

Provision of Oracle Taleo Functional and Technical Consultants	 IAEA International Atomic Energy Agency	ANNEX B Statement of Work Dated 2014-01-14
--	--	--

STATEMENT OF WORK

Provision of Oracle Taleo Functional and Technical Consultants

1. Introduction

The International Atomic Energy Association (henceforth called as “IAEA”) has implemented the first 2 Plateaus of an Enterprise Resource Planning (ERP) that leverages Oracle ERP software, known as the IAEA wide Information System for Programme Support (AIPS), intended to improve the quality, accuracy and timeliness of, and access to, management information, and to harmonize and streamline the processes that underpin programme delivery.

The AIPS Project team is focused on the re-engineering of business processes, handling all aspects of change management and the implementation of a standard ERP system. The IAEA is implementing now the next Plateau focused on the Human Capital Management. The scope of HCM includes implementation of Oracle core HR and Payroll modules, Oracle Taleo recruitment & Taleo On-boarding modules and Oracle Performance module (either Oracle core PM or Fusion PM).

This Statement of Work describes the requirements for the provision of Oracle Taleo functional and technical consultants for implementation of recruitment and on-boarding solutions on Time and Material (T&M) basis. The consultants will work with and under the guidance of an IAEA project manager.

2. Environment

The AIPS application has been build using Oracle eBusiness Suite (eBS) R12, Oracle Business Intelligence Enterprise Edition (OBIEE) and Hyperion software and has been split into four different plateaus. The first 2 implemented already address the Finance, Procurement, Fixed Assets, Programme and Project Management, Planning and Budgeting, Contacts Master Data Management. The current plateau will address the HCM (including payroll) and finally next year Meetings and Travel Management areas will be implemented.

The AIPS Project Team is the team that will implement and deliver the next Plateaus of the AIPS implementation. The AIPS Services Unit (ASU) is the single-point-of-contact for AIPS operational specific customer inquiries and requests. ASU provides first, second and third level support to the AIPS system. The working language of the Contractor’s staff shall be English. A suitable PC and office space will be provided by the IAEA.

3. Special Requirements

The profile of the educational, experience and skill requirements for the consultants to be provided by the Contractor shall be as follows:



Education

University degree or Post Graduate degree in Software Engineering or related subject (e.g. Computer Science, Information Science, Human Resources Management).

Experience and Skills

Specific skills of the contractor's consultants shall be:-

- At least five years implementation experience of ERP which should include at least 5 Oracle Taleo recruitment implementation;
- Experience shall include at least one implementation of integration of Oracle core HCM solution with Taleo;
- Experience with dealing with re-engineering of HR processes.
- Excellent communication skills and ability to communicate conceptual ideas clearly and effectively;
- Ability to operate at a team member level or team lead level and comfortable to interact with the business units in the functional area;
- Experience in conducting architecture, design and solution workshops, User Acceptance Tests, application testing, operational support, preparation of training material and delivering end user training; Experience in working independently with minimum supervision; and
- Fluency in written and spoken English.

4. Schedule & Resources

Schedule: It is anticipated that the TALEO implementation should start as soon as possible and that go-live would be some time in Q3 of 2014 (potentially with selected functions going live earlier e.g. process for short term hiring). Launch some parts of the new solution would be subject to dependencies on integration with current planned updates to Human Capital Management components of Oracle EBS that also form part of our AIPS Plateau 3. In addition, there would be a need for 1-2 months of post-production support to stabilize the solution and the related RICEFW components (Reports, Integrations, Extensions, Forms and Workflow).

It is anticipated that the TALEO implementation will start as soon as possible and that go-live would be some time during third quarter of 2014 and that there would be a need for 1-2 months of post-production support to stabilize the solution and the related RICEFW components (Reports, Integrations, Extensions, Forms and Workflow).

