27th March2025

Proceedings of the Prebid meetings held on 21st March 2025

Ref: Notice Inviting Tender for Maintenance, Upgrades, and Enhancements of Oracle Fusion, PeopleSoft, Oracle Cloud Applications and Oracle Cloud Infrastructure

TENDER NO: IIMB/PUR/ERP/001/2025-26

Pre-bid meeting was held on 21st March 2025 at 11:00 AM online through Zoom for " Notice Inviting Tender for Maintenance, Upgrades, and Enhancements of Oracle Fusion, PeopleSoft, Oracle Cloud Applications and Oracle Cloud Infrastructure".

The following firms/agencies attended the pre-bid meeting:

Sl. No	Company Name
1	M/s Smarterp
2	M/s Soais
3	M/s NTT data
4	M/s Kovaion

The queries received from the participating firms and clarifications from IIMB are as under.

	Queries and Replies for SOW	
S No	**Queries from the participants**	**Replies from IIMB**
1	As per RFP, current version is Oracle Fusion Cloud Applications 24D (11.13.24.10.0) Please advise if this has been upgraded to version 25A	It is not upgraded
2	Please advise if Oracle ERP Cloud installed is on-premise cloud, public cloud or private cloud installation	Public Cloud
3	As per RFP, applications in support scope for IIM Bangalore - Oracle Fusion Cloud Finance; Oracle Fusion Cloud Supply Chain Management (SCM); Oracle Fusion Cloud Human Capital Management (HCM); PeopleSoft Campus Solutions Application; Oracle PaaS Extensions; Oracle Cloud Infrastructure; License Optimization; Oracle Integration Cloud Can you please advise what is License Optimization application used by IIM Bangalore	No such application is used
4	Please note the following shall not be categorized as modules as they indicate overall process or technical component used - Master Data; P2P (Complete); O2C(Complete); Custom Enhancements & Solutions; Custom Integrations; Payment Gateway Integrations; Receivable Integrations; Data Conversions; Closing Activities	Modules in support scope as per RFP - Accounts Payable; Accounts Receivable; General Ledger; Fixed Assets; Project Portfolio Management; Expenses; Cash Management; Budgetary Control; Inventory Management; Purchasing; Order Management; Cost Management; Contract Management
5	Please advise if below modules in Oracle Procurement Cloud are to be considered for support & enhancement scope - 1. Self Service Procurement 2. Core Purchasing 3. Negotiations Sourcing 4. Supplier Portal 5. Supplier Qualification Management 6. Procurement Contracts	1. Self Service Procurement 2. Core Purchasing 3. Negotiations Sourcing 4. Supplier Portal 5. Supplier Qualification Management 6. Procurement Contracts
6	Please advise what are the new Oracle Fusion ERP Cloud modules that IIM Bangalore is planning to implement in near future as part of its business needs	None

7	Please share details on post go-live enhancements that needs to be implemented. Also, please share number of hours of enhancement effort required on monthly basis in different areas like PeopleSoft Campus; Oracle Fusion FSCM and others.	560 Hours Enhancement Support per month
8	Can you please share more details on this yearly requirement for Fusion Cloud and PUM Image Update	Upgrade Peoplesoft to latest version and perform upgrades provided released by Oracle Fusion upgrades as per new versions released
9	Can you please share more details on this requirement as Oracle takes care of Backup, Disaster Recovery Process; Standby Server as part of its Fusion SaaS applications	Oracle Consulting will provide during the KT
10	Are there any custom extensions built & deployed using Oracle PaaS to be considered for support scope?	Yes, please refer to tender document
11	Please advise which of the PaaS Extensions below are integrated with Oracle Finance, Procurement & Supply Chain Management modules - Faculty Development Allowance Management; Billdesk Reconciliation; E-Nidhi (Generic Payment Gateway Request workflow); Material Indent Requisition (MIR); Estate Complaint Management; Sarvam Portal (IIM Bangalore Intranet Portal); Faculty Contribution Funds (FCF)	Faculty Development Allowance Management; Faculty Contribution Funds (FCF) Billdesk Reconciliation; E-Nidhi (Generic Payment Gateway Request workflow), Travel Helpdesk - Finance Material Indent Requisition (MIR); - Supply Chain Estate Complaint Management; - None, PSFT(Future) Sarvam Portal (IIM Bangalore Intranet Portal); - PSFT
12	Please advise which of the Paybooks below are integrated with Oracle Finance modules - Payroll Processing; LTC Claim and Settlement; Exit Process; Pensioner Process	all of them with General Ledger
13	Please share details on number of production & test instances. If multiple production and test instances are available, please share details on purpose for each such instance	Fusion - Test & PROD PSFT - UAT, SIT(Dev Testing), CFG(configurations), PROD

