Questions listed in order of receipt with Answers provided below the question. NYSDOT encourages interested Proposers to review all questions and answers.

1. Question: Regarding the CONSULTANT CHECKLIST FOR PROPOSAL SUBMISSION

“Seven (7) hard copies – each copy within a 3 ring binder and one (1) electronic copy (PDF format) on CD of Part I”

Can you please clarify if we need to send 7 binders with one copy in each binder for Part I - Technical and Management Submittal?

**ANSWER:** Seven (7) hard copies – each copy within its own 3 ring binder and one (1) electronic copy of Part I are required.

2. Question: Regarding the CONSULTANT CHECKLIST FOR PROPOSAL SUBMISSION

“Four (4) hard copies each copy within a 3 ring binder and one (1) electronic copy (PDF for narrative and excel for spreadsheet) on CD of Part II”

Can you please clarify if we need to send 4 binders with one copy in binder for Part II – Cost and Contract Submittal?

**ANSWER:** Four (4) hard copies each copy within its own 3 ring binder and one (1) electronic copy of Part II are required.

3. Question: Regarding Section II. C. Staffing Requirements – “As indicated above, core hours shall be 7:30 to 4:30 p.m. (with a one hour lunch). “

Our consultants usually take 30 min lunch break. Can the contract language be changed for 30min lunch break?

**ANSWER:** NYSDOT requires that which appears in Section II. C. of Modification #3 to the RFP.

4. Question: Do both/either the full time and half time resources need to be present onsite? Can support be provided offsite as long as reachable?

**ANSWER:** Please refer to Section I. D. and Section II. C. as included in Modification #3 to the RFP.
5. Question: Are there any special citizenship/green card requirements for the resources? Are H1B visa (authorized to work in the US) holders permitted?

ANSWER: Any individual with a legal working permit who meets the requirements of the RFP, may be proposed under the RFP/contract resulting from the RFP.

6. Question: Will the NYSDOT accept alternative approaches to meet these stated objectives?

Maintain 3 tiers per Environment (e.g., P6 EPPM, Contract Manager, etc.) Test, QA and Production.
• Minimize downtime to less than 1% during NYSDOT core hours.
• Ensure end-user response times are at or better than industry standards through monitoring and optimization of the systems.
• Ensure data feeds between systems are executing accurately and consistently.
• Consistently monitor for corrupt data, including, views, reports, as well as, project data.
• Work as level 3 helpdesk support, directly with customers to solve their issues. (Level 1 is first response, OITS; Level 2 is NYSDOT PMO.)
• Maintain Configuration, bug and enhancements list for each Environment.
• Creating and maintaining Oracle Business Intelligence (OBI) reports and databases.
• Report training relative to the OBI system.

ANSWER: Firms shall propose an approach for meeting the objectives included in the RFP (and any subsequent Modifications). Firms shall be evaluated on the proposed approach as indicated in Section IV and V.

7. Question: Regarding the cover letter: “The New York State Department of Transportation is using the Non-Engineering/Best Value Process for this solicitation.” What is the “Best Value Process”, and will NYSDOT consider proposals that accomplish the project’s objectives at better value to the State?

ANSWER: NYSDOT is using the Best Value process for procuring services under this RFP. This process is included in Article 11, Section 163 of NYS Finance Law and also covered in the NYS Procurement Guidelines (RFP process).

In this process, price is not the sole determining factor and the evaluation and subsequent contract award will be based on a combination of cost and technical factors which represent the Best Value. As included in Section V. A. of the RFP “NYSDOT will evaluate proposals using a Best Value Method of evaluation. The process will be based on the technical and cost criteria…. Technical considerations are of greater importance than pricing considerations; however, price is a significant factor in the Department’s evaluation of proposals.” Again, Best Value is a combination of Technical and Cost considerations. In this RFP the Technical portion is weighted at up to 60 points and the Cost portion is weighted at up to 40 points.
Proposals received in response to the RFP for C031370 shall be evaluated as published in the RFP.

