**UNDP Responses to Vendor Question**

**RFQ/OIST/2012/014 for EQUIPMENT SUPPORT FOR TAPE LIBRARY SL8500**

1. Can you send a copy of the serial number/CSI numbers for the systems?

A: The serial are numbers are attached as a separate document on the UNDP website.

1. Are you looking for Oracle OEM support?  Reason is Oracle only supplies 7x24x2 hour onsite coverage.  They do not have an 8x5 option.

A: Yes, Since Oracle offers no lower tiers then vendors can submit a quote for 24x7 coverage.

1. Period of Performance- Oracle quotes their support in 12 month increments.  Is a 12 month quote acceptable for this requirement?

A: At the moment, UNDP requires 18months coverage to co-terminate it with other equipment, It is our understanding that Oracle can adjust the quote to 18 months. In future we will switch to 12 month intervals.