14	Do you have a detailed implementation documentation that describes various business processes configured? How up to date are the documents as given below ? 1. Configuration Workbooks 2. Test Scripts 3. Implementation Solution Architecture & Design Documents 4. Issue Log 5. RAID and RACI 6. Train the Trainer Documents 7. Functional & Technical Design Specification Document	Documents will be provided during KT by Oracle
15	Please share detailed listing of all inbound and outbound integrations between Oracle Fusion ERP Cloud Applications & 3rd Party Systems. Is Oracle ERP Cloud the single source of truth for master data elements like Items, Suppliers, Customers	Paybooks, TAMS(ExulSoft, GSTZen, BillDesk, Banks, Payment Gateway APIs
16	Can you please share overall system blue print and architecture diagram of Oracle and non Oracle systems	Will be provided by Oracle during KT
17	Please share details on implementation vendor for Oracle Fusion Cloud modules. Does IIM Bangalore manage AMS support through vendor and in-house team Please advise what is the team size of incumbent vendor and in-house support team	Oracle Consulting provides support for Fusion Cloud Modules, there are 3 Resources, 1 for Fusion Finance and HCM, 2 for HCM, I house IIMB team act as functional Analaysts
18	Does IIM Bangalore require onsite, offshore or hybrid maintenance support ?	Please refer the Tender Document
19	Can you please advise how many Oracle Service Requests were created over the last 1 year and classify them if possible as follows - Setup, Product Bug, Data Corruption, Training Needs, Reports and Enhancements	The data will be provided by IIMB during KT
20	What is the Oracle application upgrade cycle scheduled for IIM Bangalore - is it a quarterly cycle like Feb, May, Aug etc. or different upgrade cycle	Oracle consulting will provide during KT
21	How frequently is P2T (Production to Test) scheduled by IIM Bangalore, is it every month or on demand basis	Demand basis
22	How are User Account & Data Access requests currently handled. Do you use Cloud Identity management for managing users/roles? Please share details on user provisioning. Are requests handled through email or is there any other 3rd party system where user access requests are maintained and tracked to closure	Requests are handled through email by ERP Team in house
23	Have any custom roles been created for IIM Bangalore on Oracle Fusion ERP Cloud to meet specific business needs and assigned to business users, can you please share details	Yes, custom roles start with IIMBXX
24	How many accounting segments are used by IIM Bangalore	8 Segments

25	Can you please share details on Oracle Fusion Cloud ERP organization structure - Number of legal entities Number of business units Number of primary ledgers Number of secondary ledgers Number of inventory organizations	2 1 BU 1 Ledger No Secondary Ledgers 10 IO
26	Does IIM Bangalore use standard or custom subledger accounting method. Please share any documentation on custom accounting method if available	Combination of both
27	Please confirm if IIM Bangalore uses Budgetary Control to reserve funds for procure to pay cycle - purchase requisitions, purchase orders, expense reports, supplier invoices. Does IIM Bangalore use Encumbrance Accounting as part of budgetary control ?	Budgets are enabled, Advisory
28	Does IIM Bangalore use any third party application or tool to export trial balance or other financial numbers from Oracle General Ledger or other modules	No
29	Please share details on GL pain points faced after go-live, example - journals not getting posted, unable to close period etc.	Period Closing not on Time(Operational Constraints)
30	Does IIM Bangalore use custom process to process AP invoices	No
31	Does IIM Bangalore follow any custom process for check, electronic, wire or other mode of payments	Electronic, Host To Host Integration (Future), CMP Upload
32	Please share details on AP pain points faced after go-live, example - unable to process payments, unaccounted transactions etc.	MT940 File discrepancy issues, CMP file format issues generated by system. No Email notifications to Internal team(Buyers)
33	Does IIM Bangalore use any custom process to process AR transactions	No, E invoicing Integration with GSTZen
34	Does IIM Bangalore process customer receipts from Bank through Lockbox or any other form of automatic receipt.	No
35	Has IIM Bangalore implemented revenue recognition process for deferred revenue accounting	No
36	Please share details on AR pain points faced after go-live, example - unable to import invoices, unposted transactions, lockbox issues etc.	E Invoicing is a major pain point, No Approval workflow
37	Does IIM Bangalore use any custom process to import assets Does IIM Bangalore have any custom process for asset management activities like Adjustment, Retirement etc.	No Custom process, uses ADFDI
38	Are tax books used to meet statutory reporting requirements, please share more details on this	Yes, custom reporting in Oracle

