April 24, 2015

SUBJECT: MODIFICATION NO. 1 TO REQUEST FOR PROPOSALS – TRANSPORTATION MANAGEMENT CENTER OPERATION SERVICES FOR NYSDOT
Contract #C031371 Regions 1, 2, and 9 TMC’s and STICC

Reference is made to the subject solicitation wherein the following formal changes are hereby incorporated:

1. After ATTACHMENT 10, Insert ATTACHMENT 11 (Questions and Answers)

2. Delete C031371 – Transp. Mgmt. Center Services Costing Proposal Form (Excel) and replace with C031371 Revised Costing (Excel) found at https://www.dot.ny.gov/portal/page/portal/doing-business/opportunities/consult-opportunities#c2045

3. In IV, Section B, Subsection 1: Delete “Only Seven (7) Contract Job Titles of Project Manager, Operations Manager, Systems Engineer, Shift Supervisor, Systems Operators 1, System Operator 2, ETO/TIM Specialist, and ETO/TIM Support Specialist are to be included in the Cost Proposal.”

Replace with “Only Eight (8) Contract Job Titles of Project Manager, Operations Manager, Systems Engineer, Shift Supervisor, Systems Operators 1, System Operator 2, ETO/TIM Specialist, and ETO/TIM Support Specialist are to be included in the Cost Proposal.”

4. In IV, Section B, Subsection 1, Part a:

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<thead>
<tr>
<th>Title</th>
<th>OT Payment Category*</th>
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<tr>
<td>Project Manager</td>
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To be deemed responsive, all firms submitting proposals in response to this Request for Proposals (RFP) must acknowledge receipt of this formal modification to the RFP via Form AOR, Attachment 10
Attachment 11
C031371 Operations of Regions 1, 2, and 9 Transportation Management Centers (TMCs) and
Statewide Information & Coordination Center (STICC)

Questions and Answers.

1. Page 4, Paragraph g states: Off-hours answering point for NYSDOT Region One. Would NYSDOT verify if this reference to Region One is correct?
   Answer: Yes, that is correct. R1 TMC is a 24/7/365 operation and fields off-hours calls for the entire region.

2. Page 21, Table of Operations/Schedule for STICC The hours shown in the table plus the 800 hours for ETO/TIM equals 13,696. The hours shown in the cost table equals 14,528. Would NYSDOT explain why there’s a difference?
   Answer: The hours in the Cost Table have been increased to account for potential overtime. Only actual hours worked will be eligible to be reimbursed.

3. Page 42- Can additional lines be added to accommodate multiple subcontractors for System Operator or Shift Supervisor positions? If so, the spreadsheet needs to be unlocked.
   Answer: No. The Department intends to reimburse the designated consultant at the same rate regardless of subcontractor or prime status.

4. Is Owners Protective Insurance required for the Prime Contractor?
   Answer: No.

5. When were raises last given to employees and what were the percentage increases?
   Answer: The current contract (R1 and STICC) started August 2012 and budgeted for 1.5% Annual Escalation of Salaries, annually, on the anniversary date of the contract. Region 2 and Region 9 do not currently have Consultant Staff.

6. What is the breakdown of hours for each position in each task?
   Answer: The Cost Spreadsheet Indicates the total projected hours including overtime for each Consultant Staff Title. The Table of Operations/Schedules describes the tasks to be completed and the typical scheduled shift for each task. Finally, the Task Description breaks down the duties and responsibilities of each task. The detailed approach to the Scope of Services should describe your individual approach to the Scope of Work.

7. Regarding the submittal of Part I, the Checklist says to submit Form 255NAE in Word format. Section IV.A.1 of the RFP, page 40, states to submit the form in PDF format. Which format should we submit?
   Answer: PDF Format.

8. Page 8 – The 1st paragraph talks to R2 TMC software programs. Can NYSDOT clarify:
   a. The different types of local software used at the R2 TMC.
   b. What temporary software may be utilized?
   c. What system is being fully integrated into the current operating systems?
   Answer: R2 TMC currently utilizes Vanguard and Jamlogic software to run VMS and Axis for the CCTV system. We are currently converting over to MIST software to control VMS, Cameras, and use as a phone log and reporting tool.
9. Page 9 – The 2nd full paragraph talks to R9 TMC software programs. Can NYSDOT clarify:
   a. The different types of local software used at the R2* TMC. (*We are assuming “R2” is a typo and in fact “R9” TMC was intended. We are answering the question with R9 information.)
   b. What temporary software may be utilized?
   c. What system is being fully integrated into the current operating systems?

   Answer: The TMC utilizes various websites to monitor the weather and flood gauges. Road weather information systems (RWIS) information is provided by LUFFT USA. The TMC has 5 closed circuit cameras, six beacons, and four Highway Advisory Radio systems to monitor road conditions in the region. R9 also use police scanners to monitor accidents and information from the 911 centers.

10. Page 13 – In III. Scope of Services, Item A.9, will NYSDOT confirm there is adequate space, utilities, and services currently available at the STICC to carry out operations to the level of satisfaction expected by the Department for all three years of the base contract?

