



REQUEST FOR PROPOSALS (RFP) N° PCD/08/043

BIDDERS' QUESTIONS & WIPO'S ANSWERS

1. What is the level of documentation available for the applications?

The system is reasonably well documented in its overall architecture, though a lot of the detailed functionality is badly documented. For the migration to UNIX it is a straightforward migration with no change to the existing functionality, so any code changes would be limited to those required because of the differences between UNIX and the mainframe. For work to be done by the consultants, this would be given in a detailed specification.

2. Is it right to assume that the Consultancy Services are limited to Phase I - Project C4 as explained in the Website:

http://www.wipo.int/edocs/mdocs/govbody/en/mm_a_38/mm_a_38_www_84052.pdf

This RFP mainly deals with Phase I - Project C4, but because some others part of the project can be dependant on this migration, the Consultancy Services may be extended and not limited to project C4. This is clearly defined in § 9 of the annex I.

3. We understood that WIPO is finally asking the vendors to provide Staff Augmentation on this Proposal under a Time & Material contract. Can WIPO confirm this?

Yes, it's defined in §8 of the annex I.

4. In the RFP Letter (pcd08043_RFP_ltr.pdf), Section 19.1, Technical Component, WIPO asks for a "proposed approach and methodology for carrying out the tasks related to WIPO requirements". On the other hand, in the Annex I, §IV Scope of work, WIPO describes the role of the selected bidder as to "provide time and material based IT professional services in support of the migration of the MAPS / DMAPS application...". And finally, in the Annex I, §VI Modus Operandi..., # 19, WIPO specifies that "unless specified otherwise, all project management and administrative tasks are performed by WIPO staff". Can you clarify the request of vendor approach and methodology since you are primarily looking to staff the skilled resources?

As we are looking to various skills, the way a vendor can provide the resources may vary (company staff or sub-contracted consultant, ...). It will allow WIPO to evaluate how the resources are provided by a vendor.

5. Onsite at WIPO as well as Off-site are mentioned in the RFP (Financial Offer, Annex I). Would you consider having a consultant working from an off-shore location (out of Switzerland) and be landed at the WIPO premise from time to time depending on the modality of the assistance request?

Yes, that's a possibility. Off-site is clearly defined in § 19.2.3 of the invitation letter. And it's different from "offshore", which is actually not used in any of the documents.

6. Can WIPO provide us with the details of # of Onsite (Landed) Resources and # of Offshore Resources?

Offshore is not used in any document in this RFP. Off-site is mentioned for work which could be done outside the WIPO premises in Geneva (see question 5 above).

7. Can WIPO specify Primary skills, Secondary Skills along with Experience details?

- **University degree or equivalent training or experience in computer science or a related discipline.**
- **Good knowledge of systems analysis, using accepted structured methodology.**
- **Good knowledge of the principles of ADABAS and excellent practical knowledge of NATURAL.**
- **Experience in Java and knowledge of web development would be an advantage.**
- **Excellent knowledge of either English or French. A good working knowledge of the other language would be an advantage.**

8. Does WIPO provide vendor consultants with the Software licenses necessary?

As long as a consultant is asked to work on a software required by WIPO, software licenses will be provided. But if a consultant wants to use his own environment, development tools or production tools, WIPO will not provide the licenses.

9. [Annex I, Section II – Point 6, Page 2] Apart from ADABAS, Natural and EntireX, what are the other programming languages, databases or software tools used on mainframes with respect to MAPS and DMAPS application?

IBM MVS JCL will be migrated to UNIX scripts (§7.3 of annex I).

10. [Annex I, Section IV – Point 9, Page 4] It is assumed that MAPS and DMAPS are the only applications in scope for this RFP for migration and development/maintenance. Please confirm.

Yes.

11. Can you please confirm on the target dates for the completion of the Migration work?

No, it may depend on others factors.

12. [Annex I, Section III – Point 6, Page 2] It is assumed that ‘Software Environment’ provided is for both MAPS and DMAPS application. Please confirm.

Yes.

13. [mm_a_38_www_84052.pdf, Point 7, Page 2] How do the systems IMAPS, Publication systems and AIMS **integrate or interface** with MAPS/DMAPS on mainframes? What are the technologies used to enable communication between these interfaces?

Out of scope. But interface with outside applications are done normally by exchanging XML data.

14. [mm_a_38_www_84052.pdf, Point 7, Page 2] Apart from IMAPS, Publication systems and AIMS systems, are there any other systems/applications interfacing with MAPS/DMAPS.

No.

15. [Annex I, Section III – Point 6, Page 2] How is EntireX used in the MAPS & DMAPS application?

EntireX is used to provide:

- **an on demand read -only access to the data from a web browser**
- **provision of data to a fax-server**
- **update of data on the success (or failure) of the sending of the faxes**

16. Could you please provide the below counts:

- Datasets to be migrated
- VSAM files to be migrated

Approximately 80 Adabas files.

A number of flat files, which are created from the MAPS/DMAPS system. These would not be migrated, but would be recreated in the UNIX scripts.

No VSAM files.

17. [Annex I, Section III – Point 7.1, Page 3] We are assuming that WIPO will provide the licenses for the software mentioned. Please confirm.

Yes.

18. What is the job scheduler currently being used in Mainframe?

Control-M

19. Is there any documentation available indicating the Batch job flow on Mainframes?

Yes. The batch jobs are documented, which includes dependencies and restart/recovery instructions

20. Is the application (MAPS/DMAPS) using any variable length files and GDGs? Please let us know.

Yes, many files are extracted in variable length records. GDGs are used older versions of files?

21. [Annex I, Section III Point 7.5, Page 3] It is assumed that once the training of WIPO IT staff is done, WIPO will support the administration of all the installed software on UNIX. Please confirm.

Yes.

22. [Annex I, Section III Point 7.1, Page 3] It is assumed that once EntireX is installed in Unix platform. WIPO IT staff will do the necessary changes to any interfaces (Web/Other systems with which MAPS/DMAPS interface) as required. Please confirm.

Yes.

23. Are there any batch jobs being triggered from the Online Screens? Please let us know.

Yes. There is a Remote Job Entry (RJE) facility from MAPS. There is also the ability to use these RJE jobs to trigger other jobs (via control-M)

24. Please provide the **count and complexity** of the following components:

- Natural Programs
- Subprograms
- Sub-routines
- Natural Maps
- JCL

MAPS:

Program	377
Subprogram	1220
Helproutine	86
Copycode	1
Map	1826
Data Area	411

DMAPS:

Program	81
Subprogram	551
Helproutine	14
Copycode	1
Map	734
Data Area	110

JCL About 100

We have no breakdown of the relative complexity. All the maps are simple – there are no imbedded rules.

25. Is there any tool used to browse data from database file that needs to be migrated? For example PEEK.

PEEK

26. Is multilingual support required for any program object or screens?

Yes.

27. Are there any System error messages used in the program? Does it need migration?

The standard SYSERR facility is used.

28. Are there any internal SORT being used in the programs?

Yes. CMSORT to sort arrays in programs. The Natural SORT is used in batch programs.

29. What is the configuration management tool being used in mainframe? Is it part of the migration process?

No. There is a front end to the SYSMAIN facility which will need to be migrated.

30. Are there any external calls to COBOL/Assembler programs? Please let us know.

No.

31. Any data is being transferred through Email? Please let us know.

Yes.

32. Are you having external interfaces like MQSERIES, BROKER? Please let us know.

Only EntireX

33. Please provide us the count of full time and part time Consultants supporting the application maintenance and development. The information provided in the RFP is one year old.

Five staff.

34. What kinds of requests are expected as part of maintenance work? (Queries, reports, bug fixes, enhancements, special run etc) and What are the typical volumes associated? What are the SLAs expected?

Bug fixes and enhancements. The volumes and SLAs would be negotiated with the successful bidder(s).

35. Can you please confirm if production support in-scope? Also if L1 support is part of scope?

Production support is out of scope, apart from the initial period following the deployment on UNIX.

36. Please explain what is the frequency of the mainframe L1, L2 & L3 production support requests?

Not applicable

37. Please provide the history of abends for the last 12 months?

Not applicable

38. Please explain what are the current SLAs for L1/L2/L3 requests?

Not applicable

39. Please explain what is the current backlog of the maintenance and enhancement requests ?

There is a list of about 70 enhancements outstanding.

40. Please explain what level (quality) of application/system documentation is currently available for MAPS/DMAPS applications?

See Question 1.

41. Please explain what are your plans with respect to application development work in the next 12 months, i.e. post migration?

A mixture of the outstanding enhancements and sub-projects form the MAPS modernization project.

42. Please provide information on Maintenance requests for MAPS/DMAPS applications along with the complexity (High, Medium and Low) details – historical information for the last 12 months along with person-hours spent.

We do not have this information.