39	Please share details on FA pain points faced after go-live, example - unable to process depreciation, asset retirement etc.	In FA major pain points are relating to depreciation and retirement of assets.
40	Please specify number of bank accounts for which reconciliation currently happens Does IIM Bangalore handle both manual and automatic reconciliation How frequently does IIM Bangalore reconcile bank statements with Oracle data	Mainly two bank accounts, Manual and Auto reconciliation. Daily is the goal, Currently being done once a week, Custom reports needed for helping reconciliation.
41	Is there any specific field in bank statement that is unique to IIM Bangalore reconciliation needs. Does IIM Bangalore follow any custom process on reconciliation. Please specify format in which statement is imported or received from bank, example SWIFT MT940, BAI2, CAMT etc.	MT940 is used, users can do reconciliation, External Transaction reconciliation, Journal reconciliation
42	Please share details on CM pain points faced after go-live, example - unable to import bank statement, transactions not marked as reconciled etc.	Standard Cash To General Ledger report no taking transactions out of clearing date into consideration
43	Has IIM Bangalore integrated Oracle Fusion Expenses with travel partner portal	Custom Travel Portal in PaaS Extension, it is integrated
44	Does IIM Bangalore import employee expense reports from credit card into Fusion Expenses	Statements are attached, but not imported automatically
45	Does IIM Bangalore use any custom process to audit and approve employee expenses	Approval workflow is implemented
46	Please share details on Expenses pain points faced after go-live, example - unable to import expenses from credit card files, issues with expense report audit etc.	Different Currencies cannot be clubbed into one Expense
47	Does IIM Bangalore use any third-party application like Avalara, Thomson Reuters etc. for transaction tax calculation	No
48	Please share details on number of custom reports used by IIM Bangalore for tax reporting	10
49	Please share details on Tax pain points faced after go-live, example - tax not calculated as per tax rules, issue with tax reports etc.	PaaS Tax configuration streamlining required(eNidhi), Tax Reports should be enhanced

50	Can you please provide break up of reports currently used by IIM Bangalore by module - Financial, Procurement, Inventory, Order Management and based on reporting platform - BI Publisher XX reports OTBI Reports XX Reports Smart View XX reports Financial Reporting Studio XX reports	BI Publisher XX reports OTBI Reports XX Reports Financial Reporting Studio XX reports
51	Please advise if regression testing is done when Oracle upgrades application version or applies major patches	Regression testing is done by In house ERP Team
52	Does IIM Bangalore have a separate QA team for regression testing? Is testing done manually or through use of automated test scripts?	Testing done manually by Inhouse ERP Team
53	Please tell us about your move-to-production process? How is change control implemented? What is the typical lead time between user acceptance and production move?	All production moves are Ad Hoc, after UAT production move is instant
54	How does IIM Bangalore handle SoD and User Access Management Is there a manual process to determine who should have access to what roles and data access	Manual Process, Business will decide who will have access to what, ERP Team provides the access
55	Can you please advise if IIM Bangalore has implemented any 3rd party application to track SoD requirements and compliance. Is it considering implementation of Oracle Governance Risk and Compliance Cloud to enforce SOD compliance	Business Call
56	How many changes requests were implemented by incumbent vendor on Oracle Fusion ERP Cloud after go-live - can you please classify as follows - rollouts, new feature implementation, new report, others	Since we are in implementation phase, we are not tracking the service requests and call log so far.
57	Can you please share break up of issues reported over the last 1 year and classify issues as follows - Setup, Product Bug, Data Corruption, Training Needs, Reports and Enhancements	Since we are in implementation phase, we are not tracking the service requests and call log so far.
58	Can you please share ticket volumes over the last 1 year by Severity-1, Severity-2, Severity-3, Severity-4, Severity-5 and module in which issue was reported	Since we are in implementation phase, we are not tracking the service requests and call log so far.
59	Please share ticket details categorizing them in P1/P2/P3/P4 along with different groups like DBA, Technical, Functional; Please share from last 6 months	Since we are in implementation phase, we are not tracking the service requests and call log so far.
60	How many Severity-1 issues are reported per month	Since we are in implementation phase, we

		are not tracking the service requests and call log so far.
61	Please share required support coverage, example - 11.00 pm to 20.00 pm IST 24X7 support for SEV-1 issues	9:00 AM to 06:00 PM IST and 24 X 7 for Sev 1 issues
62	Please share details on number of users who have access to Oracle ERP Cloud, example - XX Fusion Financial Users XX Purchasing Cloud Users XX SCM Cloud Users	700 Users (Approx) 515 HCM Module 48 SCM 135 Finance Fusion
63	How does IIM Bangalore currently handle its SSO (single sign on) business process. Which tool is used as part of SSO - example OKTA, Duo Security, Azure, Google Cloud etc. Can you please share details and documentation on current SSO process. Please advise if SSO is supported by in-house IIM Bangalore IT Support team or by 3rd party vendor	Azure, Azure to IDCS sync for ERP SSO Access. Further details Oracle Consulting will Provide
64	Please share details on current ticketing management tool. Are all incidents and problem tickets recorded in that tool & assigned to support team. Are there any cases where users directly approach support team & ticket is created later	We want to use JIRA for the issues tracking and project management
65	Does IIM Bangalore use applications like DocuSign, Adobe for digital signature of purchase orders	We don't have any digital signature provision
66	Please share details on Procurement pain points faced after go-live, example - supplier onboarding & registration, PR & PO approvals, accrual accounting etc.	Reconciliation of Expense and Inventory Accruals
67	Can you please specify what are the inventory processes handled by IIM Bangalore What kind of products or services are being setup in Order Management	We are not using Order Management, PO and Receipts are used to procure Items, Issue is only internal
68	Please share details on SCM pain points faced after go-live, example - cost accounting issues, issue with sales order process etc.	Issue with Cost accounting reconciliation
69	Is there a regular or frequent business need for mass or bulk edit of master and transactional data records using FBDI or REST API calls ?	No frequent requirements, but may be needed
70	Please share below details on transaction volumes processed per month - Supplier Invoices & Payments Customer Invoices & AR Receipts Capitalized / CIP Assets by asset book Expense Reports Purchase Orders Sales Orders	PO – 200 (Avg) SO - 0 AR – 75 (Avg) AP – 1200 (avg) Expense Reports – 150 (Avg)

