



Request for Proposal (RFP)

RFP UJ 27/2024: Appointment of a Service Provider to Provide Oracle E-Business Suite and Cloud Support and Maintenance Services for a Period of Three (3) Years

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 realizing 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 Environment(s).

- ☐ Oracle E-Business Suite
- ☐ Oracle Cloud Platforms
- ☐ Interfaces/Integrations within Oracle E-Business Suite with external applications

The Oracle E-Business Suite is one of the critical systems within the University of Johannesburg for the day-to-day operational business processes of Human Capital Management, Payroll, Finance, Procurement and Inventory.

The Oracle 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 for support and maintenance services. Written notice of such renewal will be given to the Service Provider no less than 60 (sixty) days', prior to the date of termination of the initial period.

3. SUPPORT MODEL

Service providers must propose a support model for Oracle E-business suite and Oracle Cloud Services 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 E-Business Suite applications and the inbound/outbound Interfaces that are integrated with the Oracle E-Business Suite.

Modules	<p>Oracle HCM</p> <ul style="list-style-type: none">• Core HR• Self-service (Manager and Employee)• OTACS (custom-developed module) <p>Oracle Learning Management</p> <p>Oracle Payroll</p> <p>Oracle Financials</p> <ul style="list-style-type: none">• Payables• Receivables• General Ledger• Cash Management• Fixed Assets• iExpenses• Projects <p>Oracle Supply Chain Management</p> <ul style="list-style-type: none">• Purchasing• iProcurement• Order and Inventory Management <p>Oracle Cloud Fusion</p> <ul style="list-style-type: none">• Supplier Qualification Management• Supplier Sourcing• Contract Management
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Services

- Provide the Functional and Technical support for all Oracle EBS and Cloud modules.
- Resources' CVs with level of experience and skills must be provided with the proposal.
- Backup resources of the same level of experience and calibre must be assigned as replacement, when the allocated resources are unavailable, to ensure continued support of the same level.
- Provide system enhancements for existing and new functionalities, customizations and configurations as well as on custom developed reports.
- Support of existing and new Integrations/Interfaces with Third Party systems.
- Support Oracle Application Framework (OAF) development on existing functionality and also create new.
- Support Oracle Workflow on existing and new functionalities.
- Provide problem management with root cause analysis feedback report on incidents.
- All documents to be uploaded on the team SharePoint portal site.
- Liaise with business to refine BRS documents for technical enhancements or projects, as well as new requests.
- Provide Functional and System Testing on existing and new functionalities.
- Assist with Production support issues as and when required.
- Offer support of DBA services as and when required.
- Execute new development and enhancement requests including but not limited to APIs, data fixes, concurrent programs, OAF, reports, alerts, etc.
- Provide all aspects of security management and configuration assessments on the environments.
- When required, provide applications and systems upgrade plans and documentation to ensure alignment to Oracle EBS roadmap.
- Provide data migration support for the E-Business Suite.
- Provide support on existing and new interfaces/integrations development on the Oracle E-Business Suite.
- Provide support, implementation and training on any new Oracle modules.
- 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 ERP Systems (Oracle EBS and Cloud).
- Provide Cloud platform support with potential transitioning from on-premises to Cloud.
- Provide support operations in terms of service availability, defect monitoring, improved quality, enhanced security and improved business performance.
- Provide OAF support of UJ Oracle custom-built module (Online Temporary Appointment and Claims System / OTACS).
- 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.
- Log and track Oracle Service Requests (SR) on My Oracle Support, when required.
- Follow full SDLC and OUM documentation methodology for all support, enhancement and project requests.

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	<ul style="list-style-type: none"> Operate within negotiated and defined SLA's and Metrics (see point a. below).
	<ul style="list-style-type: none"> Conduct monthly Service Level Agreement (SLA) meetings with UJ internal business units (clients). Ensure all code is loaded and maintained on GitHub system, to ensure version tracking and that code backups are maintained. Prepare a comprehensive month-end report on calls/issues logged and worked on, listing risks and challenges faced as well as recommendations to alleviate said risks and challenges.
Integration	Integration with Third Party Systems (see Appendices D & E)
Resource Criteria	Fulltime and Dedicated resources to UJ
Resources (CV's must be provided) 1. Developer with Functional knowledge (HR & Payroll)	<ul style="list-style-type: none"> 5+ years' experience as Oracle HR & Payroll Consultant. Strong hands-on technical and functional experience in all HR & Payroll modules version R12.2.9 or above. Knowledge on integration testing. Should be able to implement functional configurations on Oracle HRMS and payroll modules based on client requirements. Gather and analyze business requirements, conduct workshops and recommend best practices in HR and Payroll processes. Design, develop and maintain technical solutions as well as customizing and extending the functionality of the Oracle HR and Payroll systems. Strong knowledge of writing SQL queries and PL/SQL programs. Must be able to create custom reports, workflow extensions and system integration programs. Experience in creation and enhancements of XML Publisher reports. Experience in creation and customization of OAF forms. Provide technical expertise and support for system upgrades, patches and enhancements. Assist in data migration activities. Collaborate with cross functional teams to ensure seamless integration between HR, Payroll and other enterprise systems. Solid understanding and experience of performance tuning best practices in improving processing times. Hands on experience in migrating reports between environments.

