Invitation to Quote

Invitation to Quote (ITQ) on behalf of UK Shared Business Services

Subject UK SBS Security Review of the UKSBS/ RC Oracle 12.0.6 Application and its setup

Sourcing reference number UK SBS IT150058

UK Shared Business Services Ltd (UK SBS)
www.uksbs.co.uk

UKSBS
Shared **Business** Services

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Section 1 – About UK Shared Business Services

Putting the business into shared services

UK Shared Business Services Ltd (UK SBS) brings a commercial attitude to the public sector; helping our customers improve efficiency, generate savings and modernise.

It is our vision to become the leading provider for our customers of shared business services in the UK public sector, continuously reducing cost and improving quality of business services for Government and the public sector.

Our broad range of expert services is shared by our customers. This allows our customers the freedom to focus resources on core activities; innovating and transforming their own organisations.

Core services include Procurement, Finance, Grants Admissions, Human Resources, Payroll, ISS, and Property Asset Management all underpinned by our Service Delivery and Contact Centre teams.

UK SBS is a people rather than task focused business. It's what makes us different to the traditional transactional shared services centre. What is more, being a not-for-profit organisation owned by its customers, UK SBS' goals are aligned with the public sector and delivering best value for the UK taxpayer.

UK Shared Business Services Ltd changed its name from RCUK Shared Services Centre Ltd in March 2013.

Our Customers

Growing from a foundation of supporting the Research Councils, 2012/13 saw Business Innovation and Skills (BIS) transition their procurement to UK SBS and Crown Commercial Services (CCS – previously Government Procurement Service) agree a Memorandum of Understanding with UK SBS to deliver two major procurement categories (construction and research) across Government.

UK SBS currently manages £700m expenditure for its Customers.

Our Customers who have access to our services and Contracts are detailed here.

Our Procurement ambition

Our vision is to be recognised as a centre of excellence and deliver a broad range of procurement services across the public sector; to maintain and grow a procurement service unrivalled in public sector.

Procurement is a market-shaping function. Industry derived benchmarks indicate that UK SBS is already performing at or above "best in class" in at least three key measures (percentage savings, compliant spend, spend under management) and compare well against most other measures.

Over the next five years, it is the function's ambition to lead a cultural change in procurement in the public sector. The natural extension of category management is to bring about a fundamental change in the attitude to supplier relationship management.

Our philosophy sees the supplier as an asset to the business and the route to maximising value from supply. This is not a new concept in procurement generally, but it is not a philosophy which is widely employed in the public sector.

We are ideally positioned to "lead the charge" in the government's initiative to reform procurement in the public sector.

UK SBS Procurement's unique selling points are:

- Focus on the full procurement cycle

- Leaders in category management in common and specialised areas

- Expertise in the delivery of major commercial projects

- That we are leaders in procurement to support research

- Use of cutting edge technologies which are superior to those used generally used across the public sector.

- Use of market leading analytical tools to provide comprehensive Business Intelligence

- Active customer and supplier management

'*UK SBS' contribution to the Government Procurement Agenda has been impressive.   Through innovation and leadership UK SBS has built an attractive portfolio of procurement services from P2P to Strategy Category Management.*'

John Collington

Former Government Chief Procurement Officer

Section 2 – About Our Customer

Not applicable

Section 3 - Working with UK Shared Business Services Ltd.

In this section you will find details of your Procurement contact point and the timescales relating to this opportunity.

Section 3 – Contact details		
3.1	Customer Name and address	UK Shared Business Services, North Star House, North Star Avenue, Swindon, SN2 1FF
3.2	Buyer name	ICT Procurement
3.3	Buyer contact details	Ictprocurement@uksbs.co.uk
3.4	Estimated value of the Opportunity	£50,000
3.5	Process for the submission of clarifications and Bids	**All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available here.** **Please note submission of a Bid to any email address including the Buyer will result in the Bid not being considered.**
Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	28/09/2015 Contracts Finder
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	05/10/2015 14.00
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	06/10/2015 14.00
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	08/10/2015 14.00
3.10	Date/time Bidders should be available if face to face clarifications are required	Not applicable
3.11	Anticipated rejection of unsuccessful Bids date	09/10/2015
3.12	Anticipated Award date	09/10/2015
3.13	Anticipated Contract Start date	12/10/2015
3.14	Anticipated Contract End date	20/11/2015
3.15	Bid Validity Period	60 Days

Section 4 – Specification

1. Introduction

This document describes the high level requirements to be used by consultancy services to provide a quote that covers the Security Assessment of the UKSBS / RC Oracle E-Business 12.0.6 Application and its setup.

2. Context

UK SBS (Shared Business Services) provides shared services to the Research Councils (RC), to around 9,500 users, including services for HR, Payroll, Finance and Procurement functions. The Oracle E-Business Suite (EBS) 12.0.6 platform underpins the UK SBS business services that are provided through a complex integration of modules.

EBS 12.0.6 is fully integrated with Oracle Business Intelligence (OBIEE) for reporting and with Oracle Universal Content Manager (UCM) for document management. The security access and authentication elements of both these application need to be included in the scope of the assessment to ensure there is a consistent security model.