#	Question	Answer
71	As we understand you are expecting, vendor to provide database administration support activities like, Support for Application server, web server and database server maintenance for Production Non-Production Environment Please list down current application/database footprint with below details. OS | APPS Version | DB Version | DB Size | Prod/non-Prod | HA Enable Application(Yes/No) | RAC/ASM (Yes/No) | Cloud or On-prem	

	OS	APP	DB Version	HA Enable	RAC/ASM	OCI Cloud
Prod	Oracle Linux	CAMPUS 9.2	19c	NO	YES	YES
Non-Prod	Oracle Linux	CAMPUS 9.2	19c	NO	YES	YES

#	Question	Answer
72	Please share current architecture including the integration details to Cloud ERP	Oracle Consulting will provide during KT
73	Please share list of all the PaaS software you are using and their details.	We are using the services like Database, Java, VBCS, PCS and OIC from PaaS
74	For PaaS Extensions (Custom development), please share details like 3rd party software/database/programming language etc.	We used the following software/services for custom development and integrations PSFT, TAMS, fusion integration's are using OIC. Payment utility written in Java. UI is built using VBCS. Approval workflow are done using PCS
75	Please share current backup/recovery procedure	Oracle Consulting will provide during KT
76	Please explain current DR procedure? What is your RTO/RPO?	Oracle Consulting will provide during KT
77	*Please share expectation details from OCI Cloud Infrastructure admin? Like Provisioning, Patching etc. which needs to be managed for OCI components. Do you need an OCI admin which manages VM, Cloud, VCN, IDM, Block Storage etc.?*	Yes, we need OCI admin to take care of all Oracle Cloud Infrastructure and related activities, including Cloud Management and any Integrations etc
78	Please share if the consultant can work from remote? or you need all the consultants onsite?	Please refer the Tender Document
79	Do you have multiple legal entities? If yes, please specify. What are your main business units and departments?	Currently Only one entity
80	Also please share No. of Countries ; No. of Legal Entities ; No. of BU ; No. of Languages	1 BU,2 Entities, 1 Country(India), 1 Language(English)

81	What is your organizational structure (hierarchies, reporting lines)?	Hierarchical Structure
82	Do you have multiple payroll and legal employers?	No
83	Do you have different leave policies based on location, seniority, or employee type?	Yes
84	Is your absence management integrated with payroll? Please explain	Yes, EL balance and LOP data to Paybooks
85	Do you have any integration with third-party benefits providers? Please explain	No
86	Do you have payroll costing and integration with finance?	No, Integration from Paybooks to GL
87	Do you process payroll in multiple currencies?	No
88	Please explain all the statutory reports you use?	All ORC, Absence, Performance Reports
89	Please share any integrated system with Fusion HCM?	Paybooks, TAMS and PSFT
90	Do you use business intelligence (BI) tools for reporting? Please explain	Yes
91	What are your key compliance requirements (GDPR, HIPAA, etc.)?	GDPR
92	How do you handle role-based access control?	Through Fusion Security Console and Custom roles
93	Do you have audit tracking for HR transactions?	Check with Oracle Vendor
94	Please share current PeopleSoft architecture and it's platform details.	PeopleTools Version with the minor patch level 8.58.05 PeopleSoft Campus Application - the Image version 9.2 PUM Update Image 19 Database Oracle DB (on DBCS) – 19 c (DB system Patch version: 19.12.0.0.0) Tuxedo Oracle Tuxedo - Version 12.2.2.0.0, 64-bit, Patch Level 068 WebLogic Oracle WebLogic Server 12.2.1.4.0, "WLS PATCH SET UPDATE 12.2.1.4.221210"(Patch # 34883826) released as part of Jan 2023 CPU. Java Oracle JDK 8 Update 361 (Patch)- jdk1.8.0_361