8. Question: Section I, Page 1: “NYSDOT Contract #C015591 was executed in June of 2007 with Primavera (now Oracle) to develop, install and maintain the Department’s enterprise project management system (P6).”

   a. Why are the Primavera maintenance and support services envisioned by this procurement not included in the existing Primavera (Oracle) contract?

      **ANSWER:** The RFP for Contract C031370 is its own procurement and includes its own objectives as published.

   b. Is Primavera (Oracle) eligible to bid on this procurement?

      **ANSWER:** Any/all firms that meet the criteria as published in the RFP are welcome to submit a Proposal in response to the RFP.

   c. Is this procurement simply an extension of the existing Primavera (Oracle) contract in either scope or time? If not, how does it differ?

      **ANSWER:** This is a Request for Proposals, an individual procurement, with its own contract number (C031370). This is not an extension of an existing agreement.

   d. How many individuals are currently supporting the Project Management Support software? How many of these are DOT employees; how many Primavera (Oracle) employees; and how many resources provided by other vendors?

      **ANSWER:** NYSDOT currently has a firm under contract performing similar services to the ones included in this RFP. The services under the current contract are being performed by the equivalent of one FTE. As advertised, NYSDOT is seeking a firm(s) to perform services published in its RFP for Contract C031370. It is anticipated that the services for C031370 include a level of effort of 1.5 (1 ½) FTEs (reference the RFP and Modifications for more information).
9. Question: The RFP, Section I. B. includes “Depending on an ongoing NYSDOT initiative, Oracle Primavera Portfolio Management (OPPM), might need to be maintained as well.”

   a. What is this initiative?

   ANSWER: NYSDOT is considering the installation of OPPM software. If that occurs, maintenance of that DB may be included in the responsibilities covered by the scope of services under the contract resulting from this RFP. If the level of effort changes as a result, a supplemental agreement would be advanced with the approval of both the State and the firm which may include additional funding and would require approval by the Attorney General and OSC.

   b. If OPPM does need to maintained, will that be an additional responsibility for the 1.5 FTEs contracted for as a part of this procurement, or will additional resources be needed?

   ANSWER: It will be an additional responsibility within the intent of the RFPs scope of services. Additional resources may be needed (refer to 9. a. above).

   c. If it is anticipated that additional resources will be needed, how many and with what skills?

   ANSWER: If needed, RFP published skills/requirements shall apply.

10. Question: As included in Section I of the RFP: What is the relevance of the mainframe computers and the DB/2 illustrated in Figure 1? There do not appear to be any skill requirements in these technologies listed as required on Pages 8-9.

   ANSWER: NYSDOT included the mainframe computer and the DB/2 illustration in Figure 1 of Section 1 of the RFP for reference purposes, this demonstrates how NYSDOT’s systems are linked – they are maintained separately and not under this RFP/contract.

11. Question: In regard to Section I. C. “The base term for this contract shall be a three year term, with up to two one-year optional extensions...” Is it anticipated that the listed Project Management Support software will continue to be the primary project management support system over this period or are there plans to replace some or all of it? If it is to be replaced, what will it be replaced with?

   ANSWER: This RFP reflects NYSDOT’s known needs at this time.
12. Question: In regard to Section I. D. of the RFP on page 4: “The total annual Consultant work effort required to perform services under the RFP for Contract C031370 is anticipated to be equal to one and one half FTEs (one and one half full time equivalents) or 3,120 hours annually.” How has NYSDOT determined this level of effort? What is the process for adjustment if this level turns out to be excessive or insufficient?

ANSWER: Please note, Section I. D. of the RFP was modified via Modification #3 to the RFP.

The level of effort was determined based on historical data and NYSDOT’s needs. As published in the RFP and corresponding cost exhibits, this is a specific hourly rate RFP/contract. Specific hourly rates shall be billed for anticipated 40 hour work weeks (subject to change by NYSDOT) via monthly invoices for services provided (overtime expected to be minimal). If the level of effort anticipated is excessive, the contract will not be charged or paid under the agreement for hours of work that do not occur. If the level of effort anticipated is insufficient than NYSDOT may advance a supplemental agreement which would require approval by the State and the firm under contract, the Attorney General’s Office and the Office of the State Comptroller.

