can accommodate an MPLS or a Multiservice Ethernet Access entry point if ILO decided to use any of those services for a WAN. 6. The bidder will accept SNMP read access from our ILO’s monitoring systems to all the rotuers of the primary line. 7. All Full Qualify Domain Names, including ILO ones, must using standard DNS services and not by modifying /etc/hosts 8. The network where ILO servers will be should be IPv6 compliant 9. The bidder should accept our internal addresses without NAT. The addresses to accept are the following Networks:   10.2.0.0/16  10.3.0.0/16  10.8.0.0/16  10.9.0.0/16 | Answer | *Please provide details.* |

### Communications between Hosted Site and ILO Field Offices

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| COM2.1 | Connection to Hosted Site via SSL The ILO will prefer to use their local field office ISP to connect to the hosted site.  The Hosting Provider must be responsible for the following items:   1. Providing SSL access for each office, including certificate, firewall and permitted originating IP address access. 2. Ensuring the required capacity, uptime, and service levels of these connections from the Hosted Site to the Internet backbone. 3. Taking into account the sizing requirements driven by these users accessing the system (these user numbers are included in the user figures in the Annexes 2 and 3). | Full Commitment to SLA | *Yes / No. Please provide details.* |
| COM2.2 | Connection to Hosted Site via SSL/Internet:  Please discuss any issues you foresee with the above approach and provide an architectural diagram on how this would be securely implemented. Bidders should recommend an SSL approach with motivations regarding their preference. | Answer | *Please provide details.* |

### Security

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| SEC.1 | Authentication Services:  Standard authentication services will be provided by the Oracle e-business suite (IRIS) and/or Oracle Identity Management (OIM) for the custom ILO Dashboard.  Please confirm that you are familiar with and will support these authentication services. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| SEC.2 | For logins coming from ILO field offices, access must be SSL-enabled.  As far as authentication communication between services; secure LDAP is mandatory to ensure no passwords in clear-text can be captured. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| SEC.3 | Network Security:  The hosting provider must be responsible for the following.   1. Insuring the impenetrability of access to the ILO enterprise system components and environment(s) by non-ILO-originated or otherwise designated IP addresses. 2. Implement and provide mechanisms to secure and encrypt the data contents over the network. 3. For any access over the public internet (e.g. HTTPS be secured by at least 128-bit encryption. This is deemed to be the necessary and a sufficient standard for the ILO data. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| SEC.4 | The hosting provider must be responsible for implementing and managing the following (as applicable but are not limited to).   1. Overall security architecture for ILO servers and their and implementation. 2. Firewall management. 3. DDOS (Distributed Denial of Service) Prevention. 4. Utilization of Reverse Proxy servers (when certified by Oracle). 5. SSL and any certificate acquisition and management. 6. Anti-virus and other malicious content preventing components.   Security infrastructure has to be fully compatible with Oracle Applications, EDMS and ILO’s enterprise applications. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| SEC.5 | Please provide details for the following.   1. Your architectural solution for implementing the secure environment as mentioned in this section. 2. Any specific design decisions taken and/or specific components utilized and why you believe they offer superior protection 3. Examples of some high-security implementations you have completed for the similar scope of this RFP. 4. Any additional recommendations you have regarding how to best secure this environment. 5. Any external auditing agencies you use to certify the network security of your sites. | Answer | *Please provide details.* |

### Hosting Platform and Architecture Proposal

#### **General**

| **No.** | **Item Description** | **Action Required** | **Bidder Response for the Production Environment:** | **Bidder Response for NON-production environments:** |
| --- | --- | --- | --- | --- |
| HPG.1 | Current Hosting Structure:  Please see Annex # for details of the current hosting structure for both the Production and Non-Production environments | Information only | *n/a* | *n/a* |
| HPG.2 | Technical Infrastructure components:  The Technical Infrastructure components of hosting services should include, but not necessarily be limited to, the supply, configuration and maintenance of:   1. Hardware (servers, disk arrays or SANs, backup hardware, peripherals, etc.) 2. Software Server Components (databases, operating systems, all tools, except Oracle Applications 12i licenses) 3. Connectivity to the Internet (as described in sections 4.2.2 and 4.2.3) 4. Provisioning and management of electrical power systems, HVAC, and other basic aspects of the physical infrastructure including secure physical access, as described in Section 4.2.1. | Full Commitment to SLA | *Yes / No. Please provide details.* | *Yes / No. Please provide details.* |

#### **SLA’s for Production and Non-Production instances**

The following are the required SLA’s for the Production and Non-Production instances covered by the scope of this RFP.