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<p>2. Developer with Functional knowledge (Financials)</p>	<ul style="list-style-type: none"> • 5+ years' experience as Oracle Financials Consultant. • Strong hands-on technical and functional experience in all Finance modules version R12.2.9 or above. • Experience in working with GL Wand. • Knowledge on integration testing • Should be able to implement functional configurations on Oracle Finance modules based on client requirements. • Knowledge of the Payment Process request, Automated AR Invoice, Dunning process, Customer statements, Remittance advices. • Knowledge of Bank Statement integration and reconciliation. • Gather and analyze business requirements, conduct workshops and recommend best practices in Finance and SCM processes. • Strong knowledge of writing SQL queries and PL/SQL programs. • Must be able to create custom reports, workflow extensions and system integration programs. • Experience in creation and enhancements of XML Publisher reports. • Experience in creation and customization of OAF forms. • Provide technical expertise and support for system upgrades, patches and enhancements. • Assist in data migration activities. • Collaborate with cross functional teams to ensure seamless integration between Finance and other enterprise systems. • Solid understanding and experience of performance tuning best practices in improving processing times. • Hands on experience in migrating reports between environments.
<p>3. Developer with Functional knowledge (SCM EBS & Cloud)</p>	<ul style="list-style-type: none"> • 5+ years' strong hands-on developer experience in Oracle SCM on EBS (version 12.9.9 and above) and Cloud. • Must have some SCM on EBS & Cloud functional knowledge. • Experience in customizing and extending the functionality of the Oracle SCM on EBS and Cloud. • Strong knowledge of writing SQL queries and PL/SQL programs. • Must be able to design, develop and maintain technical solutions as well as create custom reports, workflow extensions and system integrations on SCM (EBS & Cloud) and GL Wand. • Experience in creation and changes on XML Publisher reports. • Experience in creation and changes on OAF forms customizations. • Provide technical expertise and support for system upgrades, patches and enhancements. • Assist in data migration activities. • Collaborate with cross functional teams to ensure seamless integration between SCM and other enterprise systems. • Solid understanding and experience of performance tuning best practices in improving processing times. • Hands on experience in migrating reports between environments. • Experience in OTBI and BIP reporting. • Strong knowledge of SQL queries and PL/SQL in Oracle Fusion. • Experience with FBDI imports. • Implement integrations between Oracle Cloud applications and external systems using APIs, rest API's, web services, and integration tools. • Knowledge and experience working with sandbox instance. • Hands on experience in converting reports to ESS jobs for scheduling of reports.

a. KEY PERFORMANCE INDICATORS (KPIs)**Service Delivery on time as per the mutual agreement between UJ & the Supplier.**

The UJ ERP 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Fix to be implemented on mutually agreed CAB schedule.
4	<ul style="list-style-type: none"> • Minor enhancements depending on the priority of business users. • Change to an existing functionality. • Not a break-fix. 	7 business days	<ul style="list-style-type: none"> • Changes to be implemented on 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 must log into the UJ applications remotely to resolve the issue.
- ☐ The Supplier will reach the onsite premise, if needed, to facilitate recovery and resolution of the Severity 1 issue. After-office access is provided by UJ for such purposes.
- ☐ 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. EVALUATION**Tender Conditions**

This Tender will be evaluated in three stages:

Stage 1 - Tender Administrative Compliance

Stage 2 - Functional / Technical

Stage 3 - Financial and B-BBEE

Stage 2 – Functional / Technical Evaluation

Please note the following requirements below:

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Area	Criteria	Maximum points obtainable	Reference in Proposal
Scope of Work	<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"> OAF development = 10 Report per different modules = 10 Custom Workflow = 10 Functional enhancement/configuration per different modules e.g. mobile apps/ HR checklist, etc. = 10 Step by step troubleshooting a bug to resolution = 10. Interfaces/Integration of Oracle EBS and Cloud to third party systems = 10 	60	
Company Experience & References	<p>Meet criteria as follows:</p> <ul style="list-style-type: none"> Successfully supporting and maintaining the Oracle E-Business Suite R12.2.9 or higher. A minimum of 3 Reference letters Letters must not be older than five (5) years Letters must have contactable person's contact details. Good feedback from reference. <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> <ol style="list-style-type: none"> Developer with functional (HR & Payroll), 5 or more years' experience Developer with functional (Finance), 5 or more years' experience Developer with functional (SCM EBS & Cloud), 5 or more years' experience <ul style="list-style-type: none"> 0-2 CVs = 0 and will be disqualified from further evaluation 3 CVs with relevant experience = 20 	20	
Total Points awarded		100	

A minimum of 70 points is required by any tenderer before further evaluation. All tenderers 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)
- B-BBEE (20 points)

Appendix A - Current UJ Oracle EBS Applications Modules Landscape

Application Modules	Functional Areas
Finance	<ul style="list-style-type: none"> • General Ledger • Accounts Payable • Account Receivable • Cash Management • Fixed Assets • Projects • iExpenses
HRMS	<ul style="list-style-type: none"> • Human Resources • OLM • Employee Self-service • Manager Self-service • Payroll • OTACS (Oracle Custom Developed Application)
Procurement	<ul style="list-style-type: none"> • Purchasing • Inventory • Order Management • iProcurement
Oracle Fusion Cloud	<ul style="list-style-type: none"> • Oracle Cloud Contract Management • Oracle Cloud Supplier Sourcing • Oracle Cloud Supplier Qualification Management

Appendix B - Current Environments Technology

Systems	Applications Versions	Database Versions	Platforms Versions
Oracle E-Business Suite	R12.2.9	Oracle 19c	Oracle Linux Server release 7.9 (x86-64)

Instances / environments:

- Production
- Pre-Prod
- UAT
- Development

Appendix C - OTACS Custom Module

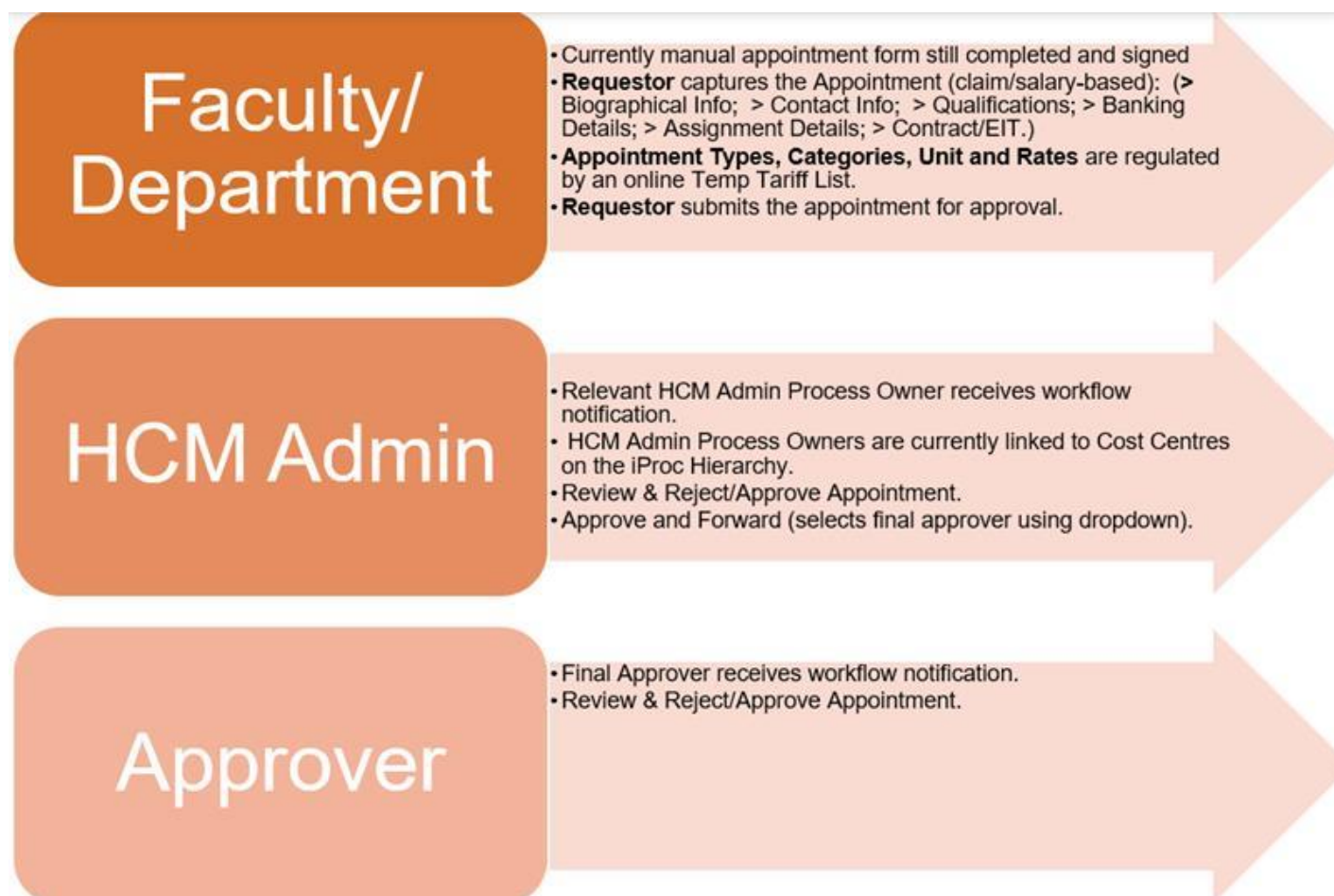
The solution was implemented in 2010.

