



Fulton County, GA

Department of Purchasing & Contract Compliance

June 28, 2012

Re: 12RFP84143YB-TR, Oracle Licensing and Database Support

Dear Proposers:

Attached is one (1) copy of Addendum 1, hereby made a part of the above referenced Proposal (RFP).

Except as provided herein, all terms and conditions in the RFP referenced above remain unchanged and in full force and effect.

Sincerely,

Terrence Reese
Assistant Purchasing Agent

Winner 2000 - 2009 Achievement of Excellence in
Procurement Award • National Purchasing Institute



**Oracle Licensing and Database Support
Addendum No. 1
Page Two**

This Addendum forms a part of the contract documents and **modifies** the original RFP documents as noted below:

The following questions were posed of the aforementioned RFP documents:

1. **QUESTION:** Can we understand the breakdown of MS SQL versus Oracle DB's versus application servers (i.e. 20 SQL and 20 Oracle, etc.)?
ANSWER: MS SQL Database Servers = 15; Oracle Database Servers = 27;
Application Servers = 36

2. **QUESTION:** Can the license and services be bid separately? In other words can a vendor bid only the services and the county acquires the license directly from Oracle or one of their resellers.
ANSWER: No

3. **QUESTION:** Is this function currently outsourced? If so, who is the incumbent? For how long and how much was paid to the vendor?
ANSWER: Yes. Current incumbent is Consilium Consulting. The current contract was for 1 year with 4 exercised annual renewals. The BOC approved annual amount for 2012 was \$1,729,767.

4. **QUESTION:** Can offshore support be provided for after hour call?
ANSWER: No. Ability for onsite response of required personnel is necessary.

5. **QUESTION:** Are there any custom interfaces written to work with the data bases? If so, what platform (Windows, Java, Others)
ANSWER: The County does have database supporting applications written for MS SQL in MS.NET. There are also applications interfacing with Oracle databases written in Java running on Windows and Unix.

6. **QUESTION:** What version of the Data Base in use? Any plans for upgrade?
ANSWER: Oracle versions 9i, 10g, 11g and MS-SQL 2008 are currently in use. No specific upgrade projects are currently in planning, however the County does desire to maintain the most current versions possible.

7. **QUESTION:** Can we support licensing of Oracle in a cloud model offshore that is MITA compliant and support in a right shore model (in/off shore)?

ANSWER: No

8. **QUESTION:** How does the County envision the support process, or what is the current process for service desk assistance at each level? Example provided below:

- Level 1 – Fulton County
- Level 2 – Selected Vendor
- Level 3 – Selected Vendor/Oracle/MS Support

ANSWER: The County requires the full-time onsite physical presence of vendor provided support personnel as described in the RFP. These resources will be expected to comprehensively provide **all levels** of support, including after-hours when required, as described within this RFP's scope of work. In addition, the selected vendor will maintain the County's Oracle factory provided support products, as described in Exhibit 2A, as additional support resources which can be utilized by vendor personnel as needed on behalf of the County.

9. **QUESTION:** Will the County utilize phone support to initiate support requests, or will it be email and/or web ticketing system?

ANSWER: See answer to #8 above.

10. **QUESTION:** The bid document describes "managing the licenses," is the County expecting asset management or basic day to day operational management of deployed licenses?

ANSWER: Both

11. **QUESTION:** If total asset management is expected, does the County currently leverage a tool which manages license counts and vendors?

ANSWER: No... Vendor will be responsible for managing the County's Oracle licenses and Oracle provided license maintenance/support contracts. If selected and the vendor desires or requires a special "tool" to assist with this process, then it must be provided by the vendor.

12. QUESTION: On page 3-1 Section 3.1.1 Submission Requirements states: THE TECHNICAL PROPOSAL, THE COST PROPOSAL AND CONTRACT COMPLIANCE EXHIBITS SHALL BE SUBMITTED IN SEPARATE, SEALED ENVELOPES OR PACKAGES.... Then on page 3-2 Section 3.1.2 Contract Compliance Exhibits – submit one (1) original with the Technical Proposal marked “Original.” Our question is should the “Original” Contract Compliance Exhibits be submitted with the Technical Proposal?

ANSWER: Yes, you are to submit one (1) original in a separate sealed envelope with your Technical Proposal marked “Original” and one (1) additional copy in a separate sealed envelope as well.

ACKNOWLEDGEMENT OF ADDENDUM # 1

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Department of Purchasing & Contract Compliance, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time **Tuesday, July 3, 2012 at 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 1, _____ day of _____, 2012.

Legal Name of Bidder

Signature of Authorized Representative

Title