

**Response to the Queries for Tender for AMC Support Services for one year of Oracle
Database 11G Licenses on GeM portal (GEM/2023/B/3031374 dated 25.01.2023)**

S r. N o.	Name of the Vendor s	Tender Reference		Query / Clarification / Suggestions from the Vendors	Responses to Vendors
		Page No./Secti on No./ Clause No.	Tender Description		
1	M/s. cloudstr ats	Eligibility Criteria (3 No.)	Bidder should have experience of minimum 3 years in providing the relevant services(Oracle DB).	Request you to relax this clause as we are a registered partners for Oracle and have started doing Oracle orders from Last 1 year	No change, As per RFP
2	M/s. cloudstr ats	Eligibility Criteria(1 No.)	Bidder should be a Company registered under Companies Registration act 1956/2013 or Limited Liability Partnership Firm under Limited Liability Partnership Firm Act 2008 and should have presence in India for last 10 years.	Request you to relax this clause for presence in India for the last 8 years	Bidder should be a Company registered under Companies Registration act 1956/2013 or Limited Liability Partnership Firm under Limited Liability Partnership Firm Act 2008 and should have presence in India for last 7 years.

**Response to the Pre-Bid Queries for Tender for AMC Support Services for one year of Oracle
Database 11G Licenses on GeM portal (GEM/2023/B/3031374 dated 25.01.2023)**

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1	M/s. DBA LOUNGE PRIVATE LIMITED	Scope of Work		Is Remote access to Database environments shall be provided by GIL for day to day DBA support activities ?	Remote access would be available through VPN within GSWAN network only.										
2	M/s. DBA LOUNGE PRIVATE LIMITED	Scope of Work	The concerned agency to be available for resolution of issues, incidents, RCA, course corrections whenever required within the stipulated timeline.	We understand that the agency consultants needs to be available at onsite during the incident. How much lead time shall be provided to agency to report to the client location?	<table border="1"> <thead> <tr> <th>Performance Area</th> <th>Issue Type</th> <th>Resolution Time</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Resolution of Issue/ On-site Manpower Availability</td> <td>Critical Severity Issues</td> <td>Less than 8 Hrs</td> </tr> <tr> <td>Medium Severity Issues</td> <td>Less than 24 Hrs</td> </tr> <tr> <td>Low Severity Issues</td> <td>Less than 4 Working Days</td> </tr> </tbody> </table>	Performance Area	Issue Type	Resolution Time	Resolution of Issue/ On-site Manpower Availability	Critical Severity Issues	Less than 8 Hrs	Medium Severity Issues	Less than 24 Hrs	Low Severity Issues	Less than 4 Working Days
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Resolution of Issue/ On-site Manpower Availability	Critical Severity Issues	Less than 8 Hrs													
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3	M/s. DBA LOUNGE PRIVATE LIMITED	Eligibility Criteria	The Bidder must have one office in Gujarat. In case, bidders do not have office in Gujarat, bidder should give undertaking to open office in Gujarat within 45 days from the date of empanelment.	Can the office be in any city of Gujarat?	No change, As per RFP										