E-Business 12.0.6 is also highly customised and integrated with Siebel, a key component of the Grants service. Siebel uses Oracle Single Sign-On (OSSO) as common access and authentication mechanism with Oracle 12.0.6 and again there are elements of this integration that need to be included in the scope of the assessment.
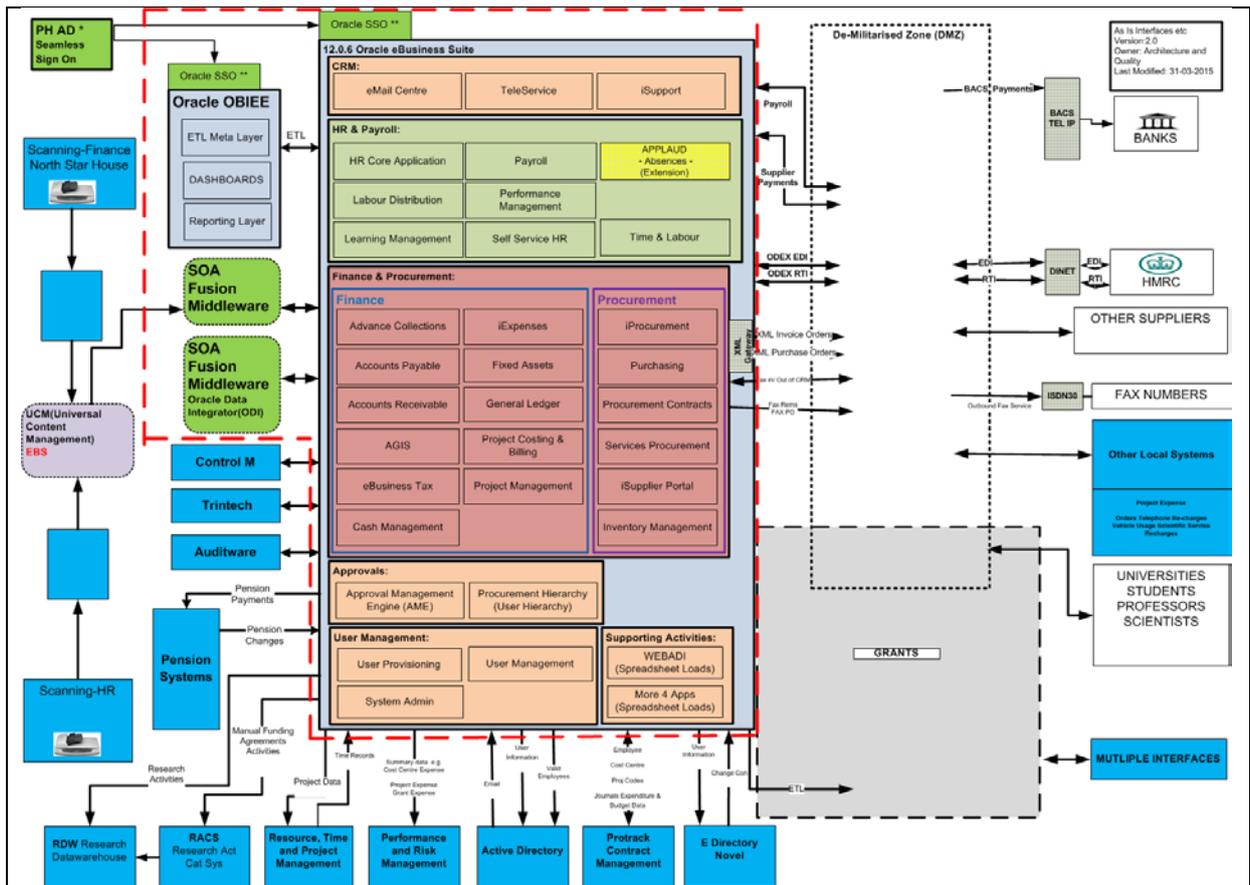
UKSBS have been aware that a number of the systems within the Service Provision to the Research Councils are now end of life and require significant upgrades and are therefore defined as in Technical Debt (A list of the current Versions are in Appended E) .

However the complexity of the estate and the potentially limited lifespan of the systems combined with current budgetary constraints means that it may not be good value for money to upgrade the systems.

Therefore UKSBS are seeking a Security Assessment of the End to End Oracle 12.0.6 Estate along with mitigation recommendations to inform decisions on value for money investments to improve the security of the estate and its data. The assessment needs to produce evidence of the status of the system including any vulnerabilities and exploits using tools to support the assessment.

3. Scope

The diagram below outlines and bounds the scope of the requested assessment. This is a redacted version (full version will be provided to winning bidder) intended to show what should be considered when detailing the bid. The RED DOTTED LINE denotes the limitation of the security assessment. Systems and applications outside of this scope are included within the diagram to provide context within the enterprise.

