

27 September 2020

Preliminary Market Research – Questionnaire for Oracle PeopleSoft consultancy providers

Introduction

European Chemicals Agency, ECHA, is inviting you to reply to this questionnaire by **30/10/2020 by 18.00 Helsinki time (EET)**, via e-mail addressed to the functional mailbox procurement@echa.europa.eu.

This questionnaire is meant for market consultation conducted by the Agency prior to launching procurement around services and expertise your company may offer related to the Oracle PeopleSoft platform. The market consultation is part of the preparation of a call for tenders for a new Framework Contract for the provision of consultancy related to the Oracle PeopleSoft platform to serve the needs of the European Chemicals Agency - ECHA.

In accordance with the principles of non-discrimination, equal treatment and transparency, a Prior Information Notice for this contract has been sent for publication in the Official Journal of European Union including the invitation to participate in this market consultation, and general information about the Framework Contract, e.g. proposed duration.

Important: Before answering the questions, please read carefully the background information provided below.

ECHA will preserve the confidentiality of the information provided in response to this questionnaire. Your data will be processed in accordance with [ECHA's privacy rules](#).

1. General Information

- The information included in this questionnaire is only indicative; it is meant to give context for the respondents to provide their answers, but does not commit or bind ECHA, i.e. with regard to any procurement launched by the Agency in the future.
- The responses do not bind the respondents in any way. The information to be collected through this questionnaire will not be considered by ECHA in the evaluation of request to participate or tenders submitted during an eventual procurement procedure launched by the Agency.
- The identity of the companies that will respond to this questionnaire will not be disclosed to any third party except the European Court of Auditors, the European Anti-Fraud Office or, for the processing of personal data, the European Data Protection Supervisor if requested for the performance of audits and checks.
- The responses to be provided in the free text fields of this questionnaire should be clear and standalone, i.e. without web links to documents or websites.
- No further interviews are planned to take place with the respondents. Therefore we kindly invite you to provide as many information as you feel is relevant for ECHA to assess best the market situation.

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2. Background Information

ECHA has implemented a customised HR management system based on PeopleSoft HCM. As a European Union agency, ECHA follows the European Commission's staff regulations which is why the system has been quite heavily customised to support ECHA's HR processes. The implementation of the system was finished in 2016, after which further improvements have been implemented under change management.

A new framework contract should be established during autumn 2021 in order to ensure continuation of the maintenance of the system and will most likely last up to 6 years. The current application version of PeopleSoft HCM is 9.2 and the related tools version has been kept up to date.

ECHA currently has 800 perpetual licenses for the following modules, which might require Oracle support licenses:

- PeopleSoft Enterprise Human Resources
- Recruitment (customised)
- PeopleSoft Enterprise Absence management (heavily customised)
- PeopleSoft Enterprise Time and labor (heavily customised)
- PeopleSoft Enterprise Succession planning
- PeopleSoft Enterprise ePerformance (customised)

ECHA has implemented integrations in PeopleSoft HCM with the following tools (these tools are out of scope for this new framework contract as they do not use the PeopleSoft technology):

- Identity management (for providing identity information to Microsoft MiM)
- Mission management (for receiving employee travel absences)
- Corporate planning tool (for providing position and timesheet information)
- ECHA website (for automatic posting of job vacancies)

The aims of this market survey are to:

- Validate the availability of offerings on the market
- Ensure that the call for tenders is sufficiently attractive to the market players
- More specifically help ECHA
 - In assessing if application hosting should be part of the call for tenders or not
 - Choose an approach to Oracle PeopleSoft HCM software licensing support
 - Estimate the total maximum value of the new FWC

3. Questions

1. The call for tenders is expected to include, at least, the following areas: PeopleSoft application/platform management, application maintenance, change management and consultancy. What is your interest in submitting an offer in the call for tenders?¹
2. Would you be interested in providing additional services also in the following areas and would they increase your interest in providing an offer?
 - a. Reselling Oracle PeopleSoft licenses support. If yes, please provide a cost estimate.¹

¹ Please answer by yes or no, as well as explanatory comments for your answer.

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- b. Providing platform updates and support for standard functionality (as an alternative to the Oracle licenses support mentioned in point a). If yes, please provide a cost estimate.¹
 - c. Infrastructure hosting for the PeopleSoft components.¹
 - d. Level 1 (helpdesk) support for the PeopleSoft application.¹
3. How many staff do you have working in your PeopleSoft competence centre? <2 / 2-4 / 5-10 / >10
4. Please explain your future plans for your PeopleSoft competence centre, i.e. how long do you intend to maintain it and how many staff do you expect to have allocated to it in the coming years.
5. Other feedback/remarks: