

1 **2. Database and Development Software**

2
3 **Q. What specific additional support will be provided by the vendor as a result of the**
4 **database upgrade and what specific support will be lost as a result of failing to**
5 **upgrade.**

6
7 A. In the case of the proposed upgrades, there is no additional support being obtained as a
8 result of completing the upgrade. However, one of the products to be upgraded is not
9 compatible with databases currently in production and as such, the vendor does not
10 provide support for this product. The proposed upgrade will allow the product to be used
11 with all installed database versions and will be fully supported by the vendor.