THE NATIONAL ARCHIVES

ORACLE SUPPORT

DEADLINE FOR SUBMISSIONS – 5PM (UK TIME), 17 FEBRUARY 2023

CLARIFICATION QUESTIONS AND RESPONSES

The National Archives has received a number of clarification questions relating to this opportunity. Those questions, and their associated responses, can be found below.

Q1: *I am looking for whether or not the project is available for subcontracting.*
A1: There are no restrictions on subcontracting, however we would draw your attention to the requirement that support is to be offered on a pass-through basis.

Q2: *I am interested in submitting my proposal. I have few questions before I submit proposal.*
   a) Elaborate description of job to be carried out.
A2 a): The requirement is as detailed in the Oracle Support ITT published on February 1st 2023. For all items in Table 1, the support service required is either for Oracle Premier Support for Systems or for Oracle Customer Data and Device Retention as specified in the final column of Table 1.
   b) How many people do you want.
A2 b): None; the support required should be supplied on a pass-through basis to Oracle.
   c) Range of experience
A2 c): Please see response A2 b.
   d) Location on site or remote.
A2 d): Please see response to A2 b.

Q3: *Please would you be able to clarify the below which we have had back from our distributor regarding your requirement?*
"All of the items on the list provided are hardware items and hardware maintenance is something done direct between the End User and Oracle. Partners and Distributors are not part of the process that the Vendor has outlined."

A3: We have been informed by Oracle that approved partners meeting certain criteria can transact hardware support renewals, while other partners can only sell licences and hardware. If your organisation is on the appropriate approved partner list, we suggest you contact Gabriela Gradinaru, renewals advisor at Oracle, either via email or ticket on https://supportrenewalshelp.oracle.com/ and she will gladly help you with a quotation. Her contact details are as follows:

> Gabriela Gradinaru | UK Public Sector Support Renewals Advisor | Oracle Digital Renewal Centre
> E-mail: gabriela.gradinaru@oracle.com
> Phone: +44 (0) 2071 312 982

Q4: M*ay I ask if this is on-premise support (Oracle E-Business Suite) or for Oracle Cloud?*
A4: Neither, it's Oracle Premier Support for Systems and for Oracle Customer Data and Device Retention.