

# SA TOURISM ORACLE SUPPORT AND MAINTENANCE SERVICES TENDER No. 298-25

## QUESTION & ANSWERS

Queries / Questions received on or before 21 July 2025

### SCOPE OF WORK POINTS:

1. How many environments are in scope besides Prod and DR? (e.g., DEV, QA, UAT)  
**SAT Reply:-** [Three environment Dev, QA\UAT and Prod.](#)
2. Are the non-production environments exact software and hardware replicas of production?  
**SAT Reply:-** [Yes.](#)
3. What are the database and application sizing details?  
**SAT Reply:-** [Not applicable for this exercise](#)
4. Is there a requirement for 24X7 support for non-production systems?  
**SAT Reply:-** [No](#)
5. What is the ODA model (X8-2, X9-2)?  
**SAT Reply:-** [Not applicable for this exercise.](#)
6. Is it configured as a single node appliance, quarter-rack, half-rack?  
**SAT Reply:-** [Not applicable for this exercise.](#)
7. What are the CPU, RAM, and storage allocations per node?  
**SAT Reply:-** [Not applicable for this exercise.](#)
8. Which Appliance Manager version is installed (OAKCLI or ODACLI)?  
**SAT Reply:-** [Not applicable for this exercise.](#)
9. Is the hardware still under Oracle support and if so, will Oracle manage ODA patching—OS, firmware, storage, Grid?  
**SAT Reply:-** [Yes under Oracle support](#)
10. What is the ODA patch strategy?  
**SAT Reply:-** [As the new patch is available](#)
  - a. How often are patch windows scheduled, and are they aligned with EBS maintenance?
  - b. Is it a switch to DR and patch production and switch back and patch DR or vice versa?

11. What database versions/homes are used? –

**SAT Reply:-** [Check tender document](#)

12. How is Data Guard configured—managed by ODACLI or otherwise?

**SAT Reply:-** [Not applicable for this exercise](#)

13. Is Active dataguard in use?

**SAT Reply:-** [Not applicable for this exercise](#)

14. What is the database upgrade/patching strategy? in-place or out-of-place?

**SAT Reply:-** [In place as soon as Oracle release them](#)

15. What is the frequency of DR testing?

**SAT Reply:-** [Quarterly](#)

16. Is DR used for any other purpose besides a standby database? e.g. reporting?

**SAT Reply:-** [For restore and failover in case of disaster](#)

17. What is the backup strategy in place and what is the expected backup strategy?

**SAT Reply:-** [Back up daily](#)

18. Is there an Enterprise Backup solution to be used with RMAN?

**SAT Reply:-** [Not applicable for this exercise](#)

19. What are the EBS and Web tier hosted locations and please provide the specs of that infrastructure and design?

**SAT Reply:-** [Not applicable for this exercise](#)

20. Are there any other custom modules or interfaces besides TQiT, ACL, Nedbank, foreign exchange that we should be aware of?

**SAT Reply:-** [Check the tender document, it is interfaces](#)

21. What tools are used for monitoring the ODA, DB, and EBS stack (OEM, CLI, 3rd-party)? -

**SAT Reply:-** [Not applicable for this exercise](#)

22. Are alerts centralized to a command center?

**SAT Reply:-** [Not applicable for this exercise](#)

23. What levels of access will be granted to the future incumbent (root, ODA-admin, etc.)? –

**SAT Reply:-** [Admin](#)

24. Are there proactive alerts for hardware health, firmware, disks in place and available? -

**SAT Reply:-** Yes

25. What are the security and governance requirements? Are there organization specific security standards, guidelines and frameworks in place to be followed? –

**SAT Reply:-** SAT have a data and security governance in place

26. Kindly advise on the purpose of the project plan in this context. Specifically, we would appreciate clarity on:

27. Whether the project plan is intended to outline the transition/onboarding process.

**SAT Reply:-** It is for transition and taking over the support

28. Also, there is reference to hardware support - are you able to share information about server and storage platform the operating systems i.e. Solaris vs Linux ?

**SAT Reply:-** Linux on ODA infrastructure

29. How many Supplier currently having .

**SAT Reply:-** Do not understand the request.

30. Are all fixed assets recorded in a fixed asset register .

**SAT Reply:-** Yes

31. How often is the fixed asset register reconciled with the general ledger.

**SAT Reply:-** Not Applicable

32. Are fixed assets tagged or labelled for identification .

**SAT Reply:-** Yes

33. What are the Customization currently existing in Sourcing

**SAT Reply:-** Reports

34. Do you have approvals enabled for Projects/Budgets.

**SAT Reply:-** Yes

35. Do you create PR/PO against a Project, how often.

**SAT Reply:-** Yes

36. What the custom process within Projects

**SAT Reply:-** Not Applicable

37. What are the new customizations expected in iSupplier.

**SAT Reply:-** Depend on requirement from business

38. Is the integration between PO to Projects and GL already existing.

**SAT Reply:-** Not Applicable

39. Explain multi organization structure.

**SAT Reply:-** Not Applicable

40. Which costing method and what is the Average and standard costing method.

**SAT Reply:-** [Not Applicable](#)

41. Re-order planning report generation process.

**SAT Reply:-** [Not Applicable](#)