

PRE BID REPLIES FOR NPCI:RFP:2012-13/0014 Dated 05.09.2012 RFP for engaging agency for DBA services

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remark (if any)	NPCI Comments
1	Section 2- Introduction	11	2.2	Objective of this RFP-This support should include support of one resource in one shift at site and L3 / L4 support on line and on site, when necessary.	Does NPCI expects one individual resource for each type of database in its premises for support?		No. Expectation is 1 resource with multiple skills and supported by back end L3 / L4 support
2	Scope of Work	13	3.1	Services Coverage - c	Provide No# of database servers, database instance, database size, HA(High Availability) type for DBA services for MS SQL 2008, Oracle and DB2 databases		Refer sheet - Inventory Details.
3	Scope of Work	13	3.1	Services Coverage - c	What is operating system platform for Oracle and DB2 databases?		Oracle is on Windows 2008 and DB2 is on RHEL V6.0
4	Scope of Work	13	3.1	Services Coverage - i	Can bidder consider general shift timing as Monday-Saturday (9AM to 6PM)?		Yes
5	Scope of Work	13	3.1	Services Coverage - i	What is understanding of Remote support ? Can bidder propose NOC service? Or leverage on onsite resource for support on call bases?		Back end support shall be remote support. Leverage the onsite resource with backend support on call basis.
6	Scope of Work	13	3.1	Services Coverage - i	Incident tickets volumes for DBA services for last 6 months		around 20
7	Scope of Work	13	3.1	Technical Advisory Council	We understand that, NPCI has support subscription from Microsoft, Oracle and IBM. please confirm		Support subscription from Oracle & TCS for DB2
8	Scope of Work	13	3.1	Services Coverage - g	What is the tool used to Monitor database server?		For Server Hardware we use CA NMS. No specific DB monitoring tool is being used
9	Section 3 - Scope of Work	13	3.1	Database Administration Services- Responsibilities of Service Provider: Provider: Services Coverage : a.  The DBA services shall cover existing production, testing & development DB environments that are in the organization at all locations.	Does NPCI expect resources to be provided in all locations where it operates? Or it is fine that resources will be provided at a central location (Mumbai) from where all requirements from other locations can also be managed?		Resource to be provided in Mumbai or Chennai.
10		13	3.1	Database Administration (DBA) Services - Services Coverage	Working location & other locations		Working Location Mumbai or Chennai Other Location - Hyderabad
11		13	3.1	Database Administration (DBA) Services - Services Coverage	No. of database instances at each locations (separately for Oracle, MS SQL & DB2)		Refer sheet - Inventory Details.
12		13	3.1	Database Administration (DBA) Services - Services Coverage	Databases versions, O/S versions details		Refer sheet - Inventory Details.
13		13	3.1	Database Administration (DBA) Services - Backup & Archival	Third party software implemented (related to databases like MSCS, Veritas, Legato cluster / MML for tapes etc...)		HP Dataprotector is implemented for MS-SQL Backup. Oracle export backup is in place & for DB2 Tivoli Storage Manager
14		13	3.1	Database Administration (DBA) Services - Backup & Archival	Existing backup, cloning & recovery strategy		HP Dataprotector is implemented for MS-SQL Backup. Oracle export backup is in place & for DB2 Tivoli Storage Manager. Recovery is manual process.
15		13	3.1	Database Administration (DBA) Services - Technical Support & Troubleshooting	Present database monitoring tool details		For Server Hardware we use CA NMS. No specific DB monitoring tool is being used
16		13	3.1	Database Administration (DBA) Services - Technical Support & Troubleshooting	Known issues		None
17		13	3.1	Database Administration (DBA) Services - Technical Support & Troubleshooting	Application details		Will be shared with selected bidder
18	Scope of Work	14	3.1	Backup & Archival	What is the backup tool currently used to backup database?		HP Dataprotector is implemented for MS-SQL Backup. Oracle export backup is in place & for DB2 Tivoli Storage Manager
19	Scope of Work	14	3.1	Backup & Archival	Is any tool configured for database archival? If yes, provide details		HP Dataprotector is implemented for MS-SQL Backup. Oracle export backup is in place & for DB2 Tivoli Storage Manager. No archival tool, process is manual.

20	Scope of Work	14	3.1	Backup & Archival	How is backup schedule & team involved to take the backup		No DB monitoring tools in place
21	Scope of Work	14	3.1	Support for Replication Implementation & DR Drill	What is the tool used for database replication?		Refer sheet - Inventory Details.
