City of Richmond

March 24 , 2013

Business and Financial Services Department
Finance Division
Telephone: 604-276-4218
Fax: 604-276-4162

Attention: To All Tenderers

Dear Bidders:

Re: 5139Q – SUPPLY & INSTALLATION OF ORACLE DATABASE INFRASTRUCTURE

This Addendum includes items of clarification, forms part of the Contract Documents and shall be read, interpreted and coordinated with all other parts. Please review and consider the following information in the preparation of your quotation:

1. Question: What is the bandwidth and latency between the two data centers?

    Answer: The two data centers are connected by fiber for both Ethernet and Storage Area Network. The bandwidth is well in excess of 10GB and the latency is sub-millisecond.

2. Question: Is that ok with City of Richmond that the DB storage would be ASM?

    Answer: Yes, that is the recommended configuration from the Oracle white paper on extended distance clusters. The actual storage will be on fiber-channel SAN at both locations and managed by ASM.

3. Question: Is the storage replicated across the two data centers?

    Answer: Yes, with Oracle ASM.

4. Question: What is the size of database to be migrated?

    Answer: Initially there will be three major databases migrated to the consolidated database platform. The first database to be migrated will be our PeopleSoft Financials database. It is currently 222GB.

5. Question: What is the migrated database performance testing process and criteria?

    Answer: The PeopleSoft Financials database will be migrated during a PeopleSoft Financials application upgrade. The testing will be the same rigorous testing that all PeopleSoft upgrades get including unit, user and overall testing of all functional

4190305

aspects of the PeopleSoft system. In addition multiple test moves to production will be included. The database team will also test the failover and performance of the new consolidated database infrastructure.

6. Question: What are the end user acceptance criteria?

    Answer: The end users will be accepting the PeopleSoft Financials upgrade as a whole, not just the database.

7. Question: Is City of Richmond looking for a T&M or fixed Fee with the services portion of the RFP?

    Answer: Fixed fee.

8. Question: Will be the vendor be responsible for Racking the servers and connecting them up to the storage and network?

    Answer: No, that will be done by our IT Infrastructure team and DBA team following any specific advice from the vendor.

9. Question: Will the vendor be responsible for the installation of the OS on these servers as well?

    Answer: Likely, the OS will be pre-installed by Oracle – We are looking for some help from the vendor for setting up an initial Solaris container for the PeopleSoft Financials database instance as well as the installation of the ASM and database installation with active/active RAC. The intention for the DBA team to learn from the PeopleSoft Financials installation and configuration for future database instances we will run on the same hardware.

10. Question: Will the city provide a PM for this project?

    Answer: Yes.

Yours truly,

Sharon Bentley, SCMP
Buyer 2