43. Please provide information on Enhancements for MAPS/DMAPS application (Both Minor and Major) – historical information for the last 12 months along with person-hours spent on each enhancement?

We do not have this information.

44. [Annex I, Section II – Point 4, Page 2] It is mentioned that Phase I (MAPS Modernization) consists of four sub projects. a) Cutting operational costs of running the MAPS/DMAPS systems (b) Implementing an SOA platform (c)Enhancing internal productivity (d)Developing electronic business with offices, holders and representatives RFP covers only a). Please explain what is the timeline for the other three (b, c and d)?

These are goals and not sub-projects.

45. [Annex I, Page 3 (C3 and C4)] Please clarify if the architecture of MAPS/DMAPS will remain the same for this migration? When will the new SOA based architecture will be developed and adopted? Can you pl provide the current architecture diagram for MAPS/DMAPS?

The MAPS/DMAPS systems will be migrated to UNIX without adding any new functionality. THE SOA architecture will be the subject of a separate RFP.

46. Can you provide the context diagram that depicts how MAPS/DMAPS interfacing with other applications, message/data flows etc.

The MAPS/DMAPS interfaces with other systems are done via flat file or XML files.

47. [Annex I, Section VI – Point 13, Page 5] Can you please clarify that team assigned to Migration project can be billed for the entire duration of the project or is it on ad hoc basis?

On ad hoc basis.

48. Can you please elaborate on the development process at WIPO (SDLC methodology followed at WIPO)?

No.

49. Can you please share the IT organization chart and other Support organizations such as Release Management, Operations, Network administration, DB admin, Help desk etc. at WIPO

No.

50. Can you pl let us know any security considerations that should be met to support from offshore locations such as INDIA?

This would be negotiated with the winning bidder.

51. Can you please let us know your preferred way of connection from offshore (VPN, MPLS) and the lead time to provide the LINK, access to applications, access to development & test environments

The access would be via VPN. We don't know what the lead time would be

52. [Annex I, Section III – Point 7.1, Page 3] We understand that ADABAS and Natural share the same version both on Mainframe and Unix platform. Could you please specify the versions for EntireX, NOP, PREDICT and SPOD?

EntireX 7.3.2

Predict 4.5.1

NOP an SPOD are not currently installed. We will install the current versions

53. What is the version of Predict and Natural security being used currently?

Natural Security 4.2.3

54. Is Predict used in runtime?

No.

55. Are Predict entries also to be migrated?

Yes.

56. Are the following ADABAS features used: hyper-descriptors, user exits, triggers, stored procedures, phonetic descriptors etc.?

Only user exits.

57. What is the target Processor – Intel, RISC, other?

Sun Solaris.

58. Total size of existing JCL scripts.

Approximately 8,000 lines (including comments).

59. Count of lines-of-code currently existing in the JCLs/PROCs (excluding comments).

See above.

60. Does a JCL call any customized program/application? If so, details of the program/application

JCL invokes: Natural programs, Standard IBM utilities (copy, sort etc), FTP, PKZIP, remote printing

61. Is there a requirement for specific sorting method/algorithm, etc. Provide details if any?

No. The migration will have to take into account the different sort sequences of EBCDIC and ASCII.

62. Details of Source (Current) OS/platform

MVS IOS OS 390

63. Name & Version of Destination OS/platform

No.

64. Preferred-shell for running the migrated scripts (Eg: Bash, Korn, etc.).

Undecided.

65. [RFP Letter, Section 19.2.2] If the Consultant has to travel from one WIPO location to Other WIPO location the travel costs, billing time should be paid by WIPO. Please confirm.

In principle yes, but all site will be inside Geneva.

66. [RFP Letter, Section 19.2.2] Cost structure for Short term engagements (of less than 91 days) would be different from long term engagements in terms of additional costs such as travel and daily subsistence allowances. Is it safe to assume all the consultants if selected would be on long term engagements?

No.

67. [RFP Letter, Section 19.2.5] Can we get more clarity on the request of clear breakdown of cost elements WIPO looking for?

Quotations for junior, standard or senior consultant is preferable, as described in the annex III.

68. [Annex I, Clause 20] Will WIPO provide the required infrastructure such as laptop / desktop, connectivity, software, phone / mobile communication for the staff working out of WIPO's location?

No. If a consultant is asked to work on a software required by WIPO, software licenses will be provided (such as Adabas licenses). Laptop, OS or productivity tools (text processor,...) won't be provided by WIPO.