Oracle SSO **

PH AD *
Seamless
Sign On

12.0.6 Oracle eBusiness Suite

De-Militarised Zone (DMZ)

As Is Interfaces etc
Version: 2.0
Owner: Architecture and
Quality
Last Modified: 31-03-2015

Oracle SSO **

Oracle OBIEE
ETL Meta Layer
DASHBOARDS
Reporting Layer

ETL

CRM:
eMail Centre | TeleService | iSupport

HR & Payroll:
HR Core Application | Payroll | APPLAUD - Absences + (Extension)
Labour Distribution | Performance Management
Learning Management | Self Service HR | Time & Labour

Payroll

Supplier
Payments

BACS Payments

BACS
TEL IP

BANKS

Scanning-Finance
North Star House

SOA Fusion Middleware

SOA Fusion Middleware
Oracle Data Integrator (ODI)

Finance & Procurement:

Finance
Advance Collections | iExpenses
Accounts Payable | Fixed Assets
Accounts Receivable | General Ledger
AGIS | Project Costing & Billing
eBusiness Tax | Project Management
Cash Management

Procurement
iProcurement
Purchasing
Procurement Contracts
Services Procurement
iSupplier Portal
Inventory Management

ODEX EDI
ODEX RTI

XML Invoice Orders
XML Purchase Orders

EDI
RTI

DINET

EDI
RTI

HMRC

OTHER SUPPLIERS

UCM (Universal
Content
Management)
EBS

Control M

Trintech

Auditware

Fax items
FAX PO

Outbound Fax Service

ISDN30 | FAX NUMBERS

Other Local Systems

Project Expense
Orders Telephone Re-charges
Vehicle Usage Scientific Service
Recharges

Approvals:
Approval Management Engine (AME) | Procurement Hierarchy (User Hierarchy)

User Management:
User Provisioning | User Management
System Admin

Supporting Activities:
WEBADI (Spreadsheet Loads)
More 4 Apps (Spreadsheet Loads)

Pension
Payments

Pension
Changes

Pension
Systems

GRANTS

UNIVERSITIES
STUDENTS
PROFESSORS
SCIENTISTS

Scanning-HR

Manual Funding
Agreements
Activities

Research
Activities

Project Data

Time Records

Summary data e.g.
Cost Centre Expense

Project Expense
Grant Expense

Email

User
Information

Valid
Employees

Employee

Cost Centre
Proj Codes

Journals Expenditure &
Budget Data

User
Information

Change Con

ETL

MUTLIPLE INTERFACES

RDW Research
Datawarehouse

RACS
Research Act
Cat Sys

Resource, Time
and Project
Management

Performance
and Risk
Management

Active Directory

Protrack
Contract
Management

E Directory
Novel

4. Requirements

The UK SBS Oracle 12.0.6 instance comprises multiple modules (including Finance, HR, Payroll, CRM, Project Accounting and others) supporting multiple customers in a shared services configuration, and also manages data and integration for a key customer line of business application (Grants Processing).

The primarily mechanism used to authenticate to Oracle EBS 12.0.6, OBIEE, UCM and Siebel is OSSO. Access to the application is normally through a supported browser and the majority of users are authenticated via an LDAP lookup from the PH Domain. Users who are not part of the PH Domain authenticate directly with OSSO.

An internal security review and Pentest of some of the systems has been carried out and the various security challenges already identified are provided in Appendix F.

It is important to note that this sourcing exercise is for an Oracle E-Business security assessment; it should not be confused with a Penetration test as the prime task is to evaluate the security of the application, but it is accepted that some aspects of the underlying infrastructure may need to be included to clearly define the risk.

The assessment needs to produce evidence to evaluate the technical effectiveness of the security measures in place to see if they are fit for purpose. This will require the use of tools to scan the application, to test the conformity and analyse the exposure of the application to exploitation. Areas of concern are:

4.1. An assessment of the Host Infrastructure to include:-

4.1..1. Security of the Physical Host Machines across all the Environments Zones

listed in <mark>Appendix D</mark>

    4.1..2. A review of the Virtualisation (OVM) in use, its current versions and risks associated with this as listed in Appendix C.

4.2. An assessment of the Access Security of the various access points to the systems and their authentication methods.

    4.2..1. A review of the connection types used to connect to the UKSBS services and the route of connection, to include the level of HTTPS sessions, SSL and TLS. A draft of the Types of user are in <mark>Appendix B</mark>

    4.2..2. To review the infrastructure over which the connections above are made and their suitability for use over the next 3 years.

    4.2..3. A review of the Oracle SSO product and its usage and data flows, including token sessions, which includes cookies and the routing and the protection of authentication and authorisation.

    4.2..4. A review of the external authentication systems for Suppliers and Recruitment candidates via EBS Irec and Isupplier, and the functionality that may be used or exploited once candidates can access the system

    4.2..5. A review of the iprocurement punchout configuration and suggestions for improvements

    4.2..6. A discovery of any other access points to the Database or application (Local Login / direct ODBCs etc)

    4.2..7. Security of the interface between modules ensuring the same security roles and responsibilities are enforced across applications using OSSO, in particular OBIEE.

    4.2..8. Security access arrangements for users with elevated privileges such as Administrators that can change the configuration or make code changes.

4.3. An assessment of the Application Security.

    4.3..1. An assessment of the Application Security controls, its primary access and authentication mechanisms to ensure that the responsibilities are correctly enforced (For example what does OBIEE use as its security model, compared to EBS)

    4.3..2. Account Management within Oracle EBS 12.0.6 and its linkage to authentication mechanisms and the enforcement of roles and responsibilities between modules to support the segregation of duties policies.

