

Annexure A

RFP UJ 26/2024: Appointment of a Service Provider to Provide Oracle E-Business Suite and Cloud Support and Maintenance Services for a Period of Three (3) Years



Request for Proposal (RFP)	RFP UJ 26/2024: Appointment of a Service Provider to Provide Oracle Business Intelligence Support and Maintenance Services for a Period of Three (3) Years.
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1. INTRODUCTION

University of Johannesburg (UJ) is a university in the Top 4% of universities in the world as per the Quacquarelli Symonds (QS) World University Rankings, more so among the top 1% of universities in the BRICS countries (Brazil, Russia, India, China & South Africa), where it is ranked 61st among this economic bloc's 6 200 universities. UJ has a strategic goal which is to achieve "Global Excellence and Stature" (GES), and through the Institution's evolutionary 2025 Strategic Plan which resonates of "Excellence" has a Vision to become "An international university of choice, anchored in Africa, dynamically shaping the future."

The mission can be described as follows: "inspiring its community to transform and serve humanity through innovation and the collaborative pursuit of knowledge". These are underpinned by four values, namely: imagination, conversation, regeneration and ethical foundation. The six strategic objectives provide a focused means for realising the Vision, Mission and Values of the University. They further represent a re-working of the original UJ Strategic Thrusts 2020 in the context of a wider positioning of the University as "The Pan-African" Centre for Critical Intellectual Inquiry, with the primary goal of achieving global excellence and stature.

The six strategic objectives are:

1. Excellence in Research and Innovation.
2. Excellence in Teaching and Learning.
3. An International Profile for Global Excellence and Stature.
4. Enriching Student-Friendly Learning and Living Experience.
5. Active National and Global Reputation Management, and
6. Fitness for Global Excellence and Stature (GES).

Recognized as the country's second strongest brand, UJ offers world-class, internationally recognized academic programs based on curricula informed by cutting-edge developments in both undergraduate and postgraduate education, and that are designed to prepare students for the world of work and for global citizenship. Our curriculum is increasingly reflective of previously marginalized scholarship that talks to a transformation and decolonization agenda, with Africa at its core.

The vision of Information and Communication Systems (ICS), which is UJ's internal ICT Support, is to be recognized as the pioneer in delivering ICT services among African universities. This will be achieved by demonstrating and proving how ICS engages with the university functions, understands institutional objectives and technology needs, and delivers improved customer satisfaction, better service performance and optimized ICT operations.

2. PURPOSE OF THE REQUEST

The purpose of this bid is to appoint a suitable service provider with extensive experience in the provisioning of Oracle Services to provide Support and Maintenance of the following Production and Test Environments:

- Oracle Business Intelligence Applications (OBIA)
- Oracle Enterprise Data Warehouse (EDW)
- Interfaces / Integrations of Oracle Business Intelligence (OBIA) to external applications

Oracle Business Intelligence Applications and Oracle Enterprise Data warehouse form part of an integral Information Management and Data Hub for the University of Johannesburg.

The duration of the Oracle BI Support and Maintenance contract is for a period of Three (3) years. If required and in UJ's sole discretion, the term of the agreement may be renewed. Written notice of such renewal will be given to the Service Provide no less than 30 (thirty) days', prior to the date of termination of the initial period.

Important to note that the University`s BI roadmap is to migrate to Microsoft Power BI in the foreseeable future.

3. SUPPORT MODEL

Service providers must propose a support model for Oracle Business Intelligence that is both effective and efficient in delivering support and maintenance, as outlined in the Scope Requirements provided below.

4. SCOPE REQUIREMENTS

This section outlines the required Systems Applications Support in relation to the Oracle Business Intelligence (BI) applications and the inbound/outbound Interfaces that are integrated with Oracle BI.

<p>Enterprise Analytics Modules</p>	<ul style="list-style-type: none"> • Oracle Financial Analytics • Oracle Human Resources Analytics (HR and Payroll) • Oracle Procurement and Spend Analytics • Oracle Enterprise Asset Management Analytics • Project Analytics
<p>Custom EDW Integrations (Integrated with Source Systems)</p>	<ul style="list-style-type: none"> • Oracle E-Business Suite • ITS (Student Management system) • CELCAT (Student Timetable system) • RIMS • HEDA • INNOPAC (Library system) • Academic Partners system (Online student Application) • MARKS systems • "Symbio Sys" (Chat BOT) • ISFAP • Intranet • Configuration Manager • Service Manager • Perceptive Content • IMPRO • IDU • Pastel • UJQuans • Infeed • LMS