The temporary appointment and payment process was implemented as a series of custom **OAF (Oracle Applications Framework) pages**, which can be accessed via custom responsibilities on Oracle E-Business Suite. (UJ Requestor Appointment Form **and** UJ Claim Form)

The custom pages will be used to enter temporary employee and contract information into custom tables, pre-approval by the authorized final approver. Post-approval standard Oracle APIs will be called to load employee and/or contract information onto the live HRMS/Payroll system. Also, on the custom pages, there is a validation on the employee and contract information, including budget validation on the contract itself.

OTACS has 3 levels of appointments:

- New Hire-** capturing a new employee
- Re-Hire-** accessing an ex-employees record and capturing a new contract(s)
- Update -** updating an existing employee's record and capturing a new contract(s)



General Notes on OTACS:

- Once the Approver final approves the appointment, it populates the Oracle HRMS.
- There are approximately more than 400 Requestors that are using the OTACS functionality, these are Requestors within the UJ environment (secretaries, managers, admin assistants, etc) who have access to the OTAC System.
- Requestors are trained by HCM Administrators before access can be granted.
- Claims are submitted using the UJ Claim Form responsibility and follow the same workflow as the appointments.
- A system profile is used to ensure that all claims submitted after a certain date is moved into the next payroll period. There is also an additional table used as a double check (i.e., if the profile is not changed in time). A concurrent request is available to allow Payroll to change the system profile.
- An element entry is automatically created for salary-based contracts on approval of the appointment.
- Several reports are available that depict active OTACS workflows, Requestor, HCM Admin and Approver systems transactions, and budget information (i.e., available, used, exceeded, etc).
- A separate button on the OTACS landing page is used for Invigilator Appointments, which has slight differences from the 'main' OTACS.
- The OTACS is closed during payroll processing ((anything between 10 – 25 of the month). as per the agreed dates between HCM and Payroll). This is done by Payroll and a concurrent request is used to update the relevant system profile.
- Integrations: Currently OTACS has an additional (not fully rolled-out yet) integrated web-based function whereby external new employees can access a link where they can capture their biographical, contact, and banking details and return to the relevant Requestor to complete the appointment contract details, submit for approval and finalization of the Online appointment.

Appendix E - Integrations to Oracle EBS

Source Systems
Point-of-Sale System
Document Management System
Student Information System (SIS)
Bank Transfers (Multiple Banks)
Library System
Bulk/Network Printing
IDU
FOREX
Oracle BI
Invoice Capturing System
Ukuhlele
Identity Manager
AD Views
GL Wand
SDOL (now ICS)
Workflow e-Mail
Toad users
WinSCP
OTACS
TempEmp Web App
Telephony Billing System
HEDA
Performance Management System
Organisation Structure System
Oracle Cloud Supplier Qualification System
Oracle Cloud Sourcing System
More4Apps
Student Finance Internal Bursaries
Online Research Output Submission System
Others