22	Scope of Work	14	3.1	Support for Replication Implementation & DR Drill	How frequent DR Drill happens?		Quarterly DR DRILLS & HA DRILLS
23	Scope of Work	15	3.1	Implementation Support	how many number of database instances (oracle, SQL Server and D2) & Type of Instances Standalone/Cluster (RAC/Failsafe)		Refer sheet - Inventory Details.
24	Section 3 - Scope of Work	15	3.1	Database Administration Services:Service Level & Uptime a. Maintenance of license expiry details etc., to manage Metalinks support, ATS, AMC or other support with relevant OEMs.	Databases will be procured by NPCI and bidder is expected to maintain those license expiry details within NPCI environment?		Yes. It is more of tracking.
25	Section 3 - Scope of Work	15	3.1	Database Administration Services:Service Level & Uptime b. Support databases with proper back to back arrangement with OEM and relevant central office support of skilled resources.	Is bidder expected to have back to back arrangements with OEM independently to provide support?  Please more details on the back to back arrangements that are to be maintained by Bidder with OEM  Also, please clarify on the relevant central office support of skilled resources. Whether it refers to bidder's central office or NPCI's central office?		We expect bidder to be reputed organization having authorized support engagements with OEM. Central office support of bidder is required to support their on site resource in case where L3 / L4 level support is required.
26	Section 3 - Scope of Work	15	3.1	Database Administration Services:Service Level & Uptime c. Ensure database uptime of 99.99 % to be calculated on monthly basis with penalty clause introduced for non-compliance.	This could be complied with only if bidder independently handles the entire DBA requirements of NPCI. Is vendor expected to handle all the DBA activities independently.		Bidder will handle the entire DBA requirements under the supervision / approvals of NPCI.
27	Section 3 - Scope of Work	15	3.2	Single Point of Contact:The short listed L1 Bidder shall appoint a single point of contact with whom NPCI will deal for any activity pertaining to the requirements of this RFP	Single Point Contact should be one of the DBAs provided to NPCI or should it be another resource from the bidder who will manage all DBAs provided the bidder.		This resource shall be service delivery or service support manager.
28	Section 4 - Eligibility Criteria	16	4.1.	Pre-requisite:The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully implement the replication solution and support services sought by NPCI for the entire period of the contract.	Is the bidder expected to manage the replication solution idependently by procuring hardware, software and network bandwidth for managing the replication activity?		No.
29	Section 4 - Eligibility Criteria	16	4.2.	Eligibility Criteria:3 The Bidder should be a profit (profit after tax) making company in the last financial year i.e. 2010-11. (or Calendar year 2010 or the Bidder's financial year).	We have been been profit making operationally for the years of 2010 and 2011, but due to deduction of certain exceptional items and taxes, it appears as loss after tax. Detailed information can be shared on request. Kindly clarify if operating profit would be considered for eligibility criteria.		No change in RFP
30	Eligibility Criteria	16	4	Bidder should provide satisfactory performance certificates from two customers to whom the bidder is currently providing DBA services for minimum 1 year for mission critical application.	Could we provide the reference customer name instead of the Performance letter which could be arranged post bidding?		No change in RFP
31	Instruction to Bidders	18	5.6	Bid Price	Service tax may change during the service operation period hence, can bidder quote taxes separately and as applicable at the time of billing?		No change in RFP
32	Terms and Conditions	27	8.11	Service Level	What is the penalty applicable on deficiency of service level percentage. What is the support window required by NPCI		Penalty can be arrived at with the selected bidder by mutual agreement.