   Answer: Yes.

11. Pages 13 and 14, Section C. Minimum RFP Responsiveness – The checklist and RFP text indicate that Attachment 4, Form A should be submitted with the response. However, on the second page following the RFP Response Form, the first item “Consultant Employment Disclosure Requirements of this Project” states that the selected Consultant shall be required to complete and submit when the contract is signed. The form seems to be more applicable to a contract. Should Attachment 4, Form A be submitted with the response?

   Answer: Only the designee needs to complete Attachment 4 and this can be submitted with the signed contract.

12. Page 23 – In the last paragraph of B. Key Staffing Penalties, will this be applicable under emergency situations and events that are out of the control of the operations team?

   Answer: Yes.

13. Page 24 – In the first paragraph, will CRTMC and STICC consultant staff be responsible for general oversight the Region 2 and 9 TMC’s?

   Answer: NYSDOT is uncertain of the best approach to providing oversight to Regions 2 and 9. We are receptive to suggestions in your proposals. This can be shown in your organization plan and thoroughly explained in your approach to the Scope of Services.

14. Page 24 – In Task 1. Direction and Supervision, Item d, can NYSDOT:
   a. Make available a copy of current Performance Measure Reports for Regions 1, 2, 9 and the STICC?
   b. Elaborate on the desired content of performance measures?
   c. Provide to develop performance measures? (NOTE: no monies are budgeted for software or other tools in the Price Proposal Spreadsheet, so it is assumed they will be provided by NYSDOT).

   Answer: There is no current performance measure report for the TMC’s or the STICC. The FHWA is expected to establish performance standards for TMC’s within the next year, which will be used to initiate some of the performance measures. The intent of this task is that the consultant is to assist in the compilation of data that is available through the various systems to develop valuable these performance measures for the TMC. This includes compiling the data to delineate the performance of the transportation network as well as the performance of the operations within the TMC. The consultant shall assist in defining the most appropriate performance measures to accomplish this task. The consultant shall also publish reports on these performance measures using readily available office productivity software.
15. Page 25 – In Task 1, Direction and Supervision, Item d, can NYSDOT make available a copy of the current Concept of Operations for the Region 1, 2, and 9 TMC’s and the STICC?
   Answer: No, Firms are allowed to visit each TMC and review:
   - Information about the TMC System
   - Original Plans
   - Operations Manuals

16. Page 25 – In Task 1, Direction and Supervision, Item I, can clerical / administrative time be invoiced to NYSDOT?
   Answer: No. Please refer to III. Scope of Services, Section A, number 16.

17. Page 26 – In Task 2: System Operation, Item a, will the MIST software application be replaced with the CoVal statewide ATMS software during the course of the 3-year contract?
   Answer: It is likely the MIST software application could be replaced in some or all of the TMC’s/STICC during the course of the 3-year contract.

18. Page 26 – In Task 2, Item d, can NYSDOT elaborate on the existing programs and devices in use at the Region 2 and 9 TMC’s?
   Answer: Region 2 uses websites from the National Weather Service and Accuweather to monitor the weather and flood gauges. A Road Weather Information System (RWIS) site is currently being constructed on Rt. 12 North of Utica which will be functional by 2016. Region 2 uses the CCTV cameras, 911 and onsite maintenance personnel to monitor for accidents.
   R9 uses websites from the National Weather Service to monitor the weather and flood gauges. Road weather information systems (RWIS) information is provided by LUFFT USA, has 5 closed circuit cameras, six beacons, and four Highway Advisory Radio systems to monitor road conditions along I81 and NYS Route 17 in the City of Binghamton, Broome County. R9 also use police scanners to monitor accidents and information from the 911 centers.

19. Page 27 – In Task 2, Item k, will NYSDOT make available a description of systems currently used at each TMC prior to the April 30th proposal due date?
   Answer: No, Firms are allowed to visit each TMC and review:
   - Information about the TMC System
   - Original Plans
   - Operations Manuals

20. Page 29 – In Task 2, Item z:
   a. What is the difference between the TRANSCOM Open Reach software and NYSDOT Openreach software?
   b. What is the IIMS software and how is it used?
   c. What is the SmartNet software and how is it used?
   d. Will any of these software programs be replaced, removed, expanded or updated during the course of the project?
   Answer: a. TRANSCOM Open Reach and NYSDOT Open Reach are the same software.
   b.-d. The reference to iiMS and Smartnet is intended to make bidders aware that there are additional systems that may be “monitored” from time to time to gather additional information about the status of the transportation network. Current standard operating procedures do not call for any regular monitoring of iiMS or Smartnet. In the event STICC operators need to begin monitoring these systems, appropriate training and orientation will be provided.
21. Page 30 – In Section 3. Item a, is the reference Openreach program the TRANSCOM Open Reach software or NYSDOT Openreach software?
   **Answer:** They are the same.