However, based on the Contractor's consultants' experience and understanding of the IAEA requirements described in this document (including attachment of workflows and draft Business Requirement Scenarios) the Contractor's consultants shall propose and justify the expected timeline of each phases of the project to deliver the major milestones.

It should also be noted that in case the IAEA wants to extend the contract of any consultant, 4 weeks of advance notice will be given and the Contractor shall provide the same consultants for the extended period as requested or as mutually agreed.



Resources requirements: The following resources are anticipated:

- At least one fulltime functional consultant onsite (Vienna, Austria); and
- At least one technical consultant (can be offshore/offsite and level of volume of work is anticipated to vary during the different phases of the project).

However, based on the Contractor's consultants' experience and understanding of the IAEA requirement described in this document (including attachment of workflows and draft Business Requirement Scenarios) the Contractor's consultants shall propose and justify the expected volume of resources (separate in functional and technical) for each phase of the project (including expected time for ramp-up i.e. initial review and understanding of IAEA business context, requirements and technical landscape).

5. Work Specification

The detailed job description of the consultants is described as follows:

Functional consultant:

Functional Consultants shall:

- Participate in the implementation team and work as a functional consultant/module lead for implementation or support of Taleo recruitment and on-boarding modules. Plan and manage the implementation. Conduct various tasks such as:
 - Requirements analysis;
 - Solution design;
 - Build configuration;
 - Data conversions;
 - Testing (CRP, SIT, UAT);
 - Training;
 - Cut over to new system; and
 - Post Go-Live support;
- Prepare functional specification and test functional designs of RICEFW components and support custom component development;
- Document:
 - Business process flows;
 - Solution design;
 - Test scripts; and
 - Training material;
- The consultant should spend some time understanding the business requirements and the peculiarity of the processes in place and recommend appropriate options and process improvements or modifications to meet business requirements;
- Iteratively validate with AIPS Project team and business representatives that the implemented features meet requirements;
- Prepare training material and train around 10 trainer as well as support in the training of around 400 end users on final solution;
- Identify and advise the AIPS project manager of any risks associated with the implementation of the solution;



- Deliver overall design, functional and acceptance testing by key users in a timely manner;
- Identify and advise any scope deviation from the initial signed off requirements, which causes delays to project time lines;
- Prepare weekly project status reports, monthly milestone reports and project board reports;
- Coordinate with other AIPS project work streams to ensure that interdependencies of the recruitment and onboarding solution (and related RICEFW components) with other parts of the HCM solution are appropriately addressed and managed.
- Conduct and support the following testing cycles:
 - CRP;
 - SIT; and
 - UAT;
- Develop the cutover plan and manage the system cutover.

Technical consultant:

Technical Consultants shall:

- Build and test:
 - New workflows;
 - Application extensions to meet process gaps;
 - Interfaces with existing legacy systems;
 - Interfaces with Oracle core HCM solution;
 - Alerts;
 - Prepare reports on OBIEE; and
 - Data conversions through program;
- Technical consultants shall have expertise in working with TALEO Connect Platform;

In general the work of the Contractor's consultants shall include the following:

- Requirements understanding and validation;
- Solution design of respective modules of the system;
- Setup and configuration of various application instances and products as per approved configuration documents;
- Creation and updating of any documents related to solution designs or process designs as per IAEA approved templates;
- Liaison with third party development services providers, including:
 - End to end responsibility for custom build of RICEFW components;
 - Providing clarifications for component design;
 - Application module setup and related support on build instances; and
 - Preparation of test scripts and unit testing, component testing to pass agreed test scenarios, integration testing across modules and with legacy applications, leading to component acceptance by IAEA team leads;
- Create and maintain functional or technical design documents for any approved customizations;



- Analyze and present options for any functional or technical requirements requested by business users;
- Participate in Change Board meetings to present analysis of change requests;
- Perform integration testing with RICEFW Components and Legacy systems, where impacted;
- Prepare and maintain super user and end user training material and deliver end user training on the solution;
- Conduct data conversion and cleaning exercises under supervision from an IAEA team lead, including preparing data conversion approach, conversion and reconciliation criteria, finalizing conversion templates, participating in discussions with legacy teams, functional and technical design of conversion programs, data conversion and reconciliation;
- Support the configuration of live ERP modules;
- Documentation of the system and activities following IAEA standards;
- Post production support and training to end users on the solution;
- Troubleshoot any application issue leading to successful incident closure; and
- Any other Oracle functional or technical responsibilities as is decided by the IAEA.