    4.3..3. Roles and responsibilities usage and potential improvements with some indication of benefits, including potential costs and the relative reduction of risk against general cyber threat.

    4.3..4. Security between the interfaces between applications; OBIEE, CSeries, Continuous Monitoring etc, to identify potential paths of exploitation by attackers to Oracle EBS 12.0.6 with the aim identifying potential measures to reduce the risks if they are considered significant.

    4.3..5. The integrity and continuation of the security context between application modules.

    4.3..6. Assessment of application event logging levels.

4.4. An assessment of the DMZ Zone, its usage and configuration.

    4.4..1. Discovery of the existing design, usages and infrastructure related to the Oracle EBS 12.0.6 modules that support the supplier, recruitment and procurement processes.

    4.4..2. Suitability of function/module placement within DMZ.

    4.4..3. Roles and responsibilities usage and potential improvements with some indication of benefits, including potential costs and the relative reduction of risk against general cyber threat.

4.5. An assessment of the operational security monitoring and tools in place

4.5..1. A review of the auditing within Oracle EBS 12.0.6 and associated support applications with the aim of producing a consistent approach to enable a manageable view of the security of the systems.

4.5..2. Enabling the best design and configuration of the monitoring of Oracle 12.0.6 to utilise and improve the protective Monitoring using LogRythm

4.5..3. Recommendations for operational improvements to security assessment / monitoring

4.5..4. Recommendations for operational support improvements to increase security and mitigate risks

5. Outcomes and Recommendations

The output of the security assessment must articulate based on evidence from the tools used

5.1. The actual application vulnerabilities and exploits possible associated with the legacy unsupported Oracle systems exposing the actual levels of risk.

5.2. An options based remedial Risk Treatment Plan with Rough Order of Magnitude (ROM) costs to reduce the exposure of the Oracle EBS 12.0.6 system, against the identified threats and risks. The treatment plan should, if potential exploit paths are identified, show how:

5.2..1. To minimise exposure of the system through external gateways and the required configuration needed to operate a legacy system exposed to the Internet.

5.2..2. Gaps and/or additional measures required in auditing and monitoring to mitigate the exposure of the legacy systems to identified threats.

5.2..3. Additional system hardening measures that may be applied to reduce identified risks

5.2..4. Dataflows and communications traffic and where these flows introduce risks and what measures can be put into place to reduce the risks.

5.2..5. Exposure of the data through links to other systems or users that could be exploited through vulnerabilities introducing risks to the service.

5.2..6. Effective are the technical controls in reducing the attack surface of Oracle EBS 12.0.6 from an "insider attack", scoping any identified improvements that can be made to reduce the overall risks.

5.3. The potential risks associated with developments outside UK SBS control over the next 3 years, for example, conflicts with new browsers and patches, compatibility and end of life issues, industry developments to improve security etc.

5.4. An actionable list of prioritised recommendations that will mitigate key risks and provide a foundation for a secure environment

5.5. Insight into the level of risk reduction that may be achieved by the implementation of the recommendations (with and without upgrades of the legacy unsupported systems)

5.6. All source data and evidence must be provided to UK SBS in a format that can be easily used for future work

The target audience includes executive decision makers and technical experts. The output and recommendations should be pitched accordingly to be useful to both groups.

6. Background

The following sub-sections provide background on the UK SBS Shared Services Centre and the relevant Oracle platform.

6.1. Shared Service Centre History

The Research Councils Shared Service Centre was established in 2007 to support the seven UK Research Councils (RCUK) and their associated entities:

6.1..1. Arts and Humanities Research Council (AHRC);
6.1..2. Biotechnology and Biological Sciences Research Council (BBSRC);
6.1..3. Engineering and Physical Sciences Research Council (EPSRC);
6.1..4. Economic and Social Research Council (ESRC);
6.1..5. Medical Research Council (MRC);
6.1..6. Natural Environment Research Council (NERC);
6.1..7. Science and Technology Facilities Council (STFC);
6.1..8. STFC Innovations limited
6.1..9. Research Councils Pension scheme (RCPS);
6.1..10.   Institute of Animal Health (IAH).

6.2. The original RCUK solution is based on an Oracle R12.0.6 platform implemented in 2009-10 and there are currently c.9,500 RCUK users of this system (including UK SBS itself), supported by UK SBS internal functional and technical teams. The Research Councils currently receive a tailored service on a platform that has a large number of relatively simple customisations (such as the use of Descriptive Flex Fields/DFFs to capture additional data) and a smaller number of significantly more complex customisations (such as tables/queues and SQL procedures that complement Project Accounting functionality to manage Grants financial data and processes) .

