

**Response to Queries/Clarification with reference to the bid No.TMD: PG: 297: 2011-12 Regarding "Request for Proposal for supply, installation and maintenance of Oracle Licenses"**

S. No	Queries/Clarification raised by the Vendor	Bank's Response
1	Based on the past experience, on an average, how many number of calls are expected per month?	1 to 5 calls after the completion of initial Oracle installation. But for the current requirement the number of calls may vary based on the requirement.
2	What is frequency / type of in-person calls to be attended?	1 to 5 calls per month after the completion of initial Oracle installation. At the time of installation based on Bank's requirement in person calls to be attended.
3	How many database instances are running in how many servers?	It is not required for the purview of the tender.
4	What kind of applications are connected/interacting with Oracle?	Under this tender whatever oracle software and licenses supplied will be used for Client Server, Intranet and web applications. However the licenses supplied under this tender are perpetual license, so the bank reserves the right to use with any other application based on the bank's requirements by complying the Oracle Licensing policy.
5	Kindly specify the hardware make and the CPU type with no. of cores.	DELL, HP, IBM & etc with Intel 4/6 core processors.
6	We assume the hardware, Operating System, SAN support / monitoring would be taken care by the bank - Please confirm.	Yes
7	Please let us know how many times in a month, application performance issue would demand DBA to visit the site?	1 to 5 calls per month after the completion of initial Oracle installation.
8	Will remote / VPN access be provided for the instances?	No
9	We presume Development / Test Oracle DB instances are NOT to be supported. Please confirm.	The license procured as part of this tender will be utilized for Bank's requirement especially for Production Database instances. It has to be supported if these licenses procured are to be installed in Development/Test DB.

10	<p>We assume that the daily monitoring of hardware, database instances, backups, printers, scanners, fax machines, IVRs, ATMS, log shipping to the DR site, leased line/link related issues etc. would be done the by the bank. Kindly confirm.</p>	<p>Yes, the daily monitoring of Database instances and log shipping for the oracle license supplied as a part of this bid will be taken care by the bank. But in case of any problem, support is required as per the scope of the bid.</p> <p>All non Database related items are not coming under the purview of the tender.</p>
11	<p>Page: 9 : Please refer 'Any other issues faced by Bank should be sorted out by the bidder'? Please elaborate?</p>	<p>Yes. The vendor needs to support the following</p> <ol style="list-style-type: none"> <li>1. Support for conducting DR Drills as per RBI recommendation</li> <li>2. Onsite support for Log shipping related issues</li> <li>3. To work in tandem with application and Hardware vendor to ensure the database availability.</li> <li>4. Support for resolving Oracle Hardening requirement based on Bank's internal/external Audit requirements. and etc.,</li> </ol>
12	<p>Page No. 5 Clause 16.</p> <p>As we are a Platinum Partner we have all the certifications required to provide the highest quality of service. As we are resellers for ATS in the first year, we are aware of the role of a vendor in delivering ATS. We would sincerely request you to reconsider these eligibility conditions, so that a fair opportunity is given to multiple vendors.</p>	<p>Clause 16 to be read as "The Bank requires first year annual Software support and product support only from the vendor for oracle licences".</p>
13	<p>Page No. 20 – S.No.2 under Other Compliance Requirement</p> <p>As we are a Platinum Partner we have all the certifications required to provide the highest quality of service. As we are resellers for ATS in the first year, we are aware of the role of a vendor in delivering ATS. We would sincerely request you to reconsider these eligibility conditions, so that a fair opportunity is given to multiple vendors.</p>	<p>Serial No. 2 under Other Compliance Requirement to be read as</p> <p>"Letter from Oracle, authorizing the vendor as Diamond / Platinum Partners for supply of Oracle product Licenses and to provide Annual Technical Support (ATS) for 1<sup>st</sup> year. The authorization letter should be valid at least till three months from the last date of submission of RFP. (Proof from Oracle is to be enclosed)".</p>
14	<p>Page No. 1, Clause 1</p> <p>Our Company is a platinum partner for</p>	<p>The Bank requires first year annual Software support and product support only from the vendor for oracle licences".</p>

	<p>Oracle in India and is authorized to sell 'Oracle Software Licenses' as well as 'Annual Technical Support <i>for the 1<sup>st</sup> year</i>'.</p> <p>As per Oracle policy, 2<sup>nd</sup> year onwards – the annual technical support is directly handled by Oracle through one of their designated VADs (Value Added Distributor).</p> <p>Based on the criteria, we believe that we are eligible for participating in this RFP. Please confirm.</p>	
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