33	Indemnity	30	8.24	"c) bonafide use of the deliverables and or services provided by the Bidder" - needs further explanation The bidder cannot be held responsible for loss of data and cannot indemnify for losses arising out of loss of data." However Indemnity would cover damages, loss or liabilities, compensation suffered by NPCI arising out of claims made by its customers and/or regulatory authorities."	Could NPCI relax this clause?		No change in RFP
34	Bidder's Liability	31	8.25	However Indemnity would cover damages, loss or liabilities, compensation suffered by NPCI arising out of claims made by its customers and/or regulatory authorities	Could NPCI relax this clause?		No change in RFP
35	Liquidated Damages	31	8.26	there are provisions on penalty and limitation of liability in the RFP-	Request NPCI to split the Penalty clause under Limitation of liability and Liquidated damages		No change in RFP
36	Termination of Contract	32	8.3	Clause - C - NPCI reserves its right to terminate the contract in the event of Bidder's repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by NPCI.	Notice of such failures to be given and a cure period of 30 days to be provided for remedying the same before termination		No change in RFP
37	Section 10 - To be put in Envelope ' B'	49		Annexure T1 - Bidder's Experience:Bidders experience for supplying licenses and implementing replication solution is being sought.	Bidder is expected to supply licenses and implement replication solution? We do not see any prescribed format for this requirement in the commercial section.		Pls refer Annexure-T1-bidder should provide the experience details in Annexure-T1
38	Section 11 - To be put in Envelope ' B'	52		Annexure C2 - Commercial Format:In format provided for Charges Engaging Agency for DBA Services S. No 1 is mentioned as DBA service for 3 year as per SOW	Does this statement indicate that the entire DBA services of NPCI will be handled by the bidder independently?  If bidder has to manage it independently, then transaction volumes, number of tables to be managed and other relevant technical details needs to be shared.		Bidder will handle the entire DBA requirements under the supervision / approvals of NPCI.
39	Section 11 - To be put in Envelope ' B'	52		Annexure C2 - Commercial Format:In format provided for Charges Engaging Agency for DBA Services under "Quantity" it mentioned as "LS"	What does LS indicate here		LS stand "lumpsum"
40	General				In addition to existing NPCI resource, is bidder expected to provide the resources as per requirement who would be working along with NPCI DBA resources?		Bidder is supposed to provide one resource in single shift from Monday to Saturday.
41	General				Can we assume that all required hardware, software, database and network will be provided by NPCI and the bidder is required to support,maintain, implement DBA services as per NPCI requirements		Yes
42	8.11. Service Level			DBA services should be available for 24x7 operations containing both Onsite and Offsite support. Onsite support shall be in General shift from Monday to Saturday on all working days and Offsite support shall be covering the period not covered by Onsite support and / or the period where the onsite engineer escalates for more help to resolve issues, if any.			
43				NPCI requires service level of 99.99% of DBA services for both Onsite and Offsite support. In case of default, relevant penalty clause will be applicable for deficiency of service:	Kindly clarify how this 99.99% of uptime requirement to be calculated?		Database uptime will be calculated on a per database basis per month by deducting the downtime if any due to circumstances other than database outage. Planned outages are excluded

44	Page 13-Sec 3.1 - Service coverage			How many sites are there in total where the support person may have to travel to fix the issue? (If there is an issue)	Kindly Clarify		Travel not required.
45				Where is the onsite General shift support required ?	Kindly Clarify		Mumbai or Chennai
46				Will there be a requirement of implementing a new DB outside the stack mentioned in RFP ( other than Oracle, DB2 and MSSQL)	Kindly Clarify		May arise depending on projects
47				What are the configurations (table below)	Kindly Clarify the configuration as in the table below for better understanding		
48					Env ( testing develop, Prod, DR), OS version, Database with version (Oracle , DB 2 etc), Max DB size, Max no of concurrent users		Refer sheet - Inventory Details.
49	Page 13-Sec 3.1 - Service coverage - (i)			For remote support will the access be given to the service provider? Where? Is it at the location where the general shift is support is provided or at the choice of location of service provider?	Kindly Clarify, from where the access to the remote support to be given by the service provider. Also kindly clarify how many location to be covered.		This can be mutually agreed with the selected bidder. Locations are Mumbai, Chennai & Hyderabad.