| **No.** | **Item Description** | **Action Required** | **Production SLA** | **Bidder Response:**  **(Production)** | **Non-Production SLA** | **Bidder Response:**  **(Non-Production)** |
| --- | --- | --- | --- | --- | --- | --- |
| HPS.1 | Availability Timeframe:  24x7x365 means always available;  GVA Working means 0800-2000 CET. Monday-Friday. If you have scheduled maintenance outage periods, they would be excluded from availability calculations. | Full Commitment to SLA | **24x7x365** | *Yes / No. Please provide details.* | **GVA Working** | *Yes / No. Please provide details.* |
| HPS.2 | Availability % within Timeframe:  For a specified timeframe, the required availability. For example, 99.9%-24x7x365 equates to approximately 45 minutes of downtime per month; 95%-GVA Working equates to approximately 3 hours of downtime per week. | Full Commitment to SLA | **99.9%** | *Yes / No. Please provide details.* | **95.0%** | *Yes / No. Please provide details.* |
| HPS.3 | Network Access Type:  ILO WW-Host means ILO HQ and Field Offices connected to the hosted applications.  Host means intra-host communications only.  ILO GVA-Host means ILO HQ to Hosted applications only. | Full Commitment to SLA | **ILO WW-Host** | *Yes / No. Please provide details.* | Depending on the instance either.  **ILO WW-Host**  **or**  **ILO GVA-Host** | *Yes / No. Please provide details.* |
| HPS.4 | Estimated Concurrent Users:  The instance must be able to support the specified number of concurrent logged in users. | Full Commitment to SLA | **600** | *Yes / No. Please provide details.* | **30** | *Yes / No. Please provide details.* |
| HPS.5 | Estimated Required Storage Capacity:  This is an estimated storage capacity for the instance in GB (gigabytes). | Full Commitment to SLA | **600 GB** | *Yes / No. Please provide details.* | **400 GB** | *Yes / No. Please provide details.* |
| HPS.6 | Estimated Required Backup Capacity:  This is an estimated required backup capacity for e.g. archive log files. | Full Commitment to SLA | **4 GB** | *Yes / No. Please provide details.* | **2 GB** | *Yes / No. Please provide details.* |
| HPS.7 | Minimum Expected RAM Per Instance: | Full Commitment to SLA | **32 GB** | *Yes / No. Please provide details.* | **16 GB** | *Yes / No. Please provide details.* |
| HPS.8 | End-to-End Network Response Time:  Should not exceed the stated times | Full Commitment to SLA | **30 ms** | *Yes / No. Please provide details.* | **30 ms** | *Yes / No. Please provide details.* |
| HPS.9 | End-to-End Application Response Time:  Should not exceed the stated times.  An example of a simple user transaction would be entering a new user and saving the record. | Full Commitment to SLA | **120 ms**  **(simple user transaction)** | *Yes / No. Please provide details.* | **150 ms**  **(simple user transaction)** | *Yes / No. Please provide details.* |
| HPS.9 | Projected Average Aggregate Bandwidth:  This figure is based on an estimated usage of the instance. | Full Commitment to SLA | **8 Mbps** | *Yes / No. Please provide details.* | **0.5 Mbps** | *Yes / No. Please provide details.* |
| HPS.10 | Projected Bandwidth Peak:  This is the estimated bandwidth peak. The performance of the instance should be hampered when this level of bandwidth peak is reached. | Full Commitment to SLA | **34 Mbps** | *Yes / No. Please provide details.* | **3 Mbps** | *Yes / No. Please provide details.* |

#### **Hosting Platform and Architecture Proposal**

For the Production and Non-Production instances please provide the following in much detail as possible of how these instances would be configured in a way that ensures the service attributes described in this section will be met.

| **No.** | **Item Description** | **Action Required** | **Bidder Response for the Production Environment:** | **Bidder Response for NON-production environments:** |
| --- | --- | --- | --- | --- |
| HPP.1 | The following information requested applies to both Production and Non-Production instances.  Our preferred solution would be one the following but however the bidder may propose an alternative solution as required.   1. A traditional infrastructure utilising Sun/Solaris servers. 2. Dedicated / Private cloud computing. 3. Oracle Exadata infrastructure. | Information only | *n/a* | *n/a* |
| HPP.2 | Architectural diagram. | Answer | *Please provide details.* | *Please provide details.* |
| HPP.3 | All hardware platforms proposed. | Answer | *Please provide details.* | *Please provide details.* |
| HPP.4 | All software servers components used. | Answer | *Please provide details.* | *Please provide details.* |
| HPP.5 | Inter-server connectivity. | Answer | *Please provide details.* | *Please provide details.* |
| HPP.6 | Any redundancy, failover, scalability and security components and/or features. | Answer | *Please provide details.* | *Please provide details.* |
| HPP.7 | Multi-tier monitoring capabilities and tools, including monitoring tools available to the ILO. | Answer | *Please provide details.* | *Please provide details.* |
| HPP.8 | Any standard procedures for scheduled maintenance outages and how they impact the delivery of the above service requirements. | Answer | *Please provide details.* | *Please provide details.* |
| HPP.9 | The current IRIS environment is based on Sun Solaris 9 and Solaris 10 servers.  If a different technology platform is proposed, please describe any risks you foresee with transitioning to that environment and how you will mitigate those risks. | Answer | *Please provide details.* | *Please provide details.* |
| HPP.10 | During the outsourcing contract it is anticipated that new projects will be initiated that are closely linked or dependant on IRIS mostly based on Fusion Middleware technologies. Can you host project environments (mostly virtualized LINUX instances) for development, test, user acceptance as well as production? Please explain in terms of the following:   * Initial setup and on-going maintenance * Costing model * Support service | Answer | *Please provide details.* | *.* |

