

# Commission for Conciliation, Mediation and Arbitration

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## Questions and Answers

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**BID NUMBER:** CCMA/2024/08– ICT

**DESCRIPTION:** PROVISIONING OF ORACLE TECHNICAL SUPPORT SERVICES RENEWAL FOR A PERIOD OF TWO (2) YEARS

1. **Question:** REFER TO PAGE 12 – Project Background

Please share a letter confirming that any bidder/service provider can take part in the tender process. It's a requirement from Oracle. Or a letter confirm that this is an open tender and therefore anyone can respond to it?

**Answer:**

CCMA published the competitive bid to the public media and all service providers who met the requirements are allowed to submit the proposal. Oracle will assist any partner with licence renewal quote who have a valid Oracle partner network certificate as well as public sector addendum.

2. **Question:**

We would like to understand whether the licenses involved are perpetual or term-based?

**Answer:**

The licences are perpetual, with annual technical support renewal.