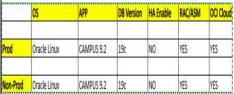| 95	Apart from Campus solution, is there anything else you are running from PeopleSoft? Please explain	Only PSFT Campus, student finance is part of it
96	How is your academic structure organized? (Colleges, Departments, Programs, Plans, Sub-plans)	IIMB team will give it during KT
97	Please explain for any integration with accreditation bodies?	No
98	What third-party integrations you have like? (Common App, SAT, ACT, GRE, etc.)	TAMS, LMS(Moodle)(Future Requirement), Banks, GSTZen
99	Please share any expectations for cross-campus enrolments support?	IIMB New Campus
100	Please explain current process(if any) to manage waitlists and overrides?	IIMB will provide the process document during KT
101	Please share if you have any configurations like automated alerts for enrolment issues?	We do not have, may be needed in future
102	Please explain how you handle academic standing and probation tracking?	Module is implemented
103	Please describe any process related to student progress via dashboards or reporting tools?	We do have a dashboard in student self service
104	What financial aid programs do you support? (Federal, State, Institutional, Private)	Institutional & Private
105	What types of student demographic data do you track?	All Personal Information
106	Please explain current process for managing student communications and notifications?	Email
107	Please explain current process for event management and calendaring integration?	Need for integration with Microsoft Calendar
108	How do you handle student discipline and conduct tracking?	Service Indicator in PSFT
109	Please explain if you have any existing student mobile app which is integrated with PeopleSoft Campus module	No
110	What are external systems integrated with PeopleSoft Campus Solutions?	TAMS, LMS(Moodle)(Future Requirement), Banks, GSTZen
111	Do you have Single Sign-On (SSO) and authentication integration? Please explain.	In the works by Oracle Consulting
112	Do you use third-party learning platforms (Canvas, Blackboard, Moodle)?	Moodle
113	Please explain if you have any APIs for data exchange with external vendors?	TAMS
114	Please share your key compliance requirements you follow? (FERPA, GDPR, HIPAA, etc.)	GDPR, FERPA(Need to be checked)
115	Please share any security configurations if you have like security alerts and notifications for sensitive data access?	No, Security Audit needs to be considered

116	Inclusion of major enhancements or module implementations is open ended and subjective. To give any commercials for such work, either we would need to understand the extent and scope clearly or we have to put some boundaries in terms of efforts.	Scope of work is discussed when the requirement is elaborated
117	Any major or minor enhancement work would need to be planned and discussed in advanced, this will also have an impact on the support SLAs and timelines.	Planning and discussion with IIMB is required. Also refer the Tender Document
118	w.r.t page 11 as the current Database and architecture is in OCI and hosted by Oracle, are you expecting the vendor to be responsible for the backup and Recovery of the same? Even DR should be the responsibility of product vendor only.	Yes, we need support in maintaining the Support or provision DR setup as per best practices
119	Is IIMB going to share all the functional and technical design documents ?	Yes, will provide during KT
120	Would there be any KT from the current vendor to the new vendor ?	Oracle Consulting will provide
121	KT would also be needed for all the 3rd party Integrations including the Paybooks to Oracle Integration.	Yes, Oracle Consulting will give the KT
122	Please elaborate on the below Modules under FSCM	Refer to Financials and Supply Chain Modules in Tender document
123	Custom Enhancement & Solutions	Refer to PaaS Extensions in Tender document
124	Custom Integrations	Paybooks, TAMS(ExulSoft, GSTZen, BillDesk, Banks, Payment Gateway APIs
125	What is the volume of tickets per month and per each application categorized by severity?	Since we are in implementation phase, we are not tracking the service requests and call log so far.
126	What the employee and contract worker count in IIMB?	650
127	What is the total student count in IIMB?	6000
128	What are the challenges currently faced during the support provided for Oracle Fusion Applications and PeopleSoft Campus Solution?	In fusion custom integration solutions for e Invoicing, Payments and Standard Workflow and Expense modules are major pain points, Reconciliation of Cash and Accrual accounts In Peoplesoft, Data Migration, User Roles, Reporting, Reconciliation,

		Term activation, Maintaining Custom Modules, Lack of Application wide consistency both Data and UI
129	Please provide the list of 3rd party applications with which Oracle HCM Cloud integrates.	TAMS & Paybooks
130	Is there a current DR setup in place for PeopleSoft Campus ?	Oracle Consulting will provide during KT
131	Is PeopleSoft Campus an on-premise installation ?	Hosted on Oracle Cloud Infrastructure as IaaS
132	Please provide the current PeopleSoft landscape.	PeopleTools Version with the minor patch level 8.58.05 PeopleSoft Campus Application - the Image version 9.2 PUM Update Image 19 Database Oracle DB (on DBCS) – 19 c (DB system Patch version: 19.12.0.0.0) Tuxedo Oracle Tuxedo - Version 12.2.2.0.0, 64-bit, Patch Level 068 WebLogic Oracle WebLogic Server 12.2.1.4.0, "WLS PATCH SET UPDATE 12.2.1.4.221210"(Patch # 34883826) released as part of Jan 2023 CPU. Java Oracle JDK 8 Update 361 (Patch)- jdk1.8.0_361