50	Page 15-Sec 3.1 - Service level and Uptime - (c)			Where is your DR site located?	Kindly Clarify		Chennai, Hyderabad
51	Page 15-Sec 3.1 - Service level and Uptime - (c) and section 3.11			Ensuring Service level uptime of 99.99 % is for production only or other environments.	Kindly Clarify		All environments
52	Page 27 Para 8.10 & Page 31 Para 8.26:			Kindly cap the L.D + Penalty to 10% of the contract value;	Request to cap the limit of L.D. + Penalty at 10%		No change in RFP
53	Page 30 Para 8.24: Indemnity:			Kindly cap the liability under this head to the contractual value and also incorporate the below mentioned clause in addition to the existing one:			No change in RFP
54				Limitation of Liability: Notwithstanding anything to the contrary in the Agreement, in no event shall either Party be liable, whether in contract, tort, or otherwise, for special, punitive, indirect or consequential damages, including, without limitation, loss of profits or revenues arising under or in connection with this Agreement even if such Party has been advised in advance of their possibility Also the liability under the risk purchase clause will be limited to the contractual value.	Request to kindly add to the existing clause		No change in RFP
55	Force Majeure			Suggested Clauses:			
56				Neither Party shall be liable for any default or delay in the performance of its obligations if and to the extent such default is caused, directly or indirectly, by fires, floods, power failures, Acts of God, act of public enemy, civil commotion, sabotage, wars, insurrections, riots, labour disturbances, strikes, lockouts, go-slow, damage to machinery on account of accident or passing of any statutory order by the eligible authority/ies, prohibiting performance of such obligation by a competent authority; and restrictions of any country affecting the performance of this agreement or any part hereof. The affected party shall intimate the other party within reasonable time period of such occurrences.	Request to kindly accept as part of the clause		No change in RFP

57	Acceptance testing:			Kindly clarify when the acceptance test shall be conducted? The said clause is silent on the deemed acceptance. The suggested clause for the deemed acceptance is suggested hereunder.			
58					we would request you to share the word document for the same		
59					<b>General</b> - We understands that the vendor is supposed to provide a 24 X 7 support for all L1, L2 and L3 level support tickets. Please let us know the volume, trend and breakup of such tickets as per the databases - MS - SQL, Oracle, DB2	Tickets related MS-SQL are around 20. Oracle is within 5 and DB2 is under implementation.	
60					<b>General</b> - Could the corporation give the total no. of databases and the breakup of no's in the 2 stack	Refer sheet - Inventory Details.	
61					<b>General</b> - We understand that the vendor needs to adhere to the SLA's related to the Uptime at 99.9 % and trouble shooting. Request the corporation to detail the SLA that the vendor needs to meet for the L1, L2 and L3 tickets	This can be mutually agreed with the selected bidder.	
62					What tools have currently been implemented by the corporation for monitoring and troubleshooting the issues with the databases? Would the corporation provide access to the vendors teams to use these tools even from a remote location?	No DB monitoring tools in place	
63					We understand that the L1 resources need to be placed onsite at the corporations location. Could the corporation detail the locations where the resources need to be placed and what facilities shall the corporation extend to these deployed resources.	L2 (minimum 4 -5 years experience) resource is to be deployed at Mumbai or Chennai. Workspace and relevant support related system would be provided.	
64					<b>General</b> - Could the corporation detail the total no of application which access the databases	5 Applications - Multiple modules	
65					<b>General</b> - What is the schedule for database patching and updates followed by the corporation currently and could the vendor suggest modifications to the same?	Quarterly as per NPCI policy	
66	General			Could NPCI provide the current team strength and utilization rates per person?		NA	
67	General			Request you to please extend the date of submission by 10 days.		No change in RFP	
68	General				Please provide the following information regarding the current environment1. Total Number of Oracle, SQL Server and DB2 Databases with their classification with respect to environment (Production, Staging QA, Dev. etc.)?	Refer sheet - Inventory Details.	
69	General				2. What are the versions of Oracle, MS SQL Server, and DB2 Databases?	Refer sheet - Inventory Details.	
70	General				What is the OS for Oracle and DB2 and OS versions for Oracle, SQL Server and DB2?	For ORACLE & SQL OS is Windows 2008 onwards and for DB2 OS is RHEL V6.0	
71	General				Average size of databases - Oracle, MS SQL, and DB2?	Refer sheet - Inventory Details.	
72	General				Can you please mention the Current support model?	Current support model is through in house resources	
73	General				Can you please provide the number of DBA's supporting currently? Also, provide shift timings	NA	

74	General				Please mention the location of Onsite?		Mumbai or Chennai
75	General				Please mention the volume of tickets expected in each database - Oracle, MS SQL, and DB2?		15 - 25 per month for each database
76	General				What is the volume of current remote support?		No remote support in place
77	General				Please mention the number of DBA's which NPCI expects to add from the Vendor?		Expectation is 1 resource with multiple skills and supported by back end L3 / L4 support
78	General				Please confirm if 3 DBA's are (1 each for Oracle, MS SQL, DB2) are expected to be available during normal shift hours at onsite?		No. Expectation is 1 resource with multiple skills and supported by back end L3 / L4 support
79	General				During non-business hours, remote or on call support is expected for Oracle, SQL and DB2 Databases. Can DBA's connect from home if required? Please confirm.		Yes.