	<ul style="list-style-type: none"> • UCDG • DOI • POPI (Historical Database) • HIVE • Other Custom systems
Services	<p><u>Functional Requirements</u></p> <ul style="list-style-type: none"> • Requirement Gathering & Analysis: <ul style="list-style-type: none"> • Identification of high-level analytical reporting needs • Gap analysis (As-Is v/s To-Be Analytical reporting) • Detailed requirement gathering documents to facilitate detailed BRS, prioritization & analysis for analytical reports. • Conducting workshops with business. • Ensure complete application and system testing. <p><u>Administration and Support:</u></p> <ul style="list-style-type: none"> • Provide end-to-end support for OBI Apps, OBIEE and ODI • Provides technical assistance regarding accessing and analyzing data. • Advises operational teams on standardized data collection procedures and approaches. • Supports the transfer of skills to select functions on data management, analysis and interpretation Creation and Maintenance of the data warehouse technical infrastructure. • Maintenance of extracts and data cleanup for updates onto the Data Warehouse Establish BICC and regulate it with various stakeholders. • Establishment of data processing techniques and related data infrastructures Ensuring system side data integrity and security. • Regular User Access Maintenance. • The vendor should validate and highlight all the data inconsistencies between systems to UJ periodically, to ensure correct information is processed to EDW. • Provide system enhancements on existing and new dashboards and reports. • Provide Functional and System Testing on Existing and New dashboards and reports. • Support of existing and new Integrations/Interfaces with Third Party systems. • Provide problem management with root cause analysis feedback report on incidents. • All documents to be uploaded on the team SharePoint portal site. • Assist with Production support issues as and when required. • When required, provide applications and systems upgrade plans and documentation and ensure alignment to Oracle roadmap. • Provide data migration support for Oracle BI. • Provide functional and technical knowledge transfer and training to internal team with documentation. • Provide recommended and best practice methods on the support and maintenance of Oracle BI

	<ul style="list-style-type: none"> • Provide support operations in terms of service availability, defect monitoring, improved quality, enhanced security and improved business performance. • Operate within the ambit of the UJ adopted IT frameworks, including but not limited to ITIL and COBIT5 as frameworks for IT Service Management and Governance. • Provide support with logging and tracking Oracle Service Requests (SR). • Follow complete SDLC and OUM documentation methodology for all support, enhancement and project requests. • Operate within negotiated and defined SLA's and Metric's. • Ensure all code is loaded and maintained on GitHub system, to ensure version tracking and code backups are maintained. • Have Monthly Service Level Agreement (SLA) meetings with business stakeholders. • Prepare a complete month-end report on calls/issues worked on, also listing risks and challenges faced, including any recommendations to alleviate. <p><u>Data Management and Reporting:</u></p> <ul style="list-style-type: none"> • Analysis and interpretation of program data. • Aggregates data from multiple sources into an efficient reporting mechanism through database design and development. • Data mining, data blending, data visualization, data reporting, dashboard design, and predictive analytics. • Compliance and maintenance of data analytics that align with the Foundation IT systems and frameworks. • Identifies and recommends ways of improving information delivery, data capture, and design that feeds into business processes through the provision of technical solutions. • Data governance and assist in the establishment of BICC • Supports management by providing support for the compilation, analysis, and submission of quarterly management reports. • Liaise with key stakeholders regarding the development, execution and maintenance of the data warehouse and technical activities. • Design event and activity feedback forms and surveys. • Develop, analyze, and draft analytical reports based on program surveys and event feedback forms.
Resource Criteria	Fulltime and Dedicated resources to UJ
<p><u>Fulltime Resources:</u></p> <p><u>CVs for Resources are a mandatory requirement</u></p> <p>1. ODI Developer Fulltime x1</p>	<ul style="list-style-type: none"> • 5+ years' experience as ODI (Oracle Data Integrator). • Key - developing, enhancing, tuning, and supporting ETL/ELT and data integration solutions using tools from Oracle) • Experience building, enhancing, supporting data warehouse solutions (primarily using Oracle data warehouse technologies). • Experience with migrating Oracle BI reports to Power BI. • Very Strong PL/SQL skills to create custom queries in Oracle. • Strong hands-on experience with integrating Oracle BI with non-Oracle 3rd Party Systems as well Oracle EBS. • Building ODI connections using APIs. • Support ETL and data warehousing applications and tools. • Support of Application Deployments and patch bug fix (OBIEE and ODI).

2. OBIEE Developer Fulltime x1	<ul style="list-style-type: none"> • 5+ years' experience as Oracle BI Developer. • Strong experience working on OBIEE and ODI version R12.2 or higher. • Strong hands-on experience in building BI dashboards and reports for HR, Finance, and SCM modules (Oracle E-Business Suite Modules). • Experience with migrating Oracle BI reports to Power BI. • Strong knowledge of writing SQL queries and PL/SQL programs. • Hands-on experience in migrating reports between environments • Very Strong PL/SQL skills to create custom queries in Oracle. • Good experience in fine tuning complex long running queries. • Strong in requirements gathering, data modeling and warehouse concepts. • Knowledge in OBIEE administration.
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a. KEY PERFORMANCE INDICATORS (KPIs)

Service Delivery on time as per the mutual agreement between UJ & the Supplier.