133	Please provide the details of PeopleSoft Campus Application - the Image version and Tools Version with the minor patch level.	PeopleTools Version with the minor patch level 8.58.05 PeopleSoft Campus Application - the Image version 9.2 PUM Update Image 19 Database Oracle DB (on DBCS) – 19 c (DB system Patch version: 19.12.0.0.0) Tuxedo Oracle Tuxedo - Version 12.2.2.0.0, 64-bit, Patch Level 068 WebLogic Oracle WebLogic Server 12.2.1.4.0, "WLS PATCH SET UPDATE 12.2.1.4.221210"(Patch # 34883826) released as part of Jan 2023 CPU. Java Oracle JDK 8 Update 361 (Patch)- jdk1.8.0_361
134	Please provide the current PeopleSoft Campus DB type and version.	Oracle DB (on DBCS) – 19 c (DB system Patch version: 19.12.0.0.0)
135	Please provide the list of all the Custom Reports and Integrations created for Finance and Procurement.	We will provide during KT
136	Please let us know the number of Finance Users and Procurement users?	132(Finance) and 48 (SCM)
137	Please let us know whether the Implementation documents would be shared as part of the handover?	Yes, Implementation and all available documents will be shared as part of KT
138	Are all the modules mentioned in the tender document fully implemented?	Fusion, SCM & HCM are fully Implemented, Peoplesoft is implemented 70%
139	Are all the Paas integrations mentioned in the tender document implemented already?	60% Implemented
140	How many Integrations are in OIC?	Around 150 integrations are in OIC

141	What is the PaaS extension made of? What all tools/PaaS subscriptions are involved?	PaaS extensions are made of DB, OIC, PCS and VBCS.
142	In Page no 4, Overview section 'License optimization' is mentioned as one of the module in scope. Does License optimization mean that as a service provider we should analyze and suggest to IIMB as to whether the license for various application are properly utilized?	Yes and how to reduce licensing costs, by auditing the roles and assignments on a regular basis
143	In Page no 8, under Scope of Work, point no.d, it is mentioned that one of the activities in scope includes 'Audit of the implemented Oracle Fusion Cloud, PeopleSoft ERP & suggestion to improve as per the industry best practices'. How frequently should this audit happen?	Audit the application implementation in terms of both Technical and Functional perspectives to suggest best practices
144	In Page no 9, under Section 4, detailed scope of work, it is mentioned that 'Once in a year, Oracle Fusion Cloud and PUM Image Update for every application'. But in the case of Oracle Fusion applications, the actual process of update/upgrade is taken care by Oracle and as a service provider we take care of pre and post upgrade activities like testing, new feature implementations etc. Hope this is a correct statement. Please let us know.	Yes this is correct, Oracle will do the refresh and selected vendor will carry out the pre and post activities.
145	In Page no 11, it is mentioned that the scope of work includes setting of backup and disaster recovery process for Oracle Fusion applications as well. These activities are generally taken care by Oracle for Fusion applications as these applications will by hosted in Oracle servers as part of SaaS model. Service Provider vendor will not have any access to take database backup and perform disaster recovery for these Fusion application. So, does it mean that the implementation of Oracle Fusion Applications was done On premise versus hosted by Oracle?	Oracle Fusion Applications are on Cloud, refresh will be done by Oracle by creating an SR, but backup of environment reports and objects should be taken care by the partner
146	As per our understanding of the contract management, it is used for procurement and service contracts. Do you also have sales contracts? If yes, please let us know the nature of the same.	No Sales Contracts
147	What is the typical usage of order management? Is it integrated with a POS (point of sales) system? What are the typical sales contracts that you have?	Order Management is not used currently
148	Other than fixed assets that you buy and capitalize, what other merchandise do you maintain in your warehouse org?	Consumables, Electrical Items, Plumbing Items, Food Items
149	Please list major custom integrations that you currently have with SCM?	Material Issue Request is a custom PaaS extension
150	Do you have any PAAS applications that are in place to enhance your experience with supply chain management functions?	Material Issue Request is a custom PaaS extension