### Backup and Restore

Please take note of the backup capacity requirements described earlier in section 4.2.5.

| **No.** | **Item Description** | **Action Required** | **Production SLA** | **Bidder Response:**  **(Production)** | **Non-Production SLA** | **Bidder Response:**  **(Non-Production)** |
| --- | --- | --- | --- | --- | --- | --- |
| BUR.1 | Backup Retention Period: | Full Commitment to SLA | **One (1) month for daily/weekly backups**  **Three (3) years of monthly backups**  **Ten (10) years of semestrial (June, December) backups** | *Yes / No. Please provide details.* | **Six (6) Months** | *Yes / No. Please provide details.* |
| BUR.2 | Frequency:  Differential backup | Full Commitment to SLA | **Online hot backup** | *Yes / No. Please provide details.* | **Daily, preferable between 2000 – 0800 CET** | *Yes / No. Please provide details.* |
| BUR.3 | Frequency:  Full backup | Full Commitment to SLA | **Weekly, over the weekend** | *Yes / No. Please provide details.* | **Weekly, over the weekend** | *Yes / No. Please provide details.* |
| BUR.4 | Restore Response Time Requirements:  Given the situation when the instance requires to be restored from a backup, the specified SLA must be respected. | Full Commitment to SLA | **Four (4) hours** | *Yes / No. Please provide details.* | **Eight (8) hours** | *Yes / No. Please provide details.* |

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| BUR.5 | Provision of backups:  On a monthly basis, the Hosting Provider shall provide to the ILO a complete backup set of data, any source code, and application configuration parameters.  This backup shall be provided as a package ILO can download. In special cases, the ILO may demand the backup to be in tape or high capacity optical disc format (Blu-ray or DVD), in re-writable format if they exist.  This backup shall be available to the ILO no more than 5 working days after each calendar month. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| BUR.6 | Data security requirements:  All ILO data, including data produced by any of the Hosting Providers applications / tools, is and will remain the property of the ILO. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| BUR.7 | Compatibility with Oracle:  The backup solution must be fully compatible with the Oracle Applications and Database versions being used by the ILO. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| BUR.8 | Backup software and associated technology:  Please provide details of the backup software and its associated technology that you are proposing as a solution for the ILO. | Answer | *Please provide details.* |
| BUR.9 | Backup data storage:  Please provide details for the following.   1. Any off-site duplicated data backup storage, including the media used and it’s format. 2. Internal processes for data backups. | Answer | *Please provide details.* |

### Disaster Recovery

The requirements for disaster recovery are specified below. Note that differing response times are requested to be provided in the Commercial Component of the RFP. Please do **not** include any costing information in this document.

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| DR.1 | Disaster Recovery Times:  In the Commercial Component, Bidders shall make clear the cost increment of 4, 8, 24, 48, and 72-hour recovery times. Also note that relocation to a backup site shall be completely included in the Bidder’s base cost proposal. | Information only | *n/a* |
| DR.2 | Relocation of services:  In the event of a disaster at the primary location site, the ILO would require the relocation to the recovery backup site to be operational within 72 hours of the disaster taking place. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| DR.3 | Disaster Recovery Strategy and Capabilities:  Provide your standard definitions of events that would trigger a Disaster Recovery scenario. | Answer | *Please provide details.* |
| DR.4 | Provide the maximum amount of time in terms of lost transactions that would be supported under your disaster recovery plan. | Answer | *Please provide details.* |
| DR.5 | Points of failure and how these are addressed. | Answer | *Please provide details.* |
| DR.6 | Built-in redundancy of various components, including hardware platforms and telecommunications links. | Answer | *Please provide details.* |
| DR.7 | Any degradation in standard SLAs if running from a recovery/backup site. | Answer | *Please provide details.* |
| DR.8 | Disaster levels and estimated time required to restore operations. | Answer | *Please provide details.* |
| DR.9 | Details and schedule of disaster recovery rehearsals. | Answer | *Please provide details.* |
| DR.10 | Historical statistics on availability at each physical data centre. | Answer | *Please provide details.* |
| DR.11 | Maximum time for recovery from comprehensive failure. | Answer | *Please provide details.* |

### Internal Access and Physical Media Data Security

In addition to External Network and Application security, another component of security is the mechanisms put in place by the Hosting Provider to prevent internal unauthorized access to ILO data.

