DARK ARCHIVE (ORACLE) SUPPORT

DEADLINE FOR SUBMISSIONS 5PM, 9 MARCH 2018

CLARIFICATION QUESTIONS AND RESPONSES

The National Archives has received a number of clarification questions. Those questions and their associated responses are detailed below.

Q1. Are you willing to accept a third party support quote on this procurement?
A1: The ITT made it clear that this is a 'pass-through' type of contract rather than one where another organisation could provide the support, but most importantly that we have to get our support directly from Oracle.

Q2: What kind of SLA do you expect to receive from your support provider for these systems?
A2: As stated in the opportunity we require Oracle Support Services and in the attached description of requirements, we state that Premier Systems Support for hardware items and Premier Software Support for software items is required. Links to the data sheets below identifies the relevant SLA expected.
https://www.oracle.com/us/assets/061681.pdf
https://www.oracle.com/us/assets/premier-software-ds-459663.pdf

Q3: Is there any restriction if support center will be located in EU but not in the UK?
A3: There is no specific restriction on where the support centre is based, however the requirement in this case is to obtain the support services directly from Oracle. There is another existing contract already in place for different elements of this system and it would therefore not be possible to handle the support other than by going to the original supplier at this point in time.

Q4: In the specification I found that there is 16 RAC clusters, can you please explain what does it mean? (Is it 1 cluster with 16 nodes, or 16 independed RAC cluster or maybe something else) 4. Can we request access to all these specified CSI to see what kind of configurations/issues/requests you have on your systems?
A4: The system contains two nodes in the cluster, however the quantities of 8 and 16 stated in the requirement relate to the number of processor cores in the nodes and the way the relevant software products are licensed. As stated, the requirement in this case is to obtain the support services directly from Oracle and there are no plans to change this arrangement at this time, so there would be no value in having access to the information requested. There is another existing contract already in place for different elements of the system and it would therefore not be possible to handle the support other than by going to the original supplier at this point in time.