7. What will UKSBS provide to the supplier?

7.1. The following documents are being provided under a Non-Disclosure Agreement:

7.1..1. Architecture Design Documents from the original implementation
7.1..2. Infrastructure Diagrams that support Oracle 12.0.6
7.1..3. Interface Documentation where available
7.1..4. Authenticaion via OSSO - Original design documentation

7.2. Key personnel from UK SBS will be available for interviews (1-2 hours)

7.2..1. Enterprise Architect
7.2..2. UK SBS Accreditor
7.2..3. Network Infrastructure Team

7.2..4. Database Team Lead
7.2..5. Security Architect
7.2..6. Technical Support Team Lead
7.2..7. Linux Infrastructure Engineer (Linux)

8. Timescales

Date	Delivery Milestone
12/10/2015	Contract start date
12/10/2015 – 13/10/2015	Initial site visits, to agree scope and approach
14/10/2015 – 06/11/2015	Undertake security assessment of Oracle 12.0.6 estate
08/11/2015	Share detailed report with UK SBS
10/11/2015 – 13/11/2015	Review report with supplier and create any supporting documentation / required changes
16/11/2015 – 20/11/2015	Present findings to key stakeholders
20/11/2015	Close project

9.

Section 5 – Evaluation model

The evaluation model below shall be used for this ITQ, which will be determined to two decimal places.

Where a question is 'for information only' it will not be scored.

The evaluation team may comprise staff from UK SBS, the Customer and any specific external stakeholders UK SBS deem required. After evaluation the scores will be finalised by performing a calculation to identify (at question level) the mean average of all evaluators (Example – a question is scored by three evaluators and judged as scoring 5, 5 and 6. These scores will be added together and divided by the number of evaluators to produce the final score of 5.33 (5+5+6 =16÷3 = 5.33)

Pass / fail criteria

Questionnaire	Q No.	Question subject
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification
-	-	Invitation to Quote – received on time within e-sourcing tool

Scoring criteria

Evaluation Justification Statement
In consideration of this particular requirement UK SBS has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. UK SBS considers these weightings to be in line with existing best practice for a requirement of this type.

Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	50%
Quality	PROJ1.1	How will assessment be undertaken	10%
Quality	PROJ1.2	Confirm all requirements will be delivered	15%
Quality	PROJ1.3	Prioritise efforts for maximum value	10%
Quality	PROJ1.5	How proposal differs from pen test	5%
Quality	PROJ1.7	Examples of specific projects delivered	10%

Evaluation of criteria

Non-Price elements

Each question will be judged on a score from 0 to 100, which shall be subjected to a multiplier to reflect the percentage of the evaluation criteria allocated to that question.

Where an evaluation criterion is worth 20% then the 0-100 score achieved will be multiplied by 20.

Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation: Score/Total Points available multiplied by 20 (60/100 x 20 = 12)

Where an evaluation criterion is worth 10% then the 0-100 score achieved will be multiplied by 10.

Example if a Bidder scores 60 from the available 100 points this will equate to 6% by using the following calculation: Score/Total Points available multiplied by 10 (60/100 x 10 = 6)

The same logic will be applied to groups of questions which equate to a single evaluation criterion.

The 0-100 score shall be based on (unless otherwise stated within the question):

0	The Question is not answered or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
40	Poor response only partially satisfying the selection question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.
60	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.
80	Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed.
100	Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.

All questions will be scored based on the above mechanism. Please be aware that the final score returned may be different as there may be multiple evaluators and their individual scores will be averaged (mean) to determine your final score.
Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 50

Evaluator 4 scored your bid as 50

Your final score will (60+60+50+50) ÷ 4 = 55

Price elements will be judged on the following criteria.

The lowest price for a response which meets the pass criteria shall score 100.
All other bids shall be scored on a pro rata basis in relation to the lowest price. The score is then subject to a multiplier to reflect the percentage value of the price criterion.

For example - Bid 1 £100,000 scores 100.
Bid 2 £120,000 differential of £20,000 or 20% remove 20% from price scores 80
Bid 3 £150,000 differential £50,000 remove 50% from price scores 50.
Bid 4 £175,000 differential £75,000 remove 75% from price scores 25.
Bid 5 £200,000 differential £100,000 remove 100% from price scores 0.
Bid 6 £300,000 differential £200,000 remove 100% from price scores 0.

Where the scoring criterion is worth 50% then the 0-100 score achieved will be multiplied by 50.

In the example if a supplier scores 80 from the available 100 points this will equate to 40% by using the following calculation: Score/Total Points multiplied by 50 (80/100 x 50 = 40)

The lowest score possible is 0 even if the price submitted is more than 100% greater than the lowest price.

Section 6 – Evaluation questionnaire

Bidders should note that the evaluation questionnaire is located within the **e-sourcing questionnaire.**

Guidance on completion of the questionnaire is available at
http://www.uksbs.co.uk/services/procure/Pages/supplier.aspx

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

DO:

7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.

7.2 Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions.

7.3 Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.

7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission we may reject your Bid.

7.5 Do ensure you utilise the Emptoris messaging system to raise any clarifications to our ITQ. You should note that typically we will release the answer to the question to all bidders and where we suspect the question contains confidential information we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution

7.6 Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.

7.7 Do consider who your customer is and what they want – a generic answer does not necessarily meet every customer's needs.

7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.

7.9 Do provide clear and concise contact details; telephone numbers, e-mails and fax details.

7.10 Do complete all questions in the questionnaire or we may reject your Bid.

7.11 Do check and recheck your Bid before dispatch.

DO NOT

7.12   Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.

7.13   Do not attach 'glossy' brochures that have not been requested, they will not be read unless we have asked for them. Only send what has been requested and only send supplementary information if we have offered the opportunity so to do.

7.14   Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.