13. Regarding the following excerpt from Section I. D. of the RFP “NOTE: NYSDOT requires continual coverage on call at a minimum for the database scope. Deployment of secondary resources, particularly for the reporting scope can be at the Proposing firm’s discretion (e.g., half time, 3 months on/3 months off or 6 months on/6 months off.) ”

a. Question: Please define “continual coverage”.

ANSWER: Please refer to language changes of Sections I. D. and II. C. of the RFP as included in Modification #3.

b. Question: Is this meant to suggest 24x7 availability?

ANSWER: Please refer to language changes of Sections I. D. and II. C. of the RFP as included in Modification #3.

c. Question: Please break down how NYSDOT classifies the functions (e.g., “database scope”, “secondary resources”, “reporting scope”) of this contract so that we might know what requires continual coverage and what does not. Is “continual coverage” synonymous with “on-call”?

ANSWER: Please refer to language changes of Sections I. D. and II. C. of the
RFP as included in Modification #3.

d. Question: Can we assume from this section that DOT anticipates 1.0 FTE to provide Primavera system support and database maintenance and 0.5 FTE to provide reporting functionality? Please classify each of the duties and tasks listed in Section III.C beginning on Page 12 as either “database”, “reporting” or another meaningful label, and indicate whether NYSDOT considers it a primary or secondary function.

ANSWER: Please refer to language changes of Section III. C. of the RFP (and Sections I. D. and II. C.) as included in Modification #3.

14. Question: Page 4: “Deployment of secondary resources, particularly for the reporting scope can be at the Proposing firm’s discretion (e.g., half time, 3 months on/3 months off or 6 months on/6 months off.)” This sentence suggests that some of the tasks are not needed on a daily basis and indeed could potentially be delayed for up to 6 months. Is this interpretation correct? If so, which tasks are those? If not, please indicate a schedule of when each of the tasks are required.

ANSWER: Please refer to language changes of Section III. C. of the RFP (and Sections I. D. and II. C.) as included in Modification #3.

15. Question: In regard to Section II. B. reference to “Minimize downtime to less than 1% during NYSDOT core hours.” What is the current downtime during NYSDOT core hours? If currently greater than 1%, what are the root causes?

ANSWER: Java is the main cause of issues. System downtime is less than 1 percent. The focus will be on end users downtime.

16. Question: In regard to Section II. B. reference to “Ensure end-user response times are at or better than industry standards through monitoring and optimization of the systems.” Specifically what response times is NYSDOT requiring?

ANSWER: NYSDOT requires response times be those of industry standards/practices. Proposers shall cite their sources and approach.

17. Question: In regard to Section II. B. reference to “Report training relative to the OBI system.” Whose training are we to report? If it is training for other than our personnel, who is responsible for collecting the data?

ANSWER: The Consultant shall be responsible for training NYSDOT employees in report development, for example, the OBIEE reporting software.
18. Page 7: “Staffing Requirements”. Do these requirements apply to the entire project staff including those whom NYSDOT describes as “secondary resources”?

ANSWER: Section I. D., Section II. C. and parts of Section III. C. of the RFP have been modified via Modification #3. Please refer to the RFP and subsequent Modifications.

19. Question: In regard to the “Staffing Service Level Penalties” included in Section II of the RFP, these penalties seem unusual and extreme. Has NYS DOT had experience on its Primavera implementation and support that leads it to believe that it will be difficult for it to recruit or retain consultants?

ANSWER: The language included in the RFP relative to Staffing Service Level Penalties is standard language used in many NYSDOT RFPs. The language does not relate to specific past service.

20. Question: How many FTEs does DOT believe will be required for database administration and how many for reporting support/development?

ANSWER: Section I. D. of the RFP has been modified via Modification #3 to include this information. It is anticipated that the database scope role will be equal to one FTE and the reporting scope the remaining ½ FTE.

