



MONROE COUNTY WATER AUTHORITY

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

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

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.



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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



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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.



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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.



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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.



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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.



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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.



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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.



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- 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.



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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.



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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.



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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.