7.15   Do not seek to influence the procurement process by requesting meetings or contacting UK SBS or the Customer to discuss your Bid. If your Bid requires clarification the Buyer will contact you.

7.16   Do not contact any UK SBS staff or Customer staff without the Buyers written permission or we may reject your Bid.

7.17   Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.

7.18   Do not offer UK SBS or Customer staff any inducement or we will reject your Bid.

7.19   Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.

7.20   Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.

7.21   Do not exceed word counts, the additional words will not be considered.

7.22   Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.

7.23   All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool may be submitted to Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.

7.24   Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool.   Where they are not permissible any attachments submitted will not be considered.

7.25   Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.

7.26   Any Contract offered may not guarantee any volume of work or any exclusivity of supply.

7.27   We do not guarantee to award any Contract as a result of this procurement

7.28   All documents issued or received in relation to this procurement shall be the property of UK SBS.

7.29   We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through Emptoris.

7.30   If you are a Consortium you must provide details of the Consortiums structure.

7.31   Bidders will be expected to comply with the Freedom of Information Act 2000 or your Bid will be rejected.

7.32   Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public

7.33   Your bid will be valid for 60 days or your Bid will be rejected.

7.34   Bidders may only amend the Contract terms if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract and UK SBS fail to accept your legal or statutory reason is reasonably justified we may reject your Bid.

7.35   We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.

7.36   If you fail mandatory pass / fail criteria we will reject your Bid.

7.37   Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Emptoris e-sourcing tool.

7.38   Bidders should note that if they are successful with their proposal UK SBS reserves the right to ask additional compliancy checks prior to the award of any Contract. In the event of a Bidder failing to meet one of the compliancy checks UK SBS may decline to proceed with the award of the Contract to the successful Bidder.

7.39   All timescales are set using a 24 hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through Emptoris.

7.40   All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

For these purposes, UK SBS may disclose within Government any of the Bidders documentation/information (including any that the Bidder considers to be confidential and/or commercially sensitive such as specific bid information) submitted by the Bidder to UK SBS during this Procurement. The information will not be disclosed outside Government. Bidders taking part in this ITQ consent to these terms as part of the competition process.

7.41   From 2nd April 2014 the Government is introducing its new Government Security Classifications (GSC) classification scheme to replace the current Government Protective Marking System (GPMS). A key aspect of this is the reduction in the number of security classifications used. All Bidders are encouraged to make themselves aware of the changes and identify any potential impacts in their Bid, as the protective marking and applicable protection of any material passed to, or generated by, you during the procurement process or pursuant to any Contract awarded to you as a result of this tender process will be subject to the new GSC from 2nd April 2014. The link below to the Gov.uk website provides information on the new GSC:

https://www.gov.uk/government/publications/government-security-classifications

UK SBS reserves the right to amend any security related term or condition of the draft contract accompanying this ITQ to reflect any changes introduced by the GSC. In particular where this ITQ is accompanied by any instructions on safeguarding classified information (e.g. a Security Aspects Letter) as a result of any changes stemming from the new GSC, whether in respect of the applicable protective marking scheme, specific protective markings given, the aspects to which any protective marking applies or otherwise. This may relate to the instructions on safeguarding classified information (e.g. a Security Aspects Letter) as they apply to the procurement as they apply to the procurement process and/or any contracts awarded to you as a result of the procurement process.
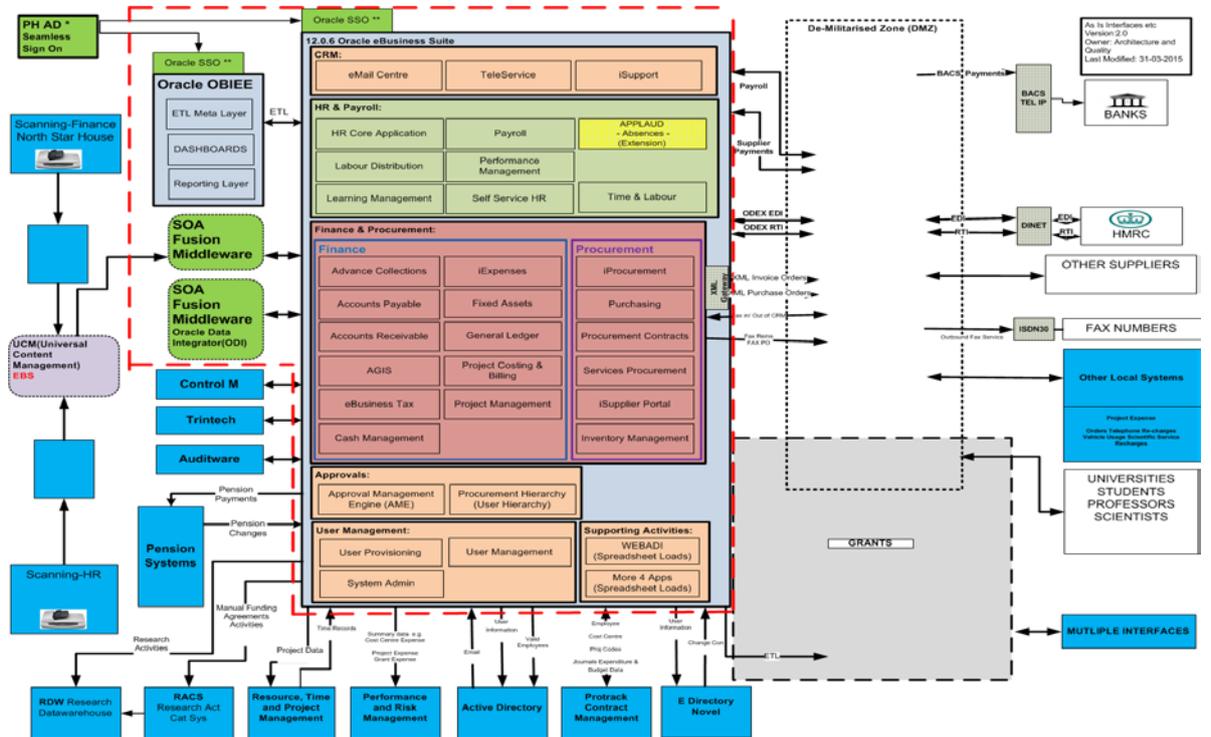
USEFUL INFORMATION LINKS

