



Date: 16 November 2012

**Clarification Note No. 1 to  
ITB No. SEC/19/2012/CPA271691  
For Provision of Server Operations Support Services to the OSCE**

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*Questions regarding Service Division 3 – Docin Production and 4/5 – Docin Dev/Test:*

**Question 1:**

The graphic and text does include database servers and the OS RHEL. Are the databases used by doc-in running on servers that are already dealt with in another service division? If yes, are there any plans to change?

**Answer 1:**

Yes, the current DOCIN DBs are hosted on the Portal-INF servers. Currently there are no plans for any change.

**Question 2:**

If no changes are planned, can we assume that SD3/4/5 do not contain any maintenance for RHEL and database servers?

**Answer 2:**

Currently there is no maintenance for RHEL as the DB is located on the Portal-INF server

**Question 3:**

If changes are planned, how does this fit to the “4 vSphere VMs” (2\* Frontend and 2\* Admin Servers are already 4)?

**Answer 3:**

The 4 VMs are the application layer, not the DB.

*Question regarding Microsoft services:*

**Question 4:**

Are Docin and Delweb environments subject to SD3/4/5 and 6 already part of the OSCE monitoring environment (Nagios)? If not we suggest to either integrate the environment or to use the SCOM (System Center Operation Manager) if available to monitor the Microsoft Windows environment. Can you please tell us whether a SCOM license is available at OSCE?”

**Answer 4:**

Yes, they are part of the Nagios system.