#	Question	Answer
151	The list of modules and functionalities mentioned for Campus Solution include custom functionalities. Are these custom functionalities fully operational without any major setbacks?	90% Operational, with minor setbacks
152	Online Application in Campus Solutions - Are we integrating with a third-party application or is it custom developed in PeopleSoft?	Custom developed in Peoplesoft
153	Under PeopleSoft Campus Solution modules in Page 5, Student Guidelines and Declaration module - Can you please provide more information on the business process as to how it is being used.	It is used by the Students
154	Is there any integration of Campus Solution with LMS system? If so, is it fully operational? Are there any challenges currently?	Moodle is the LMS which is not integrated at present, in future we are looking for an integration
155	Under PeopleSoft Campus Solution modules in Page 6, Alumni Management module - Is it fully custom development or any delivered functionality used?	Fully Custom and not implemented
156	Under PeopleSoft Campus Solution Modules in page no.6, Office of International Affairs (OIA) and supporting activities - Please elaborate the activities performed by OIA team.	Upload of Exchange Credits
157	Under PeopleSoft Campus Solution Modules in page no.6, there is a mention of Three Year Track - Please provide more information on this.	Maintain academics of Slow Track students
158	Under PeopleSoft Campus Solution Modules in page no.6, Student housing and Complaint Management - Is it custom developed? Does it have any integrations?	Custom solution needed, not implemented - Hostel
159	On which platform PaaS extensions are developed?	PaaS extension are developed using OIC gen 2.
160	Is complete documentation available for the configurations, Customizations and bolt-ons for Campus Solutions?	Oracle Consulting will provide during KT
161	Can you please advise what is License Optimization application used by IIM Bangalore	We do not have License Optimization application, we download reports from Oracle Cloud on Usage and Oracle CSM will provide us consumption metric and billing overrage report on monthly basis, Based on this information we optimize the user roles
162	Please note the following shall not be categorized as modules as they indicate overall process or technical component used - Master Data; P2P (Complete); O2C(Complete);	We understand, our intention is all the modules and functionalities in the full

Embedded table (row 161):

	OS	APP	DB Version	HA Enable	RAC/ASM	OCI Cloud
Prod	Oracle Linux	CAMPUS 9.2	19c	NO	YES	YES
Non-Prod	Oracle Linux	CAMPUS 9.2	19c	NO	YES	YES

		Custom Enhancements & Solutions; Custom Integrations; Payment Gateway Integrations; Receivable Integrations; Data Conversions; Closing Activities	processes needs to be supported
163	Please advise if below modules in Oracle Procurement Cloud are to be considered for support & enhancement scope - 1. Self Service Procurement 2. Core Purchasing 3. Negotiations Sourcing 4. Supplier Portal 5. Supplier Qualification Management 6. Procurement Contracts	Yes, should be considered
164	Please share details on post go-live enhancements to be implemented. Also, please share number of hours of enhancement effort required on monthly basis in different areas like PeopleSoft Campus; Oracle Fusion Finance, SCM & others.	30% of the resource time will be used for Production Support and remaining 70% for Enhancements and Customizations
165	Can you please share more details on this yearly requirement for Fusion Cloud and PUM & Image Update	3 Times a year
166	Please advise which of the PaaS Extensions below are integrated with Oracle Finance, Procurement & Supply Chain Management modules - Faculty Development Allowance Management; Billdesk Reconciliation; E-Nidhi (Generic Payment Gateway Request workflow); Material Indent Requisition (MIR); Estate Complaint Management; Sarvam Portal (IIM Bangalore Intranet Portal); Faculty Contribution Funds (FCF)	FDA/FCF, BillDesk, Enidhi - Oracle Finance(GL, Budgets, Expenses) MIR - Procurement/Supply Chain Management
167	Please advise which of the Paybooks below are integrated with Oracle Finance modules - Payroll Processing; LTC Claim and Settlement; Exit Process; Pensioner Process	All of them
168	Please share details on number of production & test instances. If multiple production and test instances are available, please share details on purpose for each such instance	There are 2 Instances, TEST and PROD, Test is used for Dev, Functional and UAT testing
169	Do you have a detailed implementation documentation that describes various business processes configured? How up to date are the documents as given below? 1. Configuration Workbooks 2. Test Scripts 3. Implementation Solution Architecture & Design Documents 4. Train the Trainer Documents 5. Functional & Technical Design Specification Document	Will be provided during the KT by Oracle

170	Please share detailed list of all inbound and outbound integrations between Oracle Fusion ERP Cloud Applications & 3rd Party Systems. Can you please share overall system blue print and architecture diagram of Oracle and non Oracle systems	Oracle consulting will provide during KT
171	Please share details on Oracle Fusion Cloud ERP organization structure - Number of legal entities Number of business units Number of primary ledgers Number of secondary ledgers Number of inventory organizations	2 1 BU 1 Ledger No Secondary Ledgers 10 IO
172	Does IIM Bangalore export Oracle Fusion ERP Cloud data & numbers to 3rd party reporting applications like Blackline, Qliksense etc.	No
173	Does IIM Bangalore use any third party application like Avalara, Thomson Reuters etc. for transaction tax calculation	No
174	Please advise if regression testing is done when Oracle upgrades application version or applies major patches. Does IIM Bangalore have a separate QA team for regression testing? Is testing done manually or through use of automated test scripts?	Regression testing needs to be done, If there are any upgrades, IIMB doesn't have an Inhouse QA Team
175	Can you please share ticket volumes over the last 1 year as follows - Tickets created by Sev-1, Sev-2, Sev-3, Sev-4, Sev-5 Tickets created and open tickets by each areas like PeopleSoft Campus, HCM, DBA, Cloud Financials etc Tickets created by type - example -Setup, Product Bug, Data Corruption, Training Needs, Reports and Enhancements Sev-1 issues reported per month	Since we are in implementation phase, we are not tracking the service requests and call log so far.
176	As we understand you are expecting, vendor to provide database administration support activities like, Support for Application server, web server and database server maintenance for Production Non-Production Environment - Please list down current application/database footprint with below details. OS | APPS Version | DB Version | DB Size | Prod/non-Prod | HA Enable Application(Yes/No) | RAC/ASM (Yes/No) | Cloud or On-prem	Yes, we are expecting the vendor to provide DBA support activities. Please also refer to the reply Sl no. 180 and 181
177	Please share list of all the PaaS software you are using and their details. For PaaS Extensions (Custom development), please share details like 3rd party software/database/programming language etc.	Oracle Consulting will provide during KT
178	Please share current backup/recovery procedure. Please explain current DR procedure? What is your RTO/RPO?	Oracle Consulting will provide during KT

