**Commission for Conciliation, Mediation and Arbitration**

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**Questions and Answers**

**BID NUMBER: CCMA/2023/03–ICT**

**DESCRIPTION: APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE CLOUD COMPUTING (ORACLE CLOUD INFRASTRUCTURE BASED DISASTER RECOVERY SOLUTION FOR THE CASE MANAGEMENT SYSTEM (CMS) DATABASE ENVIRONMENT) FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

1. **Question:**

**We have assumed the target database to be Base DB Service in OCI ? Please confirm.**

**Answer:**

* **The workloads mentioned in the specification have to run on OCI in the event of a disaster, we have restricted the DR cloud platform to OCI only.**

1. **Question:**
2. **Only DB migration (5 Oracle databases) is in the scope for migration to OCI to setup DR Standby ? Please confirm?**
3. **What about Application tier?**
4. **Post DB migration, databases will point to Applications running on Azure or On-premise?**

**Answer:**

* **This is clearly defined in the specification, the bidder is to refer to the specification document.**
* **We have the application server running in Azure and the database environment running in order, the users connects to a  JAVA based application server running on a VM in Azure  that connects to the database environment running  on On-premise ODA environment.**
* **When the workloads are in failover mode i.e in running in DR/Secondary site when testing or in the event of a disaster to test/operate effectively the environment has to connect to the application servers in Azure, we have a test /QA application server environment which we can point to the secondary/DR database environment.**

1. **Question:**

**Do we have any RTO and RPO objective defined?**

**Answer:**

* **RPO and RTO currently set to 8 hours but can be reviewed.**

1. **Question:**

**Support days for DR drill and DR test cases to be considered as part of implementation services? As there is dependency on Applications team.**

**Answer:**

* **This should be covered as part of the 36 Months SLA. The bidder will work with the CCMA team in ensuring that the solution works as intended.**

1. **Question:**

**CCMA team will be able to do any/all reconfigurations and DR drill?**

**Answer:**

* **We have a 36 Months SLA that will kick in after the implementation of the solution, anything that needs to be done on and about the solution will be done in that context,  the bidder will be working with the CCMA team to ensure that the solution works as intended.**

1. **Question:**

**Please clarify the support period. Supplier must quote for 36 months after DR setup?**

**Answer:**

* **The 36 Months SLA will kick in only after the setup is complete.**