

<b>Pre-bid meeting queries received through mail</b>			
<b>RFP Document Reference(s) (Section &amp; Page Number)</b>	<b>Clause (in brief) of RFP requiring clarification(s)</b>	<b>Brief details/ Query in reference to the clause</b>	<b>LIC Response</b>
1. Minimum Eligibility Criteria (MEC) [Stage I Evaluation] Sl. No. 4(In page no.12)	Bidder must have minimum two Purchase Order for supply of Oracle ACS services (either during implementation or post go-live Oracle ACS support) in India in last 5 financial years from the date of RFP.  Copy of the Purchase Orders to be submitted and details to be submitted as per Annexure-III.	Kindly request LIC to relax this condition for MSE bidders and allow us to participate in the bid, with the Manufacturer Authorization Form from OEM (Oracle Hardware Team), alongwith the Backline Support Confirmation from OEM.  We have good liaison with Oracle Hardware Team and will be able to resolve any issue promptly with the help of Oracle ACS team, whenever necessary	No change. Please be guided by the terms and conditions in RFP
1. Minimum Eligibility Criteria (MEC) [Stage I Evaluation] Sl. No. 4(In page no.12)	Bidder must have minimum two Purchase Order for supply of Oracle ACS services (either during implementation or post go-live Oracle ACS support) in India in last 5 financial years from the date of RFP.  Copy of the Purchase Orders to be submitted and details to be submitted as per Annexure-III.	Kindly request to modify as following: 'Bidder must have minimum two Purchase Order for supply of <b>Oracle Licenses and Support services (ATS support) in India/Abroad</b> in last 5 financial years from the date of RFP.  Copy of the Purchase Orders to be submitted and details to be submitted as per Annexure-III	No change. Please be guided by the terms and conditions in RFP
Schedule-1, Sec. 1 – Support Environment (Pg. 68)	200 Prod tickets/year & 10 CRs (8 hrs each)	Please confirm if this is a hard cap or indicative. How will tickets/CRs beyond the limit be handled? Will they be separately chargeable on T&M?	This is the total number of tickets & CRs that can be raised in a year as per the scope of this RFP
Schedule-1, Sec. 1 – Support Environment (Pg. 68)	Change Requests limited to max 8 hrs each	Can multiple CRs be combined if needed? How will CRs requiring more than 8 hrs be managed/billed?	No. CRs requiring more than 8 hours will be costed separately based on effort estimate
Schedule-1, Sec. A – DB & Exadata Support (Pg. 68)	Critical business period support (EOD/EOM)	Please clarify frequency and duration of such support. Will this be part of BAU or extended-hours support?	Tickets will be raised with Oracle ACS team as and when any incidents occur. The duration of support is till the complete resolution of the incident/issue. This is part of BAU and not extended support.
Schedule-1, Sec. A – DB & Exadata Support (Pg. 68)	DR Drill every quarter	Please confirm if vendor's role is DB-level only or coordinating complete DR drill. Approximate expected duration of each drill?	Oracle ACS team is expected to perform quarterly DC-DR drill (both Switch over and Switch back)
Schedule-1, Sec. A – DB & Exadata Support (Pg. 68)	Patching of Exadata & DB/Grid	Does patching also include OS-level patches? Will rolling patching be acceptable? downtime approvals/scheduling?	Full Stack Exadata patching as well as One-off patching is covered under scope of work. Please refer to RFP Scope of Work.
Schedule-1, Sec. A – DB & Exadata Support (Pg. 68)	DB Performance Review & Exadata System Review (2 each/year)	Please confirm deliverables expected (reports, tuning recommendations, implementation). Will implementation of recommendations fall under BAU or T&M support?	Deliverables, such as, DB performance review of all databases, Health checks including Database servers and Storage nodes, Performance tuning, Detailed health check reports and recommendations are to be submitted by Oracle ACS Team. Implementation of recommendations are part of Scope of Work.
Schedule-1, Sec. B – T&M Based Support (Pg. 68)	25 man-days per year, carry forward allowed	Confirm whether carry forward applies across contract years. How will partial man-day usage (e.g., 2–3 hrs) be counted—prorated or full day? Approval workflow?	The contract is a period of 2 years. Any unutilized man-days in first year shall be carried forward to second year
Schedule-1, Sec. B – T&M Based Support (Pg. 68)	OEM Support	Confirm whether OEM licenses/infrastructure are already available. Does scope cover OEM upgrade/patching or only monitoring setup & alerts?	OEM setup and licenses are available. Configuration of OEM is part of scope of work
Schedule-1, Sec. B – Security Vulnerability (Pg. 68)	DB & OEL security hardening and audit gap closure	Please clarify whether vendor implements fixes only at DB/OEL level or coordinates with other security teams. Will VA/PT tools be provided by LIC or vendor?	All fixes, gaps reported in CAVA/VAPT scans, both at Database level and OS level needs to be fixed by Oracle ACS team. VA/PT activities will be done periodically by LIC Security team.
Schedule-1, Sec. A – DB & Exadata Support (Pg. 68)	2-day observation after patching	Please confirm if vendor is expected to provide 24x7 continuous monitoring during observation or only business-hours monitoring.	24*7 ACS support should be available. In case of any post patching issues, the same should be resolved immediately.
Schedule-1, Sec. A – DB & Exadata Support (Pg. 68)	Escalations & Bug Fix Support with Oracle	Should vendor directly raise Oracle SRs on behalf of LIC, or provide analysis for LIC to raise? If vendor raises, will CSI/MOS access be provided?	Vendor shall raise Service requests with Oracle Advanced customer Support and if required with Oracle Support also.
Schedule-1, Sec. 1 – Support Environment (Pg. 68)	Remote Support Model	Please confirm if all activities are remote-only, or if onsite presence is required for DR drills, patching, or reviews.	All activities performed by ACS team is expected to be done through online mode. Oracle ACS personnel shall come to LIC premises, in case the activity cannot be done online and physical presence of Oracle ACS personnel is required, in T&M support.
Schedule-1, Sec. B – T&M Based Support (Pg. 68)	Non-business/holiday support at 1.5x rate	Please clarify if this multiplier applies only to T&M activities or also to BAU activities such as patching, DR drills, and critical period support.	The multiplier of 1.5 applies only to T&M activities
Schedule-1, Sec. 1 – Support Environment (Pg. 68)	DR setups for 3 primary DBs (PRODS, PRSMS, UAT)	Please confirm if UAT also has a DR setup. If yes, what level of DR testing/support is expected for UAT?	Yes. Full support on UAT database is also part of scope of work
Schedule-1, Sec. 1 – Support Environment (Pg. 68)	Database support scope	Please clarify whether Database Cloning/Refresh requests are part of the scope. If yes, what is the expected frequency and turnaround time for such requests?	Please refer to scope of work
Schedule-1, Sec. 1 – Support Environment (Pg. 68)	Exadata X5-2 under support	Since Exadata X5-2 is already EOS/EOL, please confirm if there is any plan for upgrade/migration during the contract period. Will the vendor be expected to support migration activities, and under which model (BAU vs T&M)?	Migration is not under scope of work of this RFP
Schedule-1, Sec. A – DB & Exadata Support (Pg. 68)	Monitoring & Health Checks	Please confirm the current monitoring setup – is there a tool (OEM, 3rd party) or custom shell scripts in use? Will the vendor be given access to the monitoring tool if available?	OEM tool is available . Oracle ACS team will be provided access