- [Emptoris Training Guide](#)
- [Emptoris e-sourcing tool](#)
- [Contracts Finder](#)
- [Tenders Electronic Daily](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)

Appendices

A1 - Grants Application Landscape (in Green)
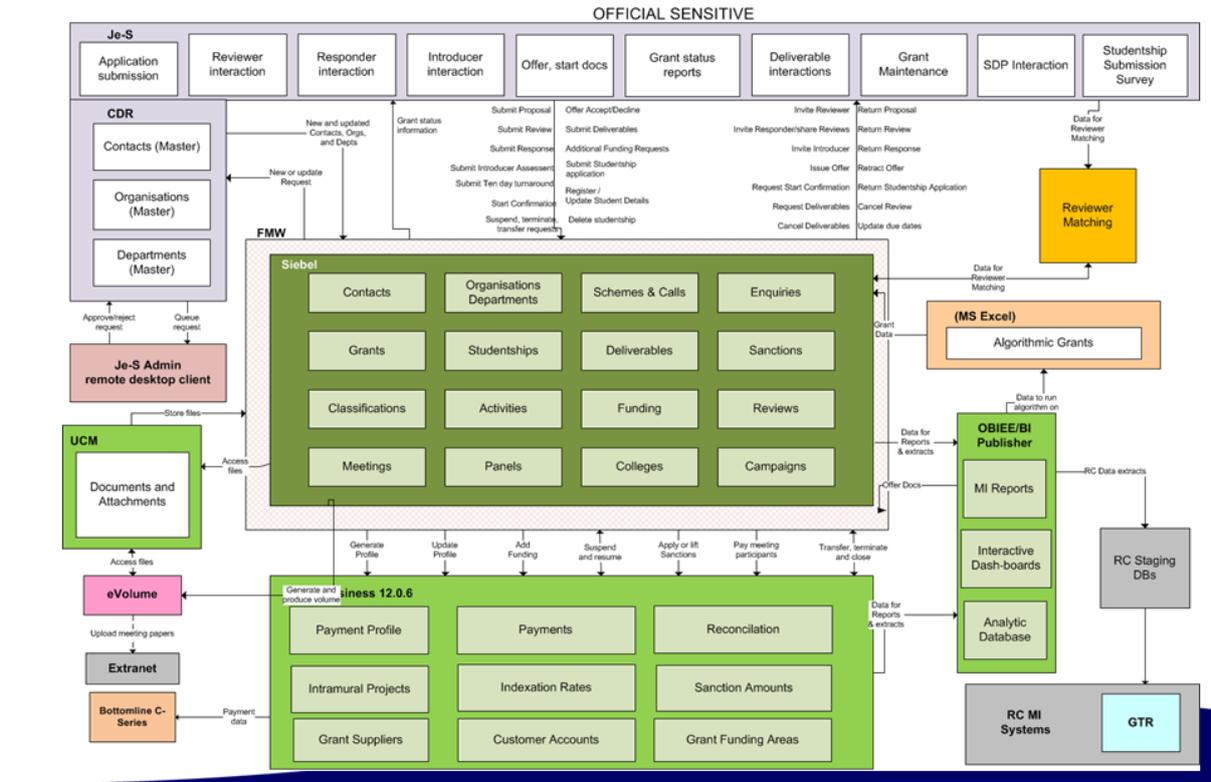
A2 – Oracle 12.0.6 Application Landscape

B – User Types

- RC User via Managed PH device – native authentication to OSSO
- RC User via Non PH device via OSSO portal
- UKSBS SD User via Managed PH device – native authentication to OSSO
- UKSBS Priv User – native and local Login
- Supplier via EXT Gateway to isupplier
- Recruitment Candidate via EXT Gateway irecruitment
- UKSBS Priv User - Direct SQL Developer RO Apps connections
- RC Priv Users – Direct ODBC connection to Datawarehouse
- Direct Server Connections for Interfaces
- Iprocurement Punchout user account
- XMLGateway user account

