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Pre-bid meeting quer RFP Document	ies received through mail		
Reference(s)			
(Section & Page			
Number)	Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	LIC Response
- Tamber,	cause (in site) of the requiring distinction (b)	Kindly request LIC to relax this condition for MSE bidders and allow us to	No change. Please be guided by the terms and conditions in RFP
	Bidder must have minimum two Purchase Order for supply of Oracle ACS services	participate in the bid, with the Manufacturer Authroization Form from OEM	
1. Minimum Eligibility Criteria	(either during implementation or post go-live Oracle ACS support) in India in last 5 financial years from the date of RFP.	(Oracle Hardware Team), alongwith the Backline Support Confirmation from	
(MEC) [Stage Evaluation]	illiancial years from the date of Kir.	OEM.	
Sl. No. 4(In page no.12)	Copy of the Purchase Orders to be submitted and details to be submitted as per	We have good liaison with Oracle Hardware Team and will be able to resolve	
	Annexure-III.	any issue promptly with the help of Oracle ACS team, whenever necessary	
Minimum Eligibility Criteria (MEC) [Stage Evaluation]	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.	Kindly request to modify as following:	No change. Please be guided by the terms and conditions in RFP
		Bidder must have minimum two Purchase Order for supply of Oracle Licenses	
		and Support services (ATS support) in India/Abroad in last 5 financial years from the date of RFP.	
Sl. No. 4(In page no.12)	Copy of the Purchase Orders to be submitted and details to be submitted as per Annexure-III.		
		Copy of the Purchase Orders to be submitted and details to be submitted as	
		per Annexure-III. Please confirm if this is a hard cap or indicative.	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)	200 Prod tickets/year & 10 CRs (8 hrs each)	How will tickets/CRs beyond the limit be handled?	
		Will they be separately chargeable on T&M?	No. CRs requiring more than 8 hours will be costed separately based on effort estimate
Schedule-1, Sec. 1 – Support	Change Requests limited to max 8 hrs each	Can multiple CRs be combined if needed? How will CRs requiring more than 8	140. Crts requiring more than 6 flours will be costed separately based of effort estimate
Environment (Pg. 68)		hrs be managed/billed?	
Schedule-1, Sec. A – DB &		Please clarify frequency and duration of such support. Will this be part of BAU	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
Exadata Support (Pg. 68)		or extended-hours support?	support
Schedule-1, Sec. A – DB &	DR Drill every quarter	Please confirm if vendor's role is DB-level only or coordinating complete DR	Oracle ACS team is expected to perform quarterly DC-DR drill (both Switch over and Switch back)
Exadata Support (Pq. 68) Schedule-1, Sec. A – DB &	D. L. C. L. O. DD/C I	drill. Approximate expected duration of each drill? Does patching also include OS-level patches? Will rolling patching be	Full Stack Exadata patching as well as One-off patching is covered under scope of work. Please
Exadata Support (Pg. 68)	Patching of Exadata & DB/Grid	acceptable? downtime approvals/scheduling?	refer to RFP Scope of Work
Schedule-1, Sec. A – DB &		Please confirm deliverables expected (reports, tuning recommendations,	Deliverables, such as, DB performance review of all databases, Health checks including Database servers and Storage nodes, Performance tuning, Detailed health check reports and
Exadata Support (Pg. 68)	DB Performance Review & Exadata System Review (2 each/year)	implementation). Will implementation of recommendations fall under BAU or	recommendations are to be submitted by Oracle ACS Team. Implementation of recommendations
Exadata Support (rg. 00)		T&M support?	are part of Scope of Work.
Schedule-1, Sec. B – T&M	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	The contract is a period of 2 years. Any unutilized man-days in first year shall be carried forward to
Based Support (Pg. 68)	25 man-days per year, carry forward allowed	workflow?	second year
Schedule-1, Sec. B – T&M		Confirm whether OEM licenses/infrastructure are already available. Does scope	OEM setup and licenses are available. Configuration of OEM is part of scope of work
Based Support (Pg. 68)	OEM Support	cover OEM upgrade/patching or only monitoring setup & alerts?	
Schedule-1, Sec. B – Security		Please clarify whether vendor implements fixes only at DB/OEL level or	All fixes, gaps reported in CAVA/VAPT scans, both at Database level and OS level needs to be fixed
Vulnerability (Pg. 68)	DB & OEL security hardening and audit gap closure	coordinates with other security teams. Will VA/PT tools be provided by LIC or	by Oracle ACS team.
Schedule-1, Sec. A – DB &		vendor? Please confirm if vendor is expected to provide 24×7 continuous monitoring	VA/PT activities will be done periodically by LIC Security team. 24*7 ACS support should be available. In case of any post patching issues, the same should be
Exadata Support (Pg. 68)	2-day observation after patching	during observation or only business-hours monitoring.	resolved immediately.
Schedule-1, Sec. A – DB &		Should vendor directly raise Oracle SRs on behalf of LIC, or provide analysis for	Vendor shall raise Service requests with Oracle Advanced customer Support and if required with
Exadata Support (Pg. 68)	Escalations & Bug Fix Support with Oracle	LIC to raise? If vendor raises, will CSI/MOS access be provided?	Oracle Support also.
Schedule-1, Sec. 1 – Support		Please confirm if all activities are remote-only, or if onsite presence is required	All activities performed by ACS team is expected to be done through online mode. Oracle ACS
Environment (Pg. 68)	Remote Support Model	for DR drills, patching, or reviews.	personnel shall come to LIC premises, in case the activity cannot be done online and physical
Schedule-1, Sec. B – T&M		Please clarify if this multiplier applies only to T&M activities or also to BAU	presence of Oracle ACS personnel is required, in T&M support. The multiplier of 1.5 applies only to T&M activities
Based Support (Pg. 68)	Non-business/holiday support at 1.5 × rate	activities such as patching, DR drills, and critical period support.	
