



**MONROE COUNTY WATER AUTHORITY**

P.O. Box 10999 • 475 Norris Drive • Rochester, N.Y. 14610-0999

Phone: (585) 442-2000 Fax (585) 442-0220

October 25, 2023

**ADDENDUM NO. 1  
TO THE  
REQUEST FOR PROPOSAL**

**FOR**

**LENEL SOFTWARE UPGRADE AND SUPPORT (SUSP), VALUE ADD RESELLER OF RECORD &  
LENEL SYSTEMS SERVICE CALLS RFP/Q**

This contains the above-referenced Addendum.

You must acknowledge receipt of this Addendum by signing below and faxing or e-mailing this sheet to the Authority by **12:00 p.m. EST on Friday, November 17, 2023.**

**ACKNOWLEDGEMENT OF RECEIPT:**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Name and Title (Please Print)**

\_\_\_\_\_  
**Company Name (Please Print)**

**Return by e-mail to:**

[Amy.Molinari@mcwa.com](mailto:Amy.Molinari@mcwa.com)

**Or by Fax to:**

Monroe County Water Authority  
Attention: Amy Molinari  
(585) 442-2907

October 25, 2023

**ADDENDUM NO. 1  
 TO THE  
 REQUEST FOR PROPOSAL**

**FOR**

**LENEL SOFTWARE UPGRADE AND SUPPORT (SUSP), VALUE ADD RESELLER OF RECORD  
 & LENEL SYSTEMS SERVICE CALLS RFP/Q**

**To: All Holders of the RFP**

Your attention is directed to the following question received for the above-referenced RFP.

1. Can you please help me by clarify what you would like included in the two highlighted categories. Initially I was thinking the SUSP Agreement section was the price for the software license fees and the Annual Software Updates was the labor for update and major release installs. What is tripping me up is including the Hot Fixes (4 hrs of labor) with the SUSP Agreement section. Hot Fixes are software update. They are security patches/off versions of Lenel OnGuard Software. They come out occasionally when Lenel sees issues with the current major release.

Proposer's Cost Proposal (Exhibit B)

Group 1	Qty	Initial 3-year Term						Optional Renewal Term		Optional Renewal Term	
		1/1/2024-12/31/2024		1/1/2025-12/31/2025		1/1/2026-12/31/2026		1/1/2027-12/31/2027		1/1/2028-12/31/2028	
		Unit Price	Total	Unit Price	Total	Unit Price	Total	Unit Price	Total	Unit Price	Total
<b>SUSP Agreement (Annual Fee)</b> <small>Annual fee paid at the start of each year Includes four (4) hours for OnGuard Hot Fix</small>	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>SUSP Related Service Calls (Annual Fee)</b> <small>Annual fee paid at the start of each year</small>	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Health Checks (Monthly Fee)</b> <small>Fee paid following the completion of each health check Includes health checks for up to 345 digital video cameras</small>	12	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Annual Software Updates (Annual Fee)</b> <small>Fee paid following the completion of software updates One (1) major version release per year</small>	1	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

The price quoted for the Annual Software Update should be the price for the software license fees only, no labor should be included. This fee will be paid by the Authority following the completion of the software update. The Proposer's Cost Proposal assumes one (1) major release will be issued by Lenel annually. Should there be a year during the term of the

agreement that Lenel does not release a major issue and no upgrade is completed, the Authority should not be invoiced for the quoted Annual Software Update. Should there be a year during the term of the agreement that Lenel issues more than one (1) major release, the Authority should be invoiced the quoted Annual Software Update price following the completion of each software update.

The price quoted for the SUSP Agreement should include all work listed in Section 2, Group 1, with the exception of SUSP Related Service Calls, monthly Health Checks and Annual Software Update (broken out for itemized quoting). The price quoted should include the first four (4) hours of Hot fixes, which is the labor associated with the annual software update(s). Should additional hours be needed beyond the first four (4), the Authority should be charged the Onguard Hot Fixes hourly rate (quoted separately on the Proposer's Cost Proposal).

**MONROE COUNTY WATER AUTHORITY**

Amy A. Molinari  
Director of Finance & Business Services