

## Oracle Services Questions and Answers:

1.) Vendor Question: In section four, OST states “In a critical situation such as a down processing environment this resource must be available to respond within 4 hours via phone and/or VPN connection to start determining platform needs.” We are assuming that OST needs an Oracle DBA to be on-call 24x7, however, there is no place on the bid sheet (Appendix B) to place a cost for having an Oracle DBA on-call 24x7.

**Answer:** The Treasurer’s regular business hours are 7:00 am to 6:00 pm Monday through Friday. Processing problems are usually discovered during those times. Resolution to problems could last past normal business hours. The vendor should decide if there are price differentials for off hour service.

2.) Vendor Question: In the bid sheet (Appendix B) there is no column to identify the estimated hours for the “Off hour rate”.

**Answer:** Appendix B is a template for vendors to identify estimated hours and associated rates. Vendors may choose to add columns to their own spreadsheet to identify rate changes during specific hours.

3.) Vendor Question: Section 1.11, “No Commissions or Finder’s Fees,” is confusing. In the event that a bidding company has a full-time salesperson who is partially paid on a commission basis, would this arrangement violate this clause?

**Answer:** The intent is that no commission or finder's fee be paid to a third party individual or entity, i.e. a subcontractor, broker, agent or other individual, organization or entity, associated with the award of a contract pursuant to this RFP.

4.) Vendor Question: Has a detailed project plan been developed by the OST? If so, is it available to the contractor?

**Answer:** No, a detailed project plan has not been developed by OST.

5.) Vendor Question: What project milestones and dates are known or anticipated at this time? – (*Open question*) for example:

- a. Data Guard design/build/test/go-live implementation dates
- b. Failover/Switchover design/build/test/go-live implementation dates
- c. Other

**Answer:** Project milestones and dates will be worked out between OST and the contractor based on the estimated hours provided by the vendors and availability. OST hopes to have all efforts associated with the tasks in Section Five Statement of Work by September 30, 2010.

6.) Vendor Question: Is all necessary software currently available and licensed to support the Statement of Work and to begin work packages?

**Answer:** All necessary software is currently available and licensed to support the Statement of Work.

7.) Vendor Question: Is all necessary hardware currently available to support the Statement of Work and to begin work packages (Database backup space – Post 1/Post 2 stabilization, etc.)?

**Answer:** All necessary hardware is currently available to support the Statement of Work.

8.) Vendor Question: Is there an Oracle applications platform staff or contract dba on site at this time? If so, will this dba be resident during the deployment of the Data Guard and Failover/Switchover processes?

**Answer:** OST's Application Analyst will participate in the deployment of the Data Guard and Failover/Switchover processes.

9.) Vendor Question: Is the development and production of Training materials included in contract requirements or will these tasks be supported by OST staff?

**Answer:** Producing the training materials is part of the contract. OST's Application Analyst will be involved to evaluate the editing and ensure instructions are clear.

10.) Vendor Question: Is OST staff Training included in contract requirements or is this staff training being supported by the OST staff?

**Answer:** Training of OST staff is part of the contract. Daily operations of the platform will be performed by OST staff.

11.) Vendor Question: What are the anticipated requirements for normal day time on site DBA support for Data Guard and Failover/Switchover after go-live if not a regular 40 hour week?

**Answer:** Daily operations of the platform will be performed by OST staff. Quarterly platform assessments and security needs will be identified for scope and hours for on-going support.

12.) Vendor Question: What is/are the "Windows operating system, Standard and Enterprise Edition" version number(s)?

**Answer:** Windows operating system is 2003 Standard Edition R2 service pack level 2

13.) Vendor Question: Post production support indicates a two day on site requirement. Is this requirement intended for off-hours and/or week ends only?

**Answer:** Post production support is specified for at least two days of on-site support so resources are available to address immediate questions or service interruptions after implementation.

14.) Vendor Question: Is the requirement for a 4 hour dba response time intended for off hours and week ends, only?

**Answer:** Four hour response time is for daily business operation hours.

15.) Vendor Question: Are the Test and Production systems managed by the same staff?

**Answer:** Yes, test and production systems are managed by the same staff.

16.) Vendor Question: What is the current OEM job run environment (Oracle functionality, custom, Etc)?

**Answer:** Currently, the OST has 77 data processing jobs that are run thru OEM. Some of them execute server-side program units, such as procedures and packages. Others execute batch files that reside in the file system of the server. OEM jobs have to be tied to a specific server or database as they are created. We would like all OEM jobs to be setup so that, upon switchover or failover, they may run in whichever the primary database is with no further manual intervention.

17.) Vendor Question: What is the extent of the current “hard code” in OEM job scheduling?

**Answer:** Approximately 20% of the OEM jobs have “hard code” elements that need to be addressed.

18.) Vendor Question: What is the intent of “Recreate test DB” in Failover/Switchover?

The creation of a Test database consistent with Production appears to be addressed in the Stabilization section.

**Answer:** The intent to recreate test DB is to eliminate any discrepancies between the test and production platforms.

19.) Vendor Question: What are the current database size requirements needed to support backup and export?

**Answer:** The database size is just over 200gig.

20.) Vendor Question: Are preferred OST technical documentation standards available or will the contractor supply the documentation process?

**Answer:** We have current document configuration standards.

21.) Vendor Question: Is the Data Guard or Failover/Switchover deployment process dependent on any VmWare strategy or conditions?

**Answer:** No.

22.) Vendor Question: At what stage of the Failover/Switchover deployment process is input from the Failover/Switchover deployment team anticipated for the VmWare contractor? Is the VmWare deployment anticipated to occur after Failover/Switchover go-live?

**Answer:** Input from the deployment team of the VmWare application is anticipated after the completion of the Oracle project effort.