80	General				Please provide the list of activities covered under L1, L2, L3 and L4?		All activities required to be performed are covered in SOW bifurcation depends on the criticality of tasks which can be mutually discussed with successful bidder.
81	3.1. Database Administration (DBA) Services:			Service provider is expected to deliver database administration services including performance monitoring, performance tuning, optimization, maintenance of table spaces, log files, troubleshooting etc	Can you please let us know tools that are used for performance monitoring, performance tuning, and optimization currently?		No DB monitoring tools in place
82	Section 2- Introduction			NPCI proposes to engage an agency for providing support for multiple database technologies.	Is NPCI looking for a Staff Augmentation deal with Vendor providing requisite number of DBA resources OR for a Managed Services deal where the vendor will provide DBA services as per the given Service Window and SLAs?	In case of Staff Augmentation deal, please specify the count of L2 & L3/ L4 resources for each of the Database technologies.	This is managed services deal with one on-site resource during business hours.
83	Section 2- Introduction			This support should include support of <b>one resource in one shift at site and L3 / L4 support on line and on site</b> , when necessary.	Does NPCI need one L2 support personal for each of the technologies (Oracle, SQL & DB2) during business hour support at NPCI office? i.e. One onsite dedicated L2 DBA each for Oracle, SQL & DB2 respectively.		No. Expectation is 1 resource with multiple skills and supported by back end L3 / L4 support
84	Section 2- Introduction			This support should include support of one resource in one shift at site and L3 / L4 support on line and on site, when necessary.	Please explain the context of 'L3/L4 support online & onsite, when necessary'? Does NPCI require L3/L4 support on 24x7 basis or on need basis?	Important to understand the exact work requirement from L3/L4s for correct effort estimation.	Support requirement would be on need basis when the onsite resource is not able to resolve issues. L3 / L4 involvement would be expected in the scenario where quarterly DB health review would be performed and performance tuning requirements.
85	Section 3 - Scope of Work (Services Coverage)			Includes Support & Services for Microsoft SQL 2008 R2, Oracle 11g, DB2 9.7 & above versions	Please provide the instance count of all the respective databases.		Refer sheet - Inventory Details.
86	Section 3 - Scope of Work (Services Coverage)			24 x 7 Support requirement with combination of onsite & offsite support	To provide 24x7 support, vendor will have to provision relevant DBA resources in all the 3 shifts (8 hour each). Does NPCI require manned presence of relevant DBAs on 24x7 basis? Please confirm.	Another point of view can be that NPCI wants relevant DBAs in general shift (8x6 support window) on regular basis; but in case of emergencies or critical incidents, these resources should support either remotely or by travelling to the site (office or data centre). Please confirm if this understanding is correct?	No manned presence 24 x 7. Expectation is 1 resource with multiple skills and supported by back end L3 / L4 support and during off hours either remote support team can work or same resource can support or travel to site in case required.
87	Annexure D - Eligibility Criteria Response			The bidder should have 10 DBA resources with minimum 5 years' experience.	Can you please let us know how many profiles per technology are expected to be submitted?		This is related to eligibility. Expectation is 1 resource with multiple skills and supported by back end L3 / L4 support. Atleast 5 profiles as per mentioned above to be submitted for DBA selection
88	Section 3 - Scope of Work				Can you please let us know how many production instances for each database type (Oracle, SQL Server and DB2) we have to support and how many non-production environments we have for these production databases?		Refer sheet - Inventory Details.

89	Section 3 - Scope of Work				Can you please let us know, what are the response time and resolution time for the production and non-production tickets as of now?		Response time is within 15 minutes and resolution time can be agreed upon with the selected bidder depending on severity.
90	Section 3 - Scope of Work				Can you please provide us more clarity on the ticket details received for past few months to estimate the volume of work expected?		Tickets related MS-SQL are around 20. Oracle is within 5 and DB2 is under implementation.
91	Section 3 - Scope of Work				Can you please let us know , the regular maintenance and monitoring tasks like database backup, stats, archive backup and purging, DR gap monitoring, table space utilization etc are automated ?		Backups are automated. Other tasks need to be performed manually. There is no archival tool. Scripts need to be deployed for automating the daily routine tasks.