The UJ BI Applications being supported based on the SLA, whose priority and SLA definition is as per below:

Severity	Description	Response Time	Resolution Time
1	<ul style="list-style-type: none"> • Critical break-fix • Major user community impacted. • Unavailability of systems 	1 hour from the time of notification	Temporary fix/workaround within 4 hours and permanent fix within 3 working days
2	<ul style="list-style-type: none"> • Urgent break-fix • Production issue with workaround • Group of users impacted. • Unavailability of system interfaces 	1 business day	Temporary fix within 72 hours from the time of notification Permanent fix within 7 working days.
3	<ul style="list-style-type: none"> • Small Maintenance issue • Non-critical Bug Fix with a workaround • No immediate impact • Single user impacted 	5 business days	Fix to be implemented on mutually agreed CAB schedule.
4	<ul style="list-style-type: none"> • Minor enhancements depending on priority of business users. • Change to an existing functionality. • Not a break-fix 	7 business days	Changes to be implemented to a mutually agreed CAB schedule.

- For any Severity 1 application issues/incidents occurring during non-office hours, the Supplier must be contacted by UJ and the Supplier to log into the UJ applications remotely to resolve the issue.
- The Service Provider will reach the onsite premise, if needed, to facilitate recovery and resolution of the Severity 1 issue.
- All Severity 1 production issues are to be resolved on an urgent basis - where more than one Severity 1 issue exists, UJ will determine priority.
- For Severity 1 incident resolution, after hours and weekend effort will be necessary.
- 24*7 Operational support is required for production Severity 1 issues.
- The measurement parameter of the above SLA would be 95% achievement of SLA in a month.

5. TECHNICAL ADJUDICATION

Tender Conditions

This Tender will be evaluated in three (3) stages:

Stage 1 – Tender Administrative Compliance Evaluation

Stage 2 – Functional / Technical Evaluation

Stage 3 - Financial and B-BBEE Evaluation

Stage 2 – Functional and Technical Support

Please note the following requirements below:

Area	Criteria	Maximum points obtainable	Reference in Proposal
Services	<p>Supplier must provide the information stated below in their proposals and this information will also be illustrated in demonstration sessions</p> <ul style="list-style-type: none"> • Report per different modules - 10 • Enhancements/Application/Configuration/Administration – 10 • Interfaces/Integration of Oracle BI and Cloud to third party systems -10 • Data Security – 5 • Data Accuracy – 5 • Data Governance – 5 • Data Backup and Recovery – 5 	50	
Support Approach	<p>What approach will be undertaken to ensure the success of the BI Support and Maintenance?</p> <ul style="list-style-type: none"> • Proactively Monitoring - 5 • Regular Maintenance and Updates - 2.5 • Issue Resolution and Response Time - 2.5 	10	
Company Experience & References	<p>Reference Letters – Must meet criteria as follows:</p> <ul style="list-style-type: none"> - Successfully supporting and maintaining Oracle BI systems. - A minimum of 3 Reference letters - Letters must not be older than five (5) years - Letters must have contactable person's contact details. <ul style="list-style-type: none"> • 0 to 2 reference letters meeting criteria = 0 • 3 or more reference letters meeting all criteria = 20 	20	
Resources	<p>Meet following team structure and CVs with related experience:</p> <p>ODI Developer and OBIEE Developer CV with 5 years or more experience.</p> <ul style="list-style-type: none"> • 0 -1 CVs = 0 and will be disqualified from further evaluation • 2 CVs meeting all experience = 20 	20	
Total Points awarded		100	

A minimum of 70 points is required by any bidder before further evaluation. All bidders who achieve 70 points or more will be evaluated equally in terms of stage 3.

Bidders who achieve 70 points or more will be invited to present their proposals to the UJ Bid Evaluation Committee for clarification purposes and ease of reference.

Stage 3 - Financial and B-BBEE

- Price (80 points)
- BBEE (20 points)

Current Environments Technology

Systems	Applications Versions	Database Versions	Platforms Versions
Oracle Business Intelligence (OBIEE)	12.2.1.4.0	19c	Oracle Linux Server 7.9
Oracle Business Intelligence Applications (OBIA)	11.1.10.3	19c	Oracle Linux Server 7.9
Oracle Data Integrator (ODI)	12.2.1.3	19c	Oracle Linux Server 7.9
WebLogic Server Version	12.2.1.3.0	19c	Oracle Linux Server 7.9

Instances / environments:

- Production
- Development
- UAT