The work will be reviewed by IAEA designated teams against requirements provided, and internal working practices and standards.

Target dates for the completion of the work will be established prior to commencement of the work. Results will be reviewed on a weekly basis.

6. Deliverables

For the operational assignments, the Contractor's consultants shall develop deliverables for tasks and responsibilities as they are assigned. The Contractor's consultants shall meet operational task objectives and they shall prepare technical documentation.

The overall anticipated phases and related deliverable are:

- Requirements Definition: Updated and clarified of functional requirements to enable definition of solution;
- Solution Design: Definition of a solution architecture and configuration of TALEO and specification of required RICEFW components to meet requirements;
- Build: A fully configured TALEO module. Iteratively validated to meeting business requirements (including successful execution of CRPs);
- Test: Quality assured product though successfully documented and signed off SIT and UAT;
- Training: Completion of end user training;
- Cut over: Successful go-live; and
- Stabilization: End user support and timely remediation of identified issues.

For the new changes to the solution, the management deliverables (i.e. documentation) for each assignment will follow established IAEA standards, and will typically include:

- Detailed design documentation of the system components;
- System configuration documents;
- Application architecture and Security documents;



- Testing documentation;
- Training documentation;
- Cut over strategy;
- Creating and maintaining process documents and configuration documents;
- Creating presentations for different types of users; and
- Any other document as assigned by Project team.

7. Acceptance of work done

Completion of the work will be at the time of acceptance of the deliverable by the designated contact in the IAEA.

Payment will be made each month for days worked the previous month upon presentation of invoice and signed timesheets certifying the resource time. Unless otherwise agreed, a calendar month comprises 21 working days. Days or part of days not worked will be pro-rated.

The IAEA reserves the right to seek an immediate replacement for any consultant provided that is found unsuitable for the assigned tasks. In such cases, IAEA will seek an alternate consultant from the Contractor at the same rate or a lower rate, if the consultant is less experienced, and if no suitable replacement consultant can be agreed upon, the IAEA reserves the right to terminate the Contract at the end of the applicable calendar month.

8. Check points / meetings

The work performance of the resource(s) will be reviewed on a regular basis (weekly or monthly) by IAEA staff.

9. Performance Management

Unless agreed by the AIPS project manager, the following indicators will be used to measure the performance of the Contractor:

- Number of issues that are pending resolution by the Contractor's consultants with a target of not more than 3 issues and maximum 10 issues pending at any given time;
- Number of risks that are pending mitigation by the Contractor's consultants with a target of not more than 2 risks and maximum 5 risks pending mitigation by the Contractor's consultants at any given time;
- Quality of deliverables of the Contractor's consultants measured by percentage of deliverables rejected with a target of not more than 5% rejected and maximum 15% rejected upon first submission; and
- Time delay of deliverables of the Contractor's consultants measured by percentage of delays with a target of not more than 5% and maximum exceeding 10% from the agreed time lines.

Depending on the impact of non-adherence of the above key performance indicators the IAEA may consider termination of the Contract.



Attachments:



1.19.1 Onboarding
Staff V1.0.pdf



1.19.2 Onboarding
Non-Staff V1.0.pdf



1.19.3 Onboarding
External Contractors



Recruit Candidate
Selection FT.pdf



Recruit Candidate
Selection TEMP.pdf



Recruit Vacancy
Notice Posting and di



Recruit Vacancy
Notice Posting and di