179	Please share expectation details from OCI Cloud Infrastructure Administration? Like Provisioning, Patching etc. which needs to be managed for OCI components. Do you need an OCI admin which manages VM, Cloud, VCN, IDM, Block Storage etc.?	Yes	
180	Please share current Oracle Cloud Infrastrcture VM Prod/Non-Prod details		

	OS	APP	DB Version	HA Enable	RAC/ASM	OCI Cloud
Prod	Oracle Linux	CAMPUS 9.2	19c	NO	YES	YES
Non-Prod	Oracle Linux	CAMPUS 9.2	19c	NO	YES	YES

181	What PeopleTools version and CS PUM image currently used	PeopleTools Version with the minor patch level 8.58.05 PeopleSoft Campus Application - the Image version 9.2 PUM Update Image 19 Database Oracle DB (on DBCS) – 19 c (DB system Patch version: 19.12.0.0.0) Tuxedo Oracle Tuxedo - Version 12.2.2.0.0, 64-bit, Patch Level 068 WebLogic Oracle WebLogic Server 12.2.1.4.0, "WLS PATCH SET UPDATE 12.2.1.4.221210"(Patch # 34883826) released as part of Jan 2023 CPU. Java Oracle JDK 8 Update 361 (Patch)- jdk1.8.0_361
182	Is PeopleSoft installed on-premises or on cloud infrastructure? If cloud, who is the vendor?	It is hosted on Oracle Cloud as IaaS
183	What is the average number of Issues reported annually. What are the peak times in an year when there is surge in issues.	During Year End Closure, Graduation(April/March), Admissions(Starting June to December), Every month End during Payroll

184	Please provided on the number of tickets by module and by priority?	Since we are in implementation phase, we are not tracking the service requests and call log so far.
185	In case of enhancement requests(major/minor), does IIMB have a team to provide detailed requirements, review and approve designs and complete user testing of the development?	Yes, IIMB has In House ERP Team of Functional/Business Analysts
186	What integration tools are used in your current environment?	Oracle Consulting will provide during KT
187	Have any of the cobol processes in PeopleSoft CS been customized?	Oracle Consulting will provide during KT
188	What recent major enhancements have been done in PeopleSoft?	Details will be provided by IIMB during KT
189	How many major enhancements were done in each of the last 3 years?	8 major enhancements in PeopleSoft
190	Can IIMB please clarify what the Ellucian Banner system is being used for and if it is currently integrated with either Fusion or PeopleSoft Campus Solutions?	Ellucian Banner is the Legacy ERP system
191	Can IIMB please clarify what new functionality is being implemented in May 2025?	Oracle Finance Reports, EEP Program - People Soft Implementation, aaS Enhancements - Travel Desk, FCF, E Nidhi Enhancements, API UpgradesP
192	Does IIMB have a ticketing system like Service Now that is used to track tickets. Is there any Issue Reporting system/product used by the college currently to submit and track issues?	No IIMB does not have a ticketing system.
193	Does IIMB have any in-house team to provide Level 1 support who are in direct contact with the end/business users? Or it is expected that the Level-1 support be provided by the AMS vendor?	Yes, IIMB has In House ERP Team of Functional/Business Analysts who are user facing

Miscellaneous Queries

1	Annexure II - Undertaking, do IIMB need in stamp paper? Currently, in tender they have not mentioned about stamp paper.	Not required to be on stamp paper. Should be on company letterhead
2	In Vendor Bank details - Do we have to get it attested by our bank team.	Attestation by the bank is optional.

The replies/clarifications should be read along with the tender document and bidders are required to submit their bids accordingly.

Additional information:

To enable the prospective bidder more time to prepare and submit their bids, the due dates are extended as below:

Sl.No	Description	Existing Date	Amended Date
1	Bid Submission end Date	03-04-2025 3:30 PM	07-04-2025 4:30 PM
2	Bid opening Date	04-04-2025 4:00 PM	08-04-2025 5:00 PM