



**MONROE COUNTY WATER AUTHORITY**

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

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March 13, 2026

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

**DATABASE ADMINISTRATION SERVICES**

This contains the above-referenced Addendum.

You **must** acknowledge receipt of this Addendum by signing below and including it with your RFP Response or e-mailing this sheet to the Authority by **11:00 a.m. ET on Thursday, March 19, 2026**.

**ACKNOWLEDGEMENT OF RECEIPT:**

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

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

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

**Return by e-mail to:**

[Justin.Moore@mcwa.com](mailto:Justin.Moore@mcwa.com)

**Monroe County Water Authority  
DBA Services RFP Questions and Answers  
3/5/2026**

- 1. Can Monroe County Water Authority clarify whether the use of offshore resources is permitted for Oracle Database Administration Services, or whether services are expected to be delivered primarily onshore?**  
*ANSWER: The preference is onshore. If offshore is proposed note it as such.*
- 2. If offshore resources are permitted, is there a preferred or required percentage split between onshore (U.S.-based) and offshore resources?**  
*ANSWER: The preference is onshore. If offshore is proposed note it as such.*
- 3. When the RFP references “onshore” resources, does this explicitly mean U.S.-based personnel?**  
*ANSWER: U.S. based personnel is preferred. Offshore should be noted as such.*
- 4. Can the Authority confirm whether the delivery model used in prior Oracle DBA contracts (e.g., predominantly onshore) is expected to continue for this engagement?**  
*ANSWER: Yes*
- 5. For the stated SLA response times (e.g., 15-minute response for production outages), does “response” require acknowledgment and engagement only, or does it require full issue resolution within the stated timeframe?**  
*ANSWER: Acknowledgment and engagement only.*
- 6. Are SLA requirements measured on a per-incident basis, or are they evaluated over an aggregate compliance period (e.g., monthly or quarterly)?**  
*ANSWER: Per incident.*
- 7. Is there an expected minimum SLA compliance threshold (e.g., 95%) that vendors are required to meet?**  
*ANSWER: No.*
- 8. Do the stated SLA response requirements apply equally during business hours, after hours, weekends, and holidays?**  
*ANSWER: See section 2 of the RFP/Q.*
- 9. Is a tiered support model acceptable, where initial response and triage are handled by one team with escalation to senior DBA resources for resolution?**  
*ANSWER: Yes.*

**10. Does the Authority permit or expect the use of automation, alerting, and monitoring tools to support incident detection, response, and escalation?**

*ANSWER: Yes.*

**11. Can the Authority provide historical (6 months) or estimated information regarding average ticket volume and the general nature of incidents supported under this contract?**

*ANSWER: Much of the work of the DBA is proactively done behind the scenes with regularity as outlined in the requirements of the RFP. Average incidents are one per month.*

**12. Can the Authority provide additional detail on the application environment supported by the Oracle databases, including the approximate number of applications and their production, QA, and disaster recovery classifications?**

*ANSWER: Approximately 70 Oracle Forms Applications.*

**13. Is there any system security administration expected from the DBA support crew? (apart from DB user access)**

*ANSWER: No*

**14. In what frequency are the patches applied to the Database?**

*ANSWER: Quarterly for regular and On Demand for Zero Days.*

**15. Are there any monitoring tools installed on the server for monitoring the overall DB performance?**

*ANSWER: Yes, but owned by current vendor. Will be responsibility of new vendor.*

**16. Are the backup/DR procedures set already and verified? Or is the support team expected to assist in setting and verifying it?**

*ANSWER: It is the responsibility of the new vendor configure them.*

**17. Any specific audit trails enabled on the Database?**

*ANSWER: Yes*

**18. Are there any analytics/reporting tools installed on top of the Database within the same server?**

*ANSWER: No*

**19. Do the databases have any security layer encryption for specific type of data sets?**

*ANSWER: No*

**20. What type of applications are run on these oracle databases?**

*ANSWER: Oracle Forms and Reports on separate servers.*

- 21. Are all applications supported through a common Production Database with partitions or are there multiple databases?**  
*ANSWER: One common Database.*
- 22. Can MCWA confirm whether the use of offshore or nearshore resources is permissible under this engagement, provided all contractual security, confidentiality, and data protection requirements are met?**  
*ANSWER: The preference is onshore. If offshore is proposed note it as such.*
- 23. If permitted, are there any specific restrictions vendors should consider, such as data residency requirements, background check standards, time zone coverage expectations, or on-site presence obligations?**  
*ANSWER: Background checks for personnel required. Data has to stay on MCWA Servers. No offshore backup of data allowed. On-site is not required.*
- 24. Can MCWA provide an overview of the expected transition process, including access to existing runbooks, monitoring configurations, backup procedures, and related documentation from the current provider?**  
*ANSWER: No transition. Incumbent vendor removes all vendor owned products. Per RFP requirements new vendor installs their own software / tools.*
- 25. To support accurate staffing and SLA commitments, can MCWA provide high-level historical metrics such as average monthly ticket volume and the frequency of after-hours production incidents?**  
*ANSWER: Much of the work of the DBA is proactively done behind the scenes with regularity as outlined in the requirements of the RFP. Average incidents are one per month.*
- 26. How does MCWA measure response-time compliance (e.g., acknowledgement versus active troubleshooting), and are service credits associated with missed SLAs?**  
*ANSWER: It is measured by email response time from vendor.*
- 27. Can MCWA confirm the current backup methodology (e.g., RMAN configuration, retention policy, and backup validation cadence)?**  
*ANSWER: RMAN.*
- 28. What monitoring tools are currently used for database health and alerting, and is MCWA open to vendor-provided enhancements if they improve reporting and reliability?**  
*ANSWER: Yes, per the RFP it is the vendor responsibility.*
- 29. Are there any anticipated on-site support requirements during the contract term, or is the engagement expected to be fully remote except during planned DR exercises?**  
*ANSWER: Not required, fully remote is okay.*

**30. Will MCWA provide a 2-week extension to the due date to Thursday, April 2, 2026.**

*ANSWER: No*

**31. How many Oracle Databases/instances are in scope per environment? (Prod, QA, DR) (e.g. the number of Oracle GI homes, Database Homes, Database Instances)**

*ANSWER: One per environment listed in the RFP requirements.*

**32. How many Oracle Linux instances are in scope per environment? (Prod, QA, DR) Are they physical or virtual?**

*ANSWER: One per environment listed in the RFP requirements.*

**33. Any other assets that need to be managed outside of Oracle Database and Oracle Linux?**

*ANSWER: No.*

**34. Are the databases CDB/PDB or single-instance non-CDB? Any RAC?**

*ANSWER: Unknown.*

**35. Please confirm Oracle version (all 19c) and any plans to add new environments during the term.**

*ANSWER: Yes, and no current plans to add new environments.*

**36. Which database options are currently in use?**

*ANSWER: Unknown.*

**37. Please confirm severities and targets. Confirm RPO less than 15 minutes expectation and define RTOs per system.**

*ANSWER: See RFP/Q requirements.*

**38. For non-business hours events, should the service provider fully engage 24/7 to restore service or only acknowledge within 1 hour and proceed as advised?**

*ANSWER: Fully engage.*

**39. Please share current backup schedules (full, incremental) and data retention requirements.**

*ANSWER: Nightly Full. Archive log backups once an hour. Database replication every 15 minutes. 90 Days of backups kept on separate internal server which is backed up by IT backup system.*

**40. Beyond the stated ability to recover to a 15-minute window, what are the RTO targets for critical databases?**

*ANSWER: 15 minute is the only requirement.*

41. Test database backup recovery cadence. (e.g. quarterly, yearly)  
*ANSWER: At least Quarterly.*
42. Oracle Database and Oracle Linux patch cadence for RUs/RURs and security patches per year. (e.g. quarterly)  
*ANSWER: Quarterly.*
43. Are database upgrades part of the scope? If yes, should the upgrades be treated as base scope or ad-hoc/consulting bucket? Please detail.  
*ANSWER: Yes, part of the scope but cost is ad-hoc via hourly rate.*
44. Are there existing tools you prefer we integrate with?  
*ANSWER: No.*
45. Is SQL/performance tuning part of the scope?  
*ANSWER: No.*
46. Beyond the required backup process documentation, what additional documentation should be delivered and maintained?  
*ANSWER: None.*
47. Preferred options for privileged access. (VPN/bastion/etc.)  
*ANSWER: VPN with MFA and internal bastion.*
48. Are there data masking requirements when refreshing from Prod to QA?  
*ANSWER: No*
49. What is the approximate size (in TB) of each database (Production, DR, QA)?  
*ANSWER: 136 GB.*
50. What is the average and peak transaction load on the Production database?  
*ANSWER: Unknown.*
51. Are the 70 applications primarily custom-built, COTS, or a mix?  
*ANSWER: Custom Built.*
52. Are there any high-availability technologies currently in use (e.g., Oracle Data Guard, RAC, GoldenGate)?  
*ANSWER: Unknown*
53. Is DR implemented via Oracle Data Guard, storage replication, or another mechanism?  
*ANSWER: Database replication.*

**54. What is the current RPO and RTO target for Production?**

*ANSWER: See RFP/Q.*

**55. Are there performance or stability challenges currently being experienced?**

*ANSWER: No*

**56. Are the Dell R7525 servers virtualized or bare metal?**

*ANSWER: Bare metal.*

**57. What storage platform is being used (SAN, NAS, local NVMe, etc.)?**

*ANSWER: Local SSD.*

**58. Are there any cloud components integrated with this environment?**

*ANSWER: No.*

**59. Are there plans to migrate to Oracle 23c or another platform during the contract term?**

*ANSWER: Not currently, but it is possible during the term of the contract.*

**60. What monitoring tools are currently in place (OEM, third-party monitoring, in-house tools)?**

*ANSWER: Choice of contracted vendor.*

**61. Is Oracle Enterprise Manager licensed and deployed?**

*ANSWER: Yes.*

**62. What backup solution is currently used (RMAN only, integrated backup software, etc.)?**

*ANSWER: RMAN.*

**63. Are backup retention policies formally documented?**

*ANSWER: Yes.*

**64. Are restore tests currently documented and audited?**

*ANSWER: No.*

**65. Does the 15-minute response require live DBA engagement or acknowledgment only?**

*ANSWER: Engagement.*

**66. Is 24/7 coverage expected for Production and DR?**

*ANSWER: Yes.*

**67. Is on-site presence ever required, or is this fully remote?**

*ANSWER: Remote.*

- 68. How are critical issues escalated?**  
*ANSWER: Phone call.*
- 69. What constitutes a “critical error” beyond database down/unresponsive?**  
*ANSWER: Performance issues.*
- 70. What is the expected communication method during incidents (phone bridge, Teams, email)?**  
*ANSWER: Email or Teams when collaboration with IT is required.*
- 71. How often are Oracle quarterly patches currently applied?**  
*ANSWER: Quarterly.*
- 72. Are patch windows predefined?**  
*ANSWER: No.*
- 73. Is there an internal change management board (CAB)?**  
*ANSWER: No.*
- 74. Who approves production changes?**  
*ANSWER: IT Manager.*
- 75. Is there a formal rollback procedure currently documented?**  
*ANSWER: No.*
- 76. Is Linux patching performed by MCWA or expected under this contract?**  
*ANSWER: Currently MCWA IT, not expected.*
- 77. What is the current backup frequency (full, incremental, archive logs)?**  
*ANSWER: Nightly Full. Archive log backups once an hour. Database replication every 15 minutes. 90 Days of backups kept on separate internal server which is backed up by IT backup system.*
- 78. Is backup storage on-prem only?**  
*ANSWER: Yes.*
- 79. What is the retention period for production backups?**  
*ANSWER: 90 Days on secondary disk, which is backed up nightly by IT.*
- 80. Are backups encrypted at rest and in transit?**  
*ANSWER: Yes.*
- 81. How frequently are DR failover exercises conducted?**  
*ANSWER: Bi-yearly.*
- 82. When was the last successful DR test?**  
*ANSWER: N/A.*

- 83. Is documentation for the current DR process available?**  
*ANSWER: Vendor specific.*
- 84. Are there regulatory compliance requirements (e.g., NYS cybersecurity mandates, NIST, CIS benchmarks)?**  
*ANSWER: Not for the scope of this contract.*
- 85. Are database security scans currently performed?**  
*ANSWER: N/A.*
- 86. Is Transparent Data Encryption (TDE) enabled?**  
*ANSWER: Unknown.*
- 87. Are there auditing requirements for database access?**  
*ANSWER: Yes.*
- 88. Are privileged access management tools in place?**  
*ANSWER: N/A.*
- 89. Is MCWA expecting a named primary DBA resource?**  
*ANSWER: Ideally, yes.*
- 90. Is knowledge transfer from the incumbent DBA required?**  
*ANSWER: No.*
- 91. Who is the current provider (internal or external)?**  
*ANSWER: External.*
- 92. Will transition documentation be provided?**  
*ANSWER: No, not needed.*
- 93. What is the expected start date for knowledge transfer (contract anticipated May 1, 2026)**  
*ANSWER: Knowledge transfer not needed; project kick off 4/20/26.*
- 94. Are additional database environments planned within the next 1–3 years?**  
*ANSWER: No.*
- 95. Is there anticipated application growth?**  
*ANSWER: Yes.*
- 96. Are there plans for modernization or consolidation?**  
*ANSWER: Yes.*
- 97. Is automation or DevOps integration desired?**  
*ANSWER: Automation of backups yes. DevOps not desired.*

- 98. Should the base monthly price assume a fixed number of hours?**  
*ANSWER: It should include time it takes to perform the backups and DBA requirements outlined in the RFP.*
- 99. Is there a historical average of monthly DBA hours?**  
*ANSWER: No.*
- 100. How should after-hours incident work be treated if extensive?**  
*ANSWER: Until the issue is resolved.*
- 101. Is travel expected at any point?**  
*ANSWER: No.*
- 102. Should pricing assume inflation adjustments for extension years?**  
*ANSWER: Base pricing should be held for the term of the contract including extension years.*
- 103. Is there a not-to-exceed cap expected for ad hoc work?**  
*ANSWER: Yes.*
- 104. What reporting cadence is expected (monthly health report, quarterly review)?**  
*ANSWER: Monthly.*
- 105. Is a runbook expected as part of deliverables?**  
*ANSWER: Unknown.*
- 106. Is documentation expected to be updated continuously?**  
*ANSWER: Yes.*
- 107. Are KPI dashboards expected?**  
*ANSWER: No.*
- 108. Is MCWA open to a hybrid managed services model leveraging a global team to provide extended support coverage and cost optimization?**  
*ANSWER: No.*
- 109. What applications are supported under this database managed services request?**  
*ANSWER: See RFP for requirements.*
- 110. Is there a preference or restriction regarding onshore vs. nearshore vs. offshore resource allocation for steady-state operations?**  
*ANSWER: The preference is onshore. If offshore is proposed note it as such.*

- 111. What level of onsite presence, if any, is required during transition and steady state?**  
*ANSWER: None.*
- 112. What is the expected transition period and knowledge transfer window?**  
*ANSWER: 2 weeks.*
- 113. Will incumbent documentation and runbooks be made available at contract start?**  
*ANSWER: Documentation only.*
- 114. What versions and editions of Oracle Database are currently in scope (Enterprise, Standard, RAC, Exadata, etc.)?**  
*ANSWER: Standard.*
- 115. Incident severity definitions and required response/resolution times?**  
*ANSWER: N/A.*
- 116. Is there an existing SLA baseline from the incumbent?**  
*ANSWER: No.*
- 117. Are penalties or service credits part of the contract?**  
*ANSWER: No.*
- 118. Where are databases hosted (On-Prem, OCI, AWS, Azure, Hybrid)?**  
*ANSWER: On-Prem.*
- 119. Who owns infrastructure management (MCWA, another vendor, MSP)?**  
*ANSWER: MCWA IT.*
- 120. Is backup managed by DBA team or infrastructure team?**  
*ANSWER: DBA team backed up to disk and then backed up by IT backup app.*
- 121. Are monitoring tools already in place (OEM, Cloud Control, third-party tools)?**  
*ANSWER: New vendor is responsible for their own monitoring tools.*
- 122. Any planned migrations during contract term (Cloud, version upgrade, consolidation)?**  
*ANSWER: Not currently.*
- 123. Are there regulatory or compliance mandates (e.g., CJIS, SOX, HIPAA)?**  
*ANSWER: N/A.*
- 124. Frequency of vulnerability scans and audit requirements?**  
*ANSWER: Monthly.*

**125. Is encryption at rest and in transit already implemented?**

*ANSWER: Yes.*

**126. Average incident volume per month over past 12 months?**

*ANSWER: 1 per month.*

**127. Major incident count in past year?**

*ANSWER: Zero.*

**128. Any recurring stability issues?**

*ANSWER: No.*

**129. Size of largest production database (TB scale)?**

*ANSWER: 136 GB.*

**130. Is the County open to a hybrid managed services model involving a global team that offers a wider support window and cost-effective services?**

*ANSWER: No*

**131. Could you share the total number of database instances under the scope of this contract? For each instance, please provide the following details:**

- a. Database purpose (Production / UAT / DR)
- b. Database version
- c. Database edition (Standard / Enterprise)
- d. Database configuration (Standalone / RAC)

*ANSWER: One instance per database type, see RFP.*

**132. Are all databases covered under Oracle Technical Support? If patches need to be downloaded, do you have access to them?**

*ANSWER: Yes.*

**133. For 24x7 support, will VPN access be provided to meet SLA requirements?**

*ANSWER: Yes.*

**134. Are any additional tools in use, such as Oracle GoldenGate, Data Guard, or DB Vault?**

*ANSWER: Unknown. Vendor specific.*

**135. Apart from routine patching, are major version upgrades included within the scope of this contract?**

*ANSWER: Yes, on Ad-hoc basis via hourly rate.*

**136. For any out-of-scope external assistance requiring an on-site visit, what turnaround time do you expect, and should we quote a daily rate for such visits?**

*ANSWER: No turnaround expected for on site assistance.*

**137. What was the annual spend for the previous year on this Project?**

*ANSWER: The previous annual budget was \$50,000.*

**138. If this is a new Contract, What is the annual Budget for this?**

*ANSWER: The current annual budget is \$50,000.*

**139. Are you open to a hybrid delivery model with a mix of offshore and onshore resources?**

*ANSWER: The preference is onshore. If offshore is proposed note it as such.*

**140. Work will be onsite or remote?**

*ANSWER: Remote.*

**141. Can you please give us an extension of 1-2 weeks to submit our proposal?**

*ANSWER: No.*

**142. Is this contract intended to be awarded to a single vendor or to multiple vendors?**

*ANSWER: Single.*

**143. Who are previous incumbents on this project?**

*ANSWER: Two Coast Consulting.*