21. Question: How much time and expertise is required to understand the data itself and how much is technical related to the software? What provisions has DOT made for knowledge transfer regarding the data?

ANSWER: Expertise of the software and systems is required. Approximately 30 days is anticipated for understanding NYSDOT specific data.

22. Question: On Page 12, Section C: What is “Capital Program project level data auditing”?

ANSWER: Auditing project schedules. Knowledge of CPM would be necessary.

23. Question: On Page 15, #16: What does “Maintain data quality” mean? Is this technical or functional task? How is it accomplished?

ANSWER: Ensure that data in the database does not get corrupted.

Please provide sample support data including for example:
   a. Volumes and types of issues
   b. Examples of frequent issues
   c. Example of after hour issues

ANSWER: These issues are very dynamic. However, are typical of database and oracle software issues.
24. Question: What resources will DOT provide for us to work with on more technical issues such as future expansion, scalability and capacity management?

**ANSWER:** Future expansion, scalability and capacity management are not current issues. If they do become issues, our IT resources will be consulted.

25. Question: What is NYSDOT’s custom tool kit for reporting?

**ANSWER:** OBIEE is NYSDOT’s tool kit for reporting. We also have business objects, crystal standalone and access. Please note Section III. C. of the RFP, Task 9 under As Needed Tasks, has been modified via Modification #3. NYSDOT has removed “NYSDOT’s custom tool kit for reporting” and replaced it with “Custom PL/SQL procedures and functions.”

26. Question: Please provide samples of reports and other deliverables that the successful contractor will be required to produce under this contract.

**ANSWER:** The reporting system is new, the onus for high quality business value driven reports will be the responsibility of each Proposer to illustrate in its Proposal.


**ANSWER:** The issue with Attachment 11 has been addressed. It should now be accessible via NYSDOT’s website.

28. Question: Can support be provided remotely or does the State require staff to be on site 100% of the time?

**ANSWER:** Please refer to RFP language changes provided via Modification #3.

29. Question: If not required 100% on site, can a resource pool provide support remotely for assigned tasks leveraging specific expertise?

**ANSWER:** Please refer to RFP language changes provided via Modification #3.

30. Question: Are you expecting at least one person on site 100% of the time?

**ANSWER:** Yes. Please refer to RFP language changes provided via Modification #3.

31. Question: Are there any tools in place for Server Management (ie. Managing utilization, automatically restarting if server crashes)?

**ANSWER:** Servers are managed by our IT resources. They are typically restarted
32. Question: Are all software components running in Windows Services and set to run automatically?

ANSWER: No. NYSDOT uses Tidal to run jobs automatically.

33. Question: The $3,000 non direct costs would be for Travel (as an example), correct?

ANSWER: Travel, meals and lodging are examples of direct non-salary costs that may occur under this RFP/contract. All direct non-salary costs require prior approval by the NYSDOT Project Manager. Direct non-salary costs under the contract are expected to be minimal. Please refer to Modification #3 to the RFP which includes language changes regarding Direct Non-Salary Costs.

34. Question: If successful, is there existing technical documentation available and accessible? Will this need to be revised on day 1 or is it up to date?

ANSWER: Technical documentation is available. Updates/maintenance will be expected (to be determined by NYSDOT), as needed.

35. Question: We have contacted many DBE and some of them are not responding while some of them are not providing Federal Tax ID. In those scenarios, is it ok if we fill Federal Tax ID column in Attachment 7 as "Firm did not provide Federal Tax ID"?

ANSWER: NYSDOT has removed the DBE goal established in the RFP via Modification #3. Attachment 7 is no longer required in Proposals submitted in response to this RFP. NYSDOT does encourage participation by Disadvantaged Business Enterprises as well as Minority and Women-Owned Enterprises. Please reference Modification #3 for more information.

