

Fidelity Bank Online MEMO

MEMO ID: 600

MEMO Date: 25-02-2025 01:54

From: Stephen Tuffour

Department/Branch: Technology, Head Office

To: Julian Kingsley Opuni

Stakeholders: Fraser Agyare, Benjamin Adatsi, Emmanuel Turkson, Julian Kingsley Opuni

CC: Yaw Kyereh-Afreh

Status: Approved

Oracle MDS Renewal for Flexcube v11

This memo seeks approval for the renewal of our Oracle Market Driven Support (MDS), which provides fast, expert technical support for End-of-Life Oracle solutions.

Purpose/Justification

The Core Bank System (Flexcube) platform uses an Oracle Database version 11.2, which has been out of extended support since January 1, 2021. As a result, Oracle has set up Market Driven Support (MDS) to offer additional support to customers still in the process of upgrading their database from 11.2.0.4 to a supported version.

To enable us to access the essential Quarterly Critical Patch Updates (CPU) from Oracle, it has become increasingly necessary to renew the support for Oracle MDS (Market Driven Support (MDS). These updates play a crucial role in maintaining the security, performance, and overall integrity of our systems. Not renewing the support service leaves our Core Banking Database vulnerable to security risks, including potential cyber-attacks, as critical patches would no longer be applied. Without this support, we would be exposed to evolving threats, which could severely compromise the stability and safety of our operations. However, it is important to note that this service will no longer be required once the Core Banking migration goes live. At that point, the transition to the new Core Banking system will render MDS obsolete, as it will come with a new supported version (**19C**) for the database eliminating the need for ongoing support.

Financials

This section provides breakdown of the proposed expenditure for which approval is being sought. The cost of our AMC for this year has been impacted by OEM price increases. An initial invoice of \$135,000 was submitted by Oracle as the renewal cost for this year. With procurement, we have managed to negotiate this cost to USD 121,500. (tax exclusive)

Item Description	Cost – Ex VAT	Budget Line

ORACLE EXTENDED SUPPORT-
ORACLE 11G DB

USD
121,500

P078 - ORACLE EXTENDED SUPPORT-
ORACLE 11G DB

Conclusion

In view of the risk exposure, we submit this memo request of **USD 121,500** (excluding tax) for your kind consideration and approval.

Amount Involved: USD 121500

Approvals

Approver	Response	TAT	Request Date	Response Date
Fraser Agyare	Approve	30:00:03:14	25-02-2025 01:54	25-02-2025 01:57
Benjamin Adatsi	Approve	30:00:04:06	25-02-2025 01:57	25-02-2025 02:01
Emmanuel Turkson	Approve	30:09:29:21	25-02-2025 02:01	25-02-2025 11:30
Julian Kingsley Opuni	Approve	30:12:20:03	25-02-2025 11:30	26-02-2025 11:51

Comments

From	Comment	Date
Fraser Agyare	Renewal needs to be completed before the end of February	25-02-2025 01:57
Benjamin Adatsi	Approved	25-02-2025 02:01
Emmanuel Turkson	Budget shortfall should be made up from budget savings on other cost lines.	25-02-2025 11:30
Julian Kingsley Opuni	1. Why did we not negotiate the cost of this along with the license renewal cost we have just paid? 2. As we are only a year away from the upgrade, what happens if there is a delay in implementation and we stay on the old version? Have we negotiated a structure where we get extended support until migration, all in? 3 What alternatives do we have for the support outside of Oracle? Are there other companies that offer support for end-of-life oracle solutions? 4. Overall, I am not convinced that we have done enough to negotiate this down further, especially as we are in the process of an	26-02-2025 11:51

upgrade with Oracle themselves! Please respond to these before progressing