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| IA.1 | The Hosting Provider’s staff will have access to the ILO databases as well as its backup media, whatever they may be.  In addition, there may be ILO data stored at a secondary site for disaster recovery purposes. | Information only | *n/a* |
| IA.2 | Please detail the internal security mechanisms used by your company to protect ILO data from unauthorized internal access and/or the unauthorized release of ILO data to external parties, including government authorities. | Answer | *Please provide details.* |

## Technical Operations and Support

This section addresses the technical operations management, administration and Tiers 2-3 support for running and maintaining the environment.

### System Administration

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| SA.1 | The following are system administration services that are required by the ILO for operating IRIS. The list is neither definitive nor exhaustive. | Information only | *n/a* |
| SA.2 | Environment Change Control:  Ensure that environment change control procedures are in place.  Provide system impact assessments to the ILO prior to any changes being made, including patch application, server component upgrades and Enterprise applications configurations upgrades. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| SA.3 | Performance Tuning:  Monitor and tune performance on both levels of the database and OS. Incidents should be documented and a proposal should be provided to avoid the situation from re-occurring. This should be submitted to the ILO for approval prior to any change. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| SA.4 | System Monitoring:  Active system monitoring should be in place, this should include automated alarms from monitoring systems and procedures of escalation.  The following should be consistently monitored.   1. Network activity (internal and external). 2. CPU usage. 3. RAM usage. 4. Disk activity and usage. 5. User access.   When the alarms go off, the information is communicated to ILO technical staff. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| SA.5 | Reporting:  Monthly performance, issue and metrics reporting should be provided. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| SA.6 | Network Security Management:  This should include the following.   1. Firewall configuration and maintenance 2. SSL certificate management | Full Commitment to SLA | *Yes / No. Please provide details.* |
| SA.6 | Provide System Impact Assessments:  Provide system impact assessments to the ILO prior to any changes being made, including patch application, server component upgrades and Enterprise applications configurations upgrades. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| SA.7 | Provide on-going feedback:  On agreed steps to resolve issues, implement changes, or apply patches from raising the incident or request until final sign-off from ILO and closing of the support ticket. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| SA.8 | Hardware Maintenance and Monitoring:  Including the monitoring of the following.  a) Utilisation  b) Failure Detection and Remediation | Full Commitment to SLA | *Yes / No. Please provide details.* |
| SA.9 | Server Software Component Maintenance and Monitoring:  a) Database administration for Oracle Applications and other applications, migration and ongoing optimization & maintenance (e.g. any required indexing). Patching and upgrades as necessary.  b) Server Component installation and configuration.  c) Server Component patches and upgrades. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| SA.10 | Oracle Applications Maintenance and Monitoring:   1. Setup and configuration. 2. Applications server administration. 3. Applications upgrades (Application of patches, back-ports, and family packs). 4. Application objects (customised components) migration. 5. Application Tools administration and utilisation. 6. Process scheduler/batch server management and control. 7. Monitoring of Oracle Applications response time and performance. 8. Serve as primary CSP liaison to Oracle for Oracle Applications-related issues. 9. Printer Administration. 10. Notification mailer configuration and maintenance. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| SA.11 | For reference, the ILO is currently using the following monitoring tools.   1. Oracle Enterprise Management (Oracle Database) console. 2. Oracle Application Manager (Oracle Applications) console. 3. Oracle Access Manager - Identity Server. 4. Oracle Identity Directory – Administration console. 5. SUN Monitoring tools are used to monitor CPU usage, disk check, UNIX process activity. 6. WhatsUpGold SNMP monitoring as well as defined services | Information only | *n/a* |
| SA.12 | Please provide supporting details of your systems administration and operations capabilities and how you propose providing these services to the ILO for IRIS support. | Answer | *Please provide details.* |

### Technical Service Desk

The ILO will have designated focal points as representatives of the IRIS technical support. For example, should the system be unavailable or should there be a noticeable decrease in performance, a **named IT technical support specialist will be the one to contact the Hosting Provider’s support line**. A clear roles and responsibilities matrix will be agreed as part of the service contract, but bidders are invited to comment on models adopted in other contracts.

Please note that this support line will be limited to infrastructure issues only and not include any intervention on matters relating to IRIS functionality or business processes.