36. Question: Can following Staffing Service Level Penalties be removed from RFP:

"Charge and bill the Consultant $150/hour for the use of in-house NYSDOT personnel, or"

ANSWER: The Staffing Service Level Penalties in the RFP are included to provide NYSDOT with an avenue to take should the firm under contract not comply with the expectations of providing service as published in the RFP while under contract. A responsible firm should note that as included in Section II. C. page 9, it is at NYSDOT’s discretion that the penalty option be invoked (or likewise not invoked). However, NYSDOT is publishing an RFP with the intent to award a contract, a legally binding agreement for services needed/performe. Interested Proposers should understand the scope of services and requirements in the RFP and thus the resulting contract.

37. Can following line removed from Staffing Requirements

"When work is necessary outside core hours, every opportunity shall be taken to reconcile"
the weekly hours to 40."

E.g. If consultant works 10 Hours on Monday then 2 Hours should be adjusted in same week but you still want On-Call support which becomes a free of charge on-call support for 2 hours.

**ANSWER:** Please refer to language changes of Sections I. D. and II. C. of the RFP as included in Modification #3.

38. Can following line be changed to reflect 8 hours of work day as you are requesting 9 Hours of on-Call support every day.

On-call coverage is required during NYSDOT normal business hours from 7:30 to 4:30, including non-DOT holidays, vacations, sick occurrences, etc.

**ANSWER:** Please refer to language changes of Sections I. D. and II. C. of the RFP as included in Modification #3. The RFP/Modification language reflects NYSDOT’s needs.

39. What is the SLA requirement for the uptime?

**ANSWER:** The requirement is 99 percent.

40. Can this be changed:

"Weekly timesheets shall be submitted to the NYSDOT Project Manager for review/concurrence/approval. The weekly timesheet shall reflect the total number of hours worked each day on each task (deliverables shall also be included in the time sheet, refer to Section III, IV and V regarding deliverables)."

To

"Weekly timesheets shall be submitted to the NYSDOT Project Manager for review/concurrence/approval. The weekly timesheet shall reflect the total number of hours worked each day and deliverables shall also be included in the time sheet (refer to Section III, IV and V regarding deliverables).

**ANSWER:** Yes. Please refer to Modification #3 regarding this language.

41. We request clarification on following:

RFP is only for "Project Management Database and Reporting Support" and does not include any Application server support, Operating System support, Desktop support, Networking support.

**ANSWER:** Those services will be provided by existing resources.
42. Please confirm that 40 Hours per week include hours worked on site and off site.

**ANSWER:** Please refer to Modification #3 for language changes.

43. What are other IT resources working on project (e.g. Project Manager, Java Programmer, Business Analyst). Will these resources continue working on project? As some of the deliverables are dependent on those resources. e.g. Upgrade of EPPM requires substantial co-ordination effort and we need to have a Project Manager.

**ANSWER:** Existing resources, specifically, the three mentioned above will be available. Though the deliverables for the database administrator role will be clearly defined when working on upgrades or other deliverables that are part of a team effort. Other deliverables will be the sole responsibility of the Proposer.

44. Regarding the RFP As Needed Tasks:
   “9) Provide Technical Support:
   Provide necessary database and general technical support for the following:
   a) Standalone installs
   b) NYSDOT’s custom tool kit for reporting
   c) Troubleshooting P6 client issues
   d) Responsible for maintenance of test plans for new version releases of each product we are currently running and partially responsible for the load, test, and install of such version upgrades.”

Item 9-d is a QA testing role and is not related to "Project Management Database and Reporting Support"
Can item 9-d be removed from RFP?

**ANSWER:** Task 9 has been modified via Modification #3. Task 9.d. remains unchanged.

45. We have noticed unrelated requirement in RFP which we feel do not directly pertain to "Project Management Database and Reporting Support"
e.g.,
“Deliverable
5) Bi-weekly system performance reports: including speed of network, speed of typical system operations as well as end-user operations.
This responsibility would lie with system monitoring group in ITS and is beyond scope of "Project Management Database and Reporting Support.”

Can this item and similar unrelated items be removed from RFP?

**ANSWER:** No. RFP language regarding this remains unchanged.