Schedule-1, Sec. 1 – Support	DR setups for 3 primary DBs (PRODS, PRSMS, UAT)	Please confirm if UAT also has a DR setup. If yes, what level of DR	Yes. Full support on UAT database is also part of scope of work
Environment (Pg. 68)	pri setaps for a primary dus (FRODA, FRANCE, OAT)	testing/support is expected for UAT?	
Schedule-1, Sec. 1 – Support		Please clarify whether Database Cloning/Refresh requests are part of the	Please refer to scope of work
Environment (Pg. 68)	Database support scope	scope. If yes, what is the expected frequency and turnaround time for such requests?	
		Since Exadata X5-2 is already EOS/EOL, please confirm if there is any plan for	Migration is not under scope of work of this RFP
Schedule-1, Sec. 1 – Support	Exadata X5-2 under support	upgrade/migration during the contract period. Will the vendor be expected to	
Environment (Pg. 68)		support migration activities, and under which model (BAU vs T&M)?	
Schedule-1, Sec. A – DB &			OEM tool is available . Oracle ACS team will be provided access
Exadata Support (Pg. 68)	Monitoring & Health Checks	or custom shell scripts in use? Will the vendor be given access to the monitoring tool if available?	
	I .	producting too. ii available:	

Schedule-1, Sec. A – DB &	Monitoring Tool Responsibility	Is the vendor expected to maintain/upgrade the monitoring tool, or only	As per scope of work , configuration of OEM is expected from ACS
Exadata Support (Pq. 68) Schedule-1, Sec. A – DB & Exadata Support (Pg. 68)	Backup & Restore Support	consume alerts and reports generated from it? Please clarify the current backup mechanism (RMAN, ZDLRA, third-party tools, etc.) for both Exadata machines and databases. What is the vendor's expected role in maintaining, validating, and troubleshooting backups?	Current Backup method is RMAN interfaced with Backup software Dell Networker . RMAN Backups are taken to DELL DD6800 Appliance . In future , RMAN Backups will be taken to ZFS storage and LTO tape libraries using Commvault software. If there is a need to restore the Backups from LTO tapes or ZFS storage , full support from ACS team is expected. ACS team shall also support in the periodical scheduled Backup restoration drills.
Schedule-1, Sec. A – DB & Exadata Support (Pg. 68)	Backup Strategy	Please share the defined backup strategy and retention policy (full, incremental, archive log backups, frequency, DR copy, etc.). Is the vendor expected to review/optimize this approach during the engagement?	Vendor need to review and optimize the backup strategy approach in coordination with Oracle team.
Section 4 – Present Technical Environment (Pg. 11)	Exadata Landscape (X5-2, X7-2 Primary, X9M-2 DR)	Please confirm whether all three Exadata systems (X5-2, X7-2, X9M-2) are part of the support scope, including the end-of-support X5-2. If X5-2 is to be upgraded or decommissioned, will the vendor support migration?	Yes. Migration is not under scope.
Section 4 – Present Technical Environment (Pg. 11)	Oracle Data Guard replication between Primary & DR	Please confirm whether switchover/failover activities under Data Guard are in scope for the vendor, and if yes, whether these will be limited to DB layer or full application cutover as well.	Yes . Limited to Database switch-over and Switch-back
Section 4 – Present Technical Environment (Pg. 11)	ODS Database version 19c (19.22.0.0)	Please confirm if future database upgrades (e.g., 23c) during contract tenure are expected, and whether these will fall under BAU support or T&M activities.	Database future upgrade is not covered under scope of this RFP
Section 4 – Present Technical Environment (Pg. 11)	OEL 8.8 OS	Please confirm if OEL patching/upgrade is part of the vendor's scope, or whether it will be handled by LIC infra team.	Yes. Please refer to Scope of Work in RFP
Section 5 – Scope of Work (Pg. 11)	Engagement through Oracle ACS (Remote Shared Services)	Please clarify the boundary between vendor and Oracle ACS team: Will the vendor be expected to directly deliver all activities or only to coordinate/escalate with Oracle ACS where required?	Delivery is expected from Oracle ACS team. Vendor has to Coordinate/escalate with Oracle ACS
Section 5 – Scope of Work (Pg. 11)	Time & Material (T&M) Based Support for 2 years	Please confirm whether T&M man-days are in addition to BAU support or included within the same pool of support hours. Also, how will carry-forward across contract years be managed?	The contract is a period of 2 years. Any unutilized man-days in first year shall be carried forward to second year. For T&IM activities, Oracle ACS personnel should attend LIC office physically.
Section 5 – Scope of Work (Pg. 11)	Liaison with Oracle for issue resolution	Please confirm whether LIC will provide My Oracle Support (MOS)/CSI access to vendor for raising SRs directly with Oracle, or vendor should only provide analysis while LIC raises SRs.	Vendor will be provided access to MOS , if required
Section 5 – Scope of Work (Pg. 11)	Remote Support Model	Please confirm if there is any onsite requirement (for DR drills, patching, reviews, migrations), or if all activities will strictly be remote.	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.
			nresence of Oracle ACS personnel is required. in TRM support
Pre-bid Queries raised Pr	e-bid during meeting held on 11.09.2025		nresence of Oracle ACS personnel is required. in TRM support
RFP Document	e-bid during meeting held on 11.09.2025 Clause (in brief) of RFP requiring clarification(s)	Brief details/ Query in reference to the clause	nresence of Oracle ACS personnel is required. in T&M support LIC Response
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