Request for information: Police application development IT expert services 2024 - 2031, Oracle Siebel CRM and Oracle Policy Automation (OPA)

I.D.: 88698000

Data publicarii	27.10.23	Coduri CPV	72000000

Descriere: This Request for information does not bind the Contracting authority to make any procurement based on this request. Participation in this market dialogue does not in any way bind any party to a potential future Invitation to tenders. Suppliers who refrain from participating in this market dialogue are equally allowed to participate in potential future Invitation to tender.Suppliers who refrain from participating in this market dialogue are equally allowed to participate in potential future Invitation to Tenders. This Request for information does not bind the National Police Board of Finland (hereafter "Poha") to make any procurement based on this notice.BACKGROUND AND OBJECTIVES OF THE REQUEST FOR INFORMATIONThe object of the procurement is the production of IT expert services related to application development for the Police Board. The professional services subject to procurement are related to the definition, development, implementation, further development, maintenance, and ensuring of quality and information security of police information systems. The services can be aimed at small and large fixed-scale projects, as well as ongoing service needs for the time being. The Poha's goal is to publish one framework agreement: Police application development IT expert services 2024 - 2031, Oracle Siebel CRM, and Oracle Policy Automation (OPA).The Request for information aims to gain information about:• potential suppliers and service providers,• expert's abilities and experiences and• suppliers' resources• suppliers' ability to comply with information security requirements.Suppliers interested in procurement are kindly asked to answer the questions below and submit the answers upon registration. The questions can be answered, even if the supplier only has expertise in another technology (Siebel CRM or OPA). According to the preliminary plan, the procurement includes the roles of approximately 10 experts.QUESTIONS1. Experience: Do you have experience in Oracle Siebel CRM or Oracle Policy Automation or both? In your answer, indicate which technology competence you are responding to.2. References: Do you have any references according to procurement subject from the last five years? If yes, please describe some examples of the references and the number of references.3. Experts: How many experts do you have in this field? A number of experts: 1 – 10, 11 – 20, 21 – 40, or over 40? Are the experts employees of your company or do you use partners?4. Language: Are you able to work in Finnish or English or both?5. Location: If your company is located in the EEA (European Economic Area), do you have any partners, subcontractors, or subsidiaries located in Finland?6. Premises: Do you have any premises in Finland or your partners, subcontractors, or subsidiaries?7. Parallel technologies: Do you have competence in parallel technologies such as Oracle Cloud Infrastructure (OCI), Oracle Private Cloud Appliance (PCA), or Oracle Dedicated Region Cloud@Customer (DRCC)? How about Oracle Database (Oracle DB) or Oracle WebCenter Content (WCC)? What is your competence in external search engines such as Elastic or WCC Elise?8. Poha does not use Oracle Siebel CRM as the user interface. Instead of that Poha uses Nexus and Java user interfaces. However, do you still have any knowledge and experts of the Siebel CRM UI?9. Should the experts (Siebel CRM and OPA) be tendered together or separately?10. Other: Do you have any general recommendations for the purchase process?11. Open: Did we miss something?Poha currently has six production systems on Oracle Siebel CRM and zero on Oracle Policy Automation (OPA). There are two Oracle Siebel CRM and two Oracle OPA systems under development. Oracle Siebel CRM handles both case management and document management. The document lifecycle management is inside of document management and de facto documents are stored inside the Oracle WCC.Based on the answers received, the aim is to map the current market situation. In addition, the Poha can request more detailed information about the abilities and services presented in the answers. The information from the answers can be used in preparing the future Invitation to tender. We process all responses in accordance with statutory confidentiality obligations. Interested suppliers are asked to mark parts of the response that they regard as confidential.The goal is to select several suppliers to the framework agreement.