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| TSD.1 | The technical support requirements of the ILO include but are not limited to the following. | Information only | *n/a* |
| TSD.2 | Mechanism   1. Telephone-based support. 2. Web-enabled issue tracking and resolution system (access available to ILO technical points of contact). 3. Determination, escalation and resolution processes; including with Oracle. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| TSD.3 | Service Response Times:  a) Telephone support available 24x7x365  b) Telephone “pickup” response within 3 minutes | Full Commitment to SLA | *Yes / No. Please provide details.* |
| TSD.4 | Incident Reaction and Resolution Time:  The times specified in the figure TSD.4 below must be satisfied. The response time is measured from the moment bidder is made aware of the problem i.e. when an official support ticket is logged by ILO or the bidder. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| TSD.5 | Please provide a detailed description of your technical support capabilities and how you propose providing these services to the ILO for application support. Note that technical issues may be detected by your monitoring tools and that ILO staff will be alerted. Please describe the procedure on how you can log these support tickets to expedite problem resolution.  Please bear in mind that we are seeking a “turn-key” solution – if something is not explicitly mentioned above it does not mean we do not want it; we would like you to propose the inclusive solution that meets the support requirements. | Answer | *Please provide details.* |

Figure TSD.4

| **SLA for Incident Response and Resolution Times** | | | | |
| --- | --- | --- | --- | --- |
| **Incident**  **Severity** | **Incident Description** | **Incident Status** | **Average monthly time to react and resolve** | |
| **95%** | **100%** |
| **1. Critical** | - A business-critical application or function is unavailable and a workaround is not available.  - The execution of a primary business process is blocked. | Response Time | 15 mins | 1 hour |
| Resolution Time | 1 hour | 6 hours |
| **2. High** | - Parts of a business-critical application or function are unavailable.  - System response time deviate significantly from the agreed levels.  - Users are able to work but not at their normal productivity level. | Response Time | 1 hour | 3 hours |
| Resolution Time | 6 hours | 2 days |
| **3. Medium** | - Default severity, there is a minor impact on the customer’s business processes. | Response Time | 3 hours | 8 hours |
| Resolution Time | 2 days | 1 week |
| **4. Low** | - The incident has hardly any consequences for the user base but the services do not fully meet the agreed levels. | Response Time | - | 1 week |
| Resolution Time | - | 1 month |

### Performance Monitoring and Reporting

As indicated within this RFP, the ILO has a call for a comprehensive environment monitoring as part of the Systems Administration services. The specifics of performance monitoring and reporting are providing below.

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| PMR.1 | The following performance criteria will apply, the specifics to be agreed as part of the contract:   1. Guaranteed maximum ping values based on browser to database server, assuming the browser is located on the same controlled LAN, i.e. not from the Internet. 2. CPU, memory and disk I/O and storage maximum utilisation. 3. LoadRunner (or other load testing software) baseline performance indicators. | Information only | *n/a* |
| PMR.2 | Reporting Requirements:  Monthly reporting to the ILO of operational metrics will be required. Monthly reports shall be due to the ILO no longer than 5 working days after the completion of a given calendar month. The measures included in monthly reporting shall include the following.   1. Infrastructure Support calls, description, and time needed to resolve, segmented by problem type and location with analysis of trends, root cause analysis and recommendations for actions to prevent problem recurrence. 2. Average CPU, memory and disk usage. 3. Network utilization, including average and peak external bandwidth usage. 4. System availability per IRIS application and instance. 5. Change control statistics. 6. Number of users – defined and average concurrent per application. 7. Operational availability, excluding scheduled downtime and other ‘approved’ downtimes. 8. Escalation procedures and description of severity levels. 9. Turn-around time of resolutions on calls to the technical support line. 10. Reporting of availability performance, by instance. 11. Credits to the ILO due to Hosting Provider’s failure to meet SLA. 12. Maximum, average and banded wait on calls to technical support line (banded split into percentage wait times). 13. Formation of a living online Knowledge Base for FAQs and other mechanisms that could feed into self-service technical support.   NB. Final requirements will be agreed upon during the contract negotiation. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| PMR.3 | Please provide a detailed description of your performance monitoring and reporting capabilities, the process you use to certify these results as actual, and additional key metrics that should be tracked to better improve application performance and overall execution of service. | Answer | *Please provide details.* |