92	Section 3 - Scope of Work				Can you please let us know the sizes of production databases and how frequently the non-production databases are cloned / refreshed from their respective production databases?.		Refer sheet - Inventory Details. We do not clone production database to non-production database as per our Information Security guidelines
93	Section 3 - Scope of Work				Can you please let us know , if there are any other third party tool being used where we need to have expertise like maestro for job monitoring, golden gate, shareplex for replication, BCV for database cloning, SRDF technology for DR synchronization etc.?		No DB monitoring tools in place
94					What is the size of the database(s)? Please provide overall size or an inventory of all databases (e.g. in an XLS)	Required	Refer sheet - Inventory Details.
95					What is the size of the biggest database in NPCI. Please give details.	Required	Refer sheet - Inventory Details.
96					Please provide details of Backup Methodology / Strategy / Frequencies	Required	HP Dataprotector is implemented for MS-SQL Backup. Oracle export backup is in place & for DB2 Tivoli Storage Manager. No archival tool, process is manual. Backup is schedule as per NPCI backup policy - Daily incremental, weekly full and monthly full.
97					Please provide Clustering / High Availability Replication information/Mirroring Concepts practiced in NPCI.	Required	Refer sheet - Inventory Details.
98					Give an Application overview information for each database (e.g. architecture)	Required	This can be mutually agreed with the selected bidder.
99					Which tool is used for Database Monitoring?	Required	No DB monitoring tools in place
100					What are the different Environments (e.g. Dev, QA, Prod, DR etc.) in NPCI?	Required	Refer sheet - Inventory Details.
101					Where is the Primary site and DR site located? Are they in the same city?	Required	Primary sites are Mumbai and Chennai with DR database sites as Chennai and Mumbai respectively.
102					Total locations of NPCI? How many locations would be considered for onsite support?	Required	1 Location for Onsite support however bidder need to support both PR & DR location from same site. Required access for same would be provided.
103					Do you use Business Objects /Crystal Reports for Database reporting or excel?	Required	Excel
104					Please mention the SLA's for S1,S2 & S3 tickets.	Required	This can be mutually agreed with the selected bidder.
105					How often the DR drills are performed?	Required	Quarterly
106					Which ticketing tools are being used for tracking purpose?	Required	CA NMS tool is in place however DB related tickets are maintained manually
107					<b>Alternatively (to providing a DB Inventory)</b>		
108					What DB software is being used ? (include version - e.g. MS SQL Server, Oracle, Sybase, DB2, Informix etc.)	Required	Refer sheet - Inventory Details.
109					Please list the number and version of each type of Databases across Environments (e.g. Prod, QA, System Test, Dev, DR etc.)	Required	Refer sheet - Inventory Details.
110					Are all Production Databases running on clusters? If not, please list the number of Database servers not running on a cluster and the associated applications.	Optional	Refer sheet - Inventory Details.
111					List the Name / Type of Applications hosted on each database	Optional	This can be mutually agreed with the selected bidder.

112					Mention application criticality	Optional	High Critical
113					Mention DB stakeholders	Required	Data Centre, Application and Business Operations
114					What is the DB Backup retention policy?	Required	Monthly backup is stored permanently as per IT Standards
115					What is the period of database log truncation (where applicable)?	Required	No fixed period
116					<b>Upgrade DB Management</b>		
117					Are there any current Database version Upgrade/Migration Plans? What are these?	Optional	No
118					How often are database versions upgraded?	Optional	Depends on the application vendor confirmation.
119					How is the Configuration of the components such as SSIS, SSRS, SSAS etc. done?	Optional	NA
120					Describe the Patching Methodology (involvement of any specific engineering Teams) in validating Patches & its implementation	Optional	Patch is applied by DC team in test environment & Application team tests the application functionality and provides confirmation on same.

Inventory sheet								
Database Names	Version	PR	HA	DR	Test	DB Size (PR / DR)	Replication	Remarks
MS-SQL	2008 R2 Standard Edition	5	4	4	4	5 TB (2.3TB+2.3TB+1.5TB+200GB+200GB)	Scheduled data transfer, Log shipping & SAN Based	PR & HA in cluster (4 Set)
Oracle	11g (Enterprise)	1	1	1		50 GB	Oracle DataGuard	HA & DR in standby mode
DB2	9.7 Enterprise	2	2	2	1	New Installation	HA-DR for DB2 (included with DB2)	
MS-SQL	2008 R2 Standard Edition	4		4	4	New Installation	Oracle Golden Gate	PR DB & DR DB in cluster + 2 Virtual Servers in PR & DR