C– Oracle VM ESTATE

Oracle 12.0.6 VM Estate

	Licence	REQUIRED 12.0.6 Support & Maintenance				REQUIRED
	ALL	PROD	PRE	DEV	DR	TOTAL
OEL - Premier	Freeware	6	5	1	6	18
OVM - Premier	Freeware	4		6	4	14
OEL - Limited	Freeware					0
OVM - Limited	Freeware					0

D– Volume of Databases and environments

Oracle 1206 Estate

Environment	Physical or VM	Applications	Database Instances
PROD Database	Physical	EBS & CTM/SSO/GBI/SOA/VLT/INT/ODI/UCM/G-UCM/SIEB)	11
	Physical	EBS & Various Apps	13
	Physical	EBS & Various Apps	7
	VMs (x2)	Grid	2
	VMs	Hyperion	1
PROD Application Server	Physical (x2)	DMZ	2
	VMs (x23)	EBS & Various Apps	18
PREPROD Database	Physical	EBS & Various Apps	12
	Physical	EBS & Various Apps	12
	Physical	EBS & Various Apps	5
	Physical	Grid	1
UAT Database	VMs	EBS (FMW/Reporting)	5
	VMs	EBS & Various Apps	9
	VMs	EBS & Various Apps	9
PRJ Database	VMs (x2)	EBS & Various Apps	5
TST Database	VMs (x2)	EBS (FMW)	2
	VMs	EBS (FMW/Reporting)	2
	VMs	EBS (FMW)	1
APS Database	VMs	EBS & Various Apps	5
MINI Database	VMs	EBS	1
PRJ Database	VMs	EBS (FMW)	3
DEV Database	VMs	Siebel	1
	VMs (x4)	EBS & Various Apps	4
TRN Database	VMs	EBS	3
	VMs	EBS (Reporting)	1
	VMs	Siebel (Reporting)	2
DBA Database	VMs	EBS	1
	VMs	Siebel	1
	VMs	Siebel (Reporting)	2
GST Database	VMs	EBS & Various Apps	7
SBL Database	VMs	Siebel	1
DEV Other Database	VMs	EBS	2
	VMs	EBS & Various Apps	2
GRID Database	VMs (x3)	Grid	3
HYP Database	VMs (x2)	Hyperion	2
			158

E– Oracle Technical Debt

Type	Product Area	Product (Oracle Unless stated)	Current Version
Database	RC - EBS 1206	SSO/OID (part of OIM) Oracle Database	10.2.0.5
	RC - EBS 1206	OBIEE Database	10.2.0.5
	RC - EBS 1206	FMW - BPEL Database	10.2.0.5
	RC - EBS 1206	Oracle EBS Database	10.2.0.5
	RC - EBS 1206	Oracle Linux	5.4
	RC - EBS 1206	Oracle Linux	5.6
	RC - EBS 1206	UCM Database	11.2.0.3
	RC - EBS 1206	Oracle Virtual Machine	2.2.1
	RC - EBS 1206	Oracle Virtual Machine	2.2.2
	RC - EBS 1206	Oracle Grid Control (part of OEM)	11.2.0.1
	RC - EBS 1206	Oracle Data Integrator (ODI)	11.2.0.3
Middleware	RC - EBS 1206	Fusion Middleware (BPEL Process Manager)	10.1.3.5
	RC - EBS 1206	Oracle Application Server (Mid/App Tier) (Oracle Containers for J2EE (OC4J)) Part of Application Grid 10gR2 Releases)	10.1.3
	RC - EBS 1206	Oracle Application Server Single Sign On (Oracle Forms & Reports Server)	10.1.2
	RC - EBS 1206	Oracle Single Sign on Server	10.1.4.**0.1**
	RC - EBS 1206	Oracle Internet Directory (OID)	10.1.4.0.1
Applications	RC - EBS 1206	Oracle EBS - Application	12.0.6
	RC - EBS 1206	Informatica	8.6.1.hotfix 6 (highest accredited version with OBI DAC 10.1.3.4.1)
	RC - EBS 1206	OBIA - Application	7.9.6.1
	RC - EBS 1206	OBIEE - Application	10.1.3.4.1
	RC - EBS 1206	Oracle Universal Content Management	10.1.3.5.1
	RC - EBS 1206	Oracle Universal Records Management	10.1.3
	RC - EBS 1206	OBI DAC (Data Warehouse Administration Console)	10.1.3.4.1
ADDITIONAL ISS SUPPORTED APPLICATIONS	RC - EBS 1206	Java - JRE	1.6.0_31

F– Internal Findings on Security challenges

Some of the initial Challenges to the oracle estate to date are:-

1. Oracle Single Sign on (OSSO) is significantly out of date, however it is the Single sign on to a number of applications and is also linked to our Active Directory. This now restricts the updates of linked products like the AD (2008)
2. OSSO on was out of support in December 2011 and since then no security updates have been available.
3. OSSO –handshakes between products not clear/understood
4. SSL and TLS protocols are creating connection issues across the loadbalancer to the application servers.
5. DMZ config – is it as secure as it should be
6. XML gateway – is it as secure as it should be
7. Interfaces – closely coupled with other systems, no SFTP boundary
8. User access and exposures – single sign on from PH network, and outside PH, then external users via iSupplier and iRecruitment)
9. User Types – Multiple clients are on a single Application systems with a single Business Group, allowing cross client access incorrectly.