## Oracle 12i and Custom Application Maintenance

### Change Control

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| CC.1 | Approval for change:  All changes with respect to all environments are to be approved by the ILO, whether initiated by the either party.  The Bidder will be expected to implement the changes according to mutually pre-agreed processes and procedures.  Changes to be considered within the scope of the required services may include, but are not limited to:   1. Version upgrades. 2. Oracle Applications Family Packs, patches and fixes. 3. Oracle Applications objects (customized components). 4. Configuration 5. Technology stack upgrades. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| CC.2 | Infrastructure changes:  Should changes in the infrastructure be required, (for example router operating system, firewall tables, server operating system, hardware or other) the bidder shall first consult with the ILO if such changes are deemed by the Bidder to effect the ILO’s environment. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| CC.3 | Change Control Proposal:  Please describe your current Change Control management procedures, including the tools to be used. | Answer | *Please provide details.* |
| CC.4 | SLA for Change Requests by Instance:  Please confirm that you can satisfy within your proposal the SLA’s mentioned within the below table CC.4 | Full Commitment to SLA | *Yes / No. Please provide details.* |

Figure CC.4 – SLA for Change Requests by Instance

| **SLA for Change Requests by Instance** | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **1) Instance Group** | **2) Instance Name** | **3) Instance Description** | **4) Projected Refresh Frequency**  **per quarter**  **(from PROD)** | **5) Total Refresh Frequency per quarter**  **by Instance Group1** | **6) Instance Patching**  **(Oracle patches)** | **7) Patching window** | **Additional comments** |
| Production | PROD | IRIS Production | n/a | n/a | 99% of patches to be applied on a mutually upon agreed due date, within a 5 day window. | As mutually agreed. | By default, patching should be scheduled outside of the ILO normal working hours. Taking into account regional offices (Lima and Bangkok) working hours, this is from 23:00 to 1:00 during weekdays. Patching during weekends is possible. |
| Software Development Lifecycle | DEV | Development | 1 | 8 | 98% of patches applied within 3 days | Patching to be done outside of the core instance hours as mentioned below.  8h-12h, 14h-18h (CET)  Alternative times should be agreed upon with the ILO. | For the very rare occasion critical patches may be requested by the means of an incident. |
| TST | System Test | 2 |
| UAT | User Acceptance | 2 |
| TRN | Training Instance | 1 |
| Support / Operations | SC | Service Centre | 12  (weekly) | 28 | n/a - very rarely requested | n/a | Requires a weekly refresh from PROD. This should be ideally be an automated job that runs during the weekend. Available by 9h Monday. |
| FT1 | Functional Team | 6 | 98% of patches to be applied within 12 hours (excluding patch runtime). | Patching to be done outside of the core instance hours as mentioned below.  8h-12h, 14h-18h (CET)  Alternative times should be agreed upon with the ILO. |  |
| FT2 | Functional Team | 3 |
| ADMN | Patching | 3 | 98% of patches to be analysed and ready for patching within 4 hours. Patching runtime would be added to this time. | Anytime | Primary patching instance, patching maybe done at leisure. |
| TRN2 | Training Instance (secondary) | 2 | n/a - very rarely requested | n/a |  |
| Project Instances  (5 in total) | PROJ | Ad-hoc project instances | 2 | 10 | 98% of patches to be applied within 24 hours (excluding patch runtime). | Patching to be done outside of the core instance hours as mentioned below.  8h-12h, 14h-18h (CET)  Alternative times should be agreed upon with the ILO. | There will be 5 projects instances. |

**Total Refresh Frequency per quarter by Instance Group1 – *may include additional instance refreshes when compared to column 4. Cost estimates given in the commercial component of the RFP should be based on this figure.***

## Provisioning and Migration

This section covers the elements required by the provisioning and migration phases and the timelines for completing the transition to Production at the Hosting Providers location.

### Initial Start-up Services

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| ISUS.1 | The ILO and the Hosting Provider shall work on the necessary steps to begin the engagement and migration to the hosted environments. This arrangement may include:   1. Certification of Oracle Applications installation(s). 2. Documentation required from the ILO on customised Oracle Applications and components. 3. The Items the Hosting Provider requires from the ILO to ensure that Oracle Applications to be transferred for hosting are properly initiated and supported. | Information only | *n/a* |
| ISUS.2 | Provisioning of the infrastructure:  When provisioning the infrastructure, the ILO would like the Hosting Provider to include engineering support services to help the ILO:   1. Design the strategy and architecture for connecting the ILO’s network to that of the Hosting Provider. 2. Assess the value of using LDAP and SSO for the ILO to access IRIS, and if deemed to be valuable, provide the strategy and design for establishing these technologies and integrating them with IRIS. 3. Set up and provision any firewall or other networking equipment on ILO premises, with the support of ILO IT staff. 4. Test and certify the security of the link(s) between the ILO and the Hosting Provider. 5. Provide documentation such that ILO IT staff can maintain the equipment and the network link (from the ILO end) after initial provisioning. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| ISUS.3 | Start-up Services:  Specific services will be required at start-up, some of which will be required again at regular intervals. These are:   1. Capacity planning 2. Complete Hosting Platform provisioning, including setup, configuration and test 3. Documentation of the Hosting Platform and Environment | Full Commitment to SLA | *Yes / No. Please provide details.* |
| ISUS.4 | Migration Issues:  The ILO foresees the following migration issues.   1. Initial application and data load 2. Version and patch/bundle consistency across all instances within applications 3. Start-off point for Change Control | Information only | *n/a* |
| ISUS.5 | Please propose how you would provide these start-up and provisioning services. Also please document all the items and types of support you require of the ILO to successfully execute this process.  Provide a schedule of milestones including a test migration and production cutover. | Answer | *Please provide details.* |
| ISUS.6 | Please certify that these services mentioned above are included and clearly documented in your cost proposal. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| ISUS.7 | Transition period:   1. No data loss should occur during the migration of data to the new hosted environment. 2. The ILO will approve and sign-off the readiness of the new production environment prior to the production cut-over. 3. The transition team members must be aware and involved in the end-to-end integration. 4. The transition team members must be available post go-live to support any urgent issues. 5. ILO staff members will be assigned as key members of the transition team. | Full Commitment to SLA | *Yes / No. Please provide details.* |

