



St. Johns River

Water Management District

Ann B. Shortelle, Ph.D., Executive Director

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On the internet at www.sjrwmd.com.

DATE: May 30, 2019
TO: Interested Firms
FROM: Wendy Cox, Procurement Director
Office of Financial Services
SUBJECT: Invitation for Bids 34465, Addendum 1
Oracle Product Technical Support

The District has received the following inquiry, and a response to the inquiry is provided for all potential respondents of this solicitation.

1. **Question:** In reading the IFB document, we had a question about the meaning of the following requirement: "Accessing technical documentation on Oracle products owned by the District without access to Oracle Support." What sort of documentation is the District looking for?

Answer: The District is not looking for any specific documentation. In the event specific product support is needed, how would the vendor provide support or reference any source of technical information without access to Oracle Support? Also, it is worth mentioning that the District currently has a library of Oracle software versions and related patches for which it is licensed.

2. The time and date for the submittal of responses remains the same: 2:00 p.m., June 20, 2019.

NOTE: Please acknowledge receipt of this Addendum in your submittal.

If you have any questions regarding this addendum, contact Wendy Cox at (386) 329-4118 or via email at wcox@sjrwmd.com.