### Acceptance Testing

The ILO and the bidder shall agree on acceptance testing procedures and parameters for all hosted instances as well as services.

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| AT.1 | Acceptance testing shall include but not be limited to:   1. Performance based on a set of Oracle Applications transactions using different access methods, e.g. direct connection from HQ or an ILO Field Office 2. Performance based on agreed-upon tools, e.g. LoadRunner, PSPing, etc. 3. Network Authentication. 4. Backup and recovery. 5. Database refresh (for non-production instances). 6. Operation of load balancing and clustering.   The final acceptance of the hosted environment will be at the discretion of the ILO. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| AT.2 | Please propose how you would provide these testing and release services. Also please document all the items and types of support you require of the ILO to successfully execute this process. | Answer | *Please provide details.* |
| AT.3 | Finally, please certify that these services mentioned above are included and clearly documented in your cost proposal. | Full Commitment to SLA | *Yes / No. Please provide details.* |

## Termination and/or Exit Strategy

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| TE.1 | The bidder is required to provide the ILO with exit arrangements if and when the ILO decides to bring the environments in-house or move to a different Hosting Provider. The exit arrangement may include:   1. Sale of equipment to the ILO at fair market values. 2. Data migration services. 3. Support of the migration project. 4. Transfer of all backup archives to the ILO. 5. Information on any proprietary components used and, upon request, provision of relevant Intellectual Property licenses. | Full Commitment to SLA | *Yes / No. Please provide details.* |
| TE.2 | Please provide the detailed terms and processes supported by your organisation to fulfil this requirement. Also, please indicate the information and support that the ILO and/or the third-party Hosting Provider would need to provide in order for you to successfully complete this process. | Answer | *Please provide details.* |

## SLA Performance – Incentive/Penalty Structure

One of the key benefits the ILO aims to realize through the outsourcing of production operations for IRIS, EDMS and other enterprise applications is the ability to contract to well-defined, measurable service levels. In effect, the ILO wishes to leave the design, provisioning and daily operations of the Hosting Platform entirely up to the service provider, provided that the contracted terms are met.

The ILO will look favourably upon proposals that back up their claimed abilities to deliver upon the required service levels with a strong incentive/penalty cost model (around a comparable baseline).

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| PEN.1 | Taking into consideration all of the requested service elements having defined service levels throughout Section 4 of this document, please provide details on the standard incentive and penalty terms you offer as insurance to customers with respect to SLA performance. The terms you describe should cover all items of service provision that are bound by SLAs, including but not limited to, Oracle Applications and custom applications availability, application response time, bandwidth, service ticket response times, disaster recovery, etc.  Please remember to exclude any actual cost figures here, just terms and policies. Any actual cost information shall be exclusively described in the Commercial Component of your proposal response. | Answer | *Please provide details.* |

## Oracle Applications Hosting and Management Business

### General

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| HGEN.1 | Please state the year you began offering Oracle Applications Hosting Services. | Answer | *Please provide details.* |
| HGEN.2 | Please specify the year your first Oracle Applications Hosting Services client went live and with what version. | Answer | *Please provide details.* |
| HGEN.3 | Please provide the number of live Oracle Applications Hosting clients for CY2010 and CY2011. | Answer | *Please provide details.* |
| HGEN.4 | Current number of live Oracle Applications Hosting clients running version 12i | Answer | *Please provide details.* |

### Oracle Hosting Services Resources

This section requests information that is specific to your **Oracle Hosting** business. Please do not include resources from consulting or other businesses that are not dedicated to the Oracle Hosting business on a full-time basis. For “Number FTEs”, please provide actual numbers, not explanations of the numbers.

| **No.** | **Competency** | **Number FTEs** | **Average Years Experience** | **Breakdown (number) of Oracle / Other Certifications** |
| --- | --- | --- | --- | --- |
| RES.1 | Oracle Database Administrators |  |  |  |
| RES.2 | Unix/Linux Systems Administrators |  |  |  |
| RES.3 | Platform and Network Architects |  |  |  |
| RES.4 | Security Experts (Oracle Identity Management, Unix and network security) |  |  |  |
| RES.5 | Technical Support Specialists |  |  |  |
| RES.6 | Platform (please specify) Certified Engineers |  |  |  |
| RES.7 | End-user Help Desk Staff |  |  |  |
| RES.8 | Training Specialists |  |  |  |

### Partnerships and Certifications

Please list all relevant strategic partnerships, alliances, and subcontracting arrangements that will be brought to bear to provide Oracle Hosting services for the ILO:

| **No.** | **Partner Name** | **Expertise/Services Provided** | **Used as a Subcontractor?** | **Certifications Granted to Bidder by Partner** | **Other Information** |
| --- | --- | --- | --- | --- | --- |
| PC.1 |  |  |  |  |  |
| PC.2 |  |  |  |  |  |
| PC.3 |  |  |  |  |  |
| PC.4 |  |  |  |  |  |
| PC.5 |  |  |  |  |  |

### References

| **No.** | **Action Required** | **Item Description** | **Description Response / Response** |
| --- | --- | --- | --- |
| REF.1 | Answer | Please provide a list of at least four contactable client references of customers for whom you are hosting Oracle Applications version 12i. These references should as much as possible have similar or greater needs than what is being requested by the ILO in this RFP as an indicator of whether the Bidder can handle the scope of services requested herein.  Please do not include yourself as a reference. If you do not have four references, please include what you can at lower versions of the Oracle Applications suite. The quality of the references will have an impact on the assessment of the Bidder’s ability to perform. We strongly encourage you to provide UN / International, NGO or other public sector references if you have them.  Please include the names of contact persons, indicate any protocol that may have to be respected in making contact, and a description of the deployment. Please remember that the references may be contacted with a view to arranging visits and interviews. | **Reference 1:**  *Company Name*  *Contact Person and Details including address*  *Special Contact Protocols; Whether They’d Agree to a Site Visit*  *Description of Outsourced Solution* |
| **Reference 2:**  *Company Name*  *Contact Person and Details including address*  *Special Contact Protocols; Whether They’d Agree to a Site Visit*  *Description of Outsourced Solution* |
| **Reference 3:**  *Company Name*  *Contact Person and Details including address*  *Special Contact Protocols; Whether They’d Agree to a Site Visit*  *Description of Outsourced Solution* |
| **Reference 4:**  *Company Name*  *Contact Person and Details including address*  *Special Contact Protocols; Whether They’d Agree to a Site Visit*  *Description of Outsourced Solution* |

### Division of Roles and Responsibilities

The bidder is requested to provide a detailed list of tasks that will be performed on behalf of the ILO in order to satisfy the requirements given. This list should also include those tasks that are to be expected from the ILO and/or those where the ILO and the bidder will share responsibilities at the different stages of the outsourcing engagement, be it in planning, migration, implementation, production or termination. *Please provide a Roles and Responsibilities Matrix to detail your offering*.

| **No.** | **Responsibility** | **Hosting Provider Role** | **ILO Role** |
| --- | --- | --- | --- |
| DR.1 |  |  |  |
| DR.2 |  |  |  |
| DR.3 |  |  |  |
| DR.4 |  |  |  |
| DR.5 |  |  |  |

### Differentiators

| **No.** | **Item Description** | **Action Required** | **Bidder Response:** |
| --- | --- | --- | --- |
| DIFF.1 | Please identify what you believe are the five primary characteristics that differentiate your firm from others in the international Oracle Applications systems hosting market and explain why you believe you are uniquely positioned to work with the ILO to successfully achieve the project goals. | Answer | *Please provide details.* |
| DIFF.2 | Additional differentiators might include those specific to this offer, such as the inclusion of resources to assist with the migration and start-up processes or creative financing options. | Answer | *Please provide details.* |
| DIFF.3 | In this context, please describe any experience in working with UN organizations, International Financial Institutions, or other non-profit international entities operating in a multicultural context.  Describe what particular factors are peculiar to such organizations, who you regard as key stakeholders of the ILO, and what role their needs will play in the overall project. | Answer | *Please provide details.* |

# Annex 1:

(Attach any document you may deem pertinent to facilitate the evaluation of your proposal)

# Other Annexes

*(Repeat as necessary)*