22. Page 31 – Can NYSDOT confirm:
   a. That MIST is capable of providing the information required to facilitate Task 3.f and 3.g?
   b. What data is available from the Region 2 and 9 TMC systems to facilitate Task 3.f and 3.g?
   c. How should the consultant price requisite data collection and software if it does not exist in Regions 2 and 9 as the proposal price forms do not provide provisions for such work?
   **Answer:** It is expected that existing NYSDOT software or software currently licensed for use by NYSDOT is capable of providing the needed information. If at such time the existing software needs to be replaced, or the need for additional software is determined by NYSDOT, NYSDOT would procure.

23. Page 32 – In Item a. iii, does NYSDOT:
   a. Have network monitoring tools installed at the CRTMC, STICC, and Region 2 and 9 TMC’s to complete this work?
   b. How should the consultant price to acquisition and deployment of such tools if it does not exist as the proposal price forms do not provide provisions for such work?
   **Answer:** It is expected that existing NYSDOT network monitoring tools or software currently licensed for use by NYSDOT would be utilized to accomplish this task. Although these are part of the duties expected to be accomplished under this Task, not all sub-tasks necessarily apply to each TMC and the STICC. The management of the computer network within the STICC is essentially handled by the State, and will require less oversight than within the TMC’s.

24. Page 36 – In Task V. Training and Updating of Manuals, Item g, will NYSDOT provide training to the SE’s on the specific equipment and systems used in the Region 2 and 9 TMCs and STICC like they do at Region 1?
   **Answer:** Yes, and schematics of the systems.

25. Page 36 – In Task V. Training and Updating of Manuals, Item i, can NYSDOT elaborate on the specific training that is being mandated?
   **Answer:** Tentative 2015 Courses. The courses are subject to change and subjects could be added or deleted.

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<td>Cyber Security Information and Security Awareness</td>
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<td>The NYS Right to Know Law</td>
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<tr>
<td>Internal Controls Controlling Risk in the Workplace: Line Staff’s Role</td>
</tr>
<tr>
<td>NYSDOT- Workplace Violence Prevention Program Re-training/Worksite Specific Risk Assessment Briefing</td>
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26. Page 41 – In Item #8, are Confirmation Letters to be provided as part of and included in the Part II proposal submittal, or are they to be electronically transmitted via a separate standalone file to NYSDOT?
   **Answer:** The confirmation letter can be submitted with Part II of the proposal along with the other attachments.
27. Page 41 – Item #9 provides for 4-pages to respond to six tasks and 71 sub-tasks. Can NYSDOT revise the form and allow for 6-pages in the section?
   Answer: No.

28. Page 42 – Regarding Part II. Cost and Contract Submittal:
   a. Are there required naming conventions for files to be submitted like there is for Part I?
   b. Should the completed forms be submitted as separate files or can they be submitted as one PDF file? (Attachment #2, #3, #4, #9, #10, and any Employment Confirmation Letters)
   Answer: Naming conventions should be the “document name” followed by the company name. For the Cost File, upload Excel file named Cost and Company Name. Each Attachment, letter, file, should be uploaded separately.

29. Page 43 – The 2nd full paragraph notes the inclusion of additional Contract Job titles will not be allowed. How are the Section 11. Special Training Provisions set forth on page 88 of the RFP to be paid reimbursed to the consultant?
   Answer: NYSDOT is revisiting this provision and prior to the final contract NYSDOT will discuss with the designee and remove this provision if it is not applicable to the services of this contract.

30. Page 56 – In Article 6. Provision for Payment:
   a. What is the number of months training will be provided under Special Provision 11 in Appendix C?
   Answer: NYSDOT is revisiting this provision and prior to the final contract NYSDOT will discuss with the designee and remove this provision if it is not applicable to the services of this contract.

31. Page 88 – In Section 11. Training Special Provisions:
   a. What is the type and extent of training to be provided?
   b. How many Trainee positions are to be provided?
   c. How is such training to be paid? There is no Title or man-hours included in the Price Proposal Spreadsheet.
   d. Will the costing of the Trainee position be considered in the proposal pricing evaluation?
   Answer: a.- d. NYSDOT is revisiting this provision and prior to the final contract NYSDOT will discuss with the designee and remove this provision if it is not applicable to the services of this contract. If the provision does stay, it would not require additional staff, as new staff are hired they could fulfill the requirements of the provision.

32. Is the Form 255NAE the only format needed to submit the Part I, Technical and Management proposal or is an additional format proposal document required?
   Answer: Form 255NAE, when completed, fulfills the minimum requirements for Part I

33. Can we obtain the names, current salaries, and contact information for existing consultant staff at the STICC and TMC?
   Answer: We can not provide that information; they are not employees of New York State.
34. The RFP sets a 40 hour/year limit on the project manager. Is this the upper limit, or is the 40 hours for bidding purposes and the actual hours may increase due to severe storm events, etc.? 40 hours/year seems low. We believe 100+ hours would be needed for an engaged PM. Please advise.

**Answer:** We have reviewed the tasks and will increase the hours to 100 per year. A revised Excel Spreadsheet named Revised Costing C031371 will be available on the NYSDOT webpage. Please delete any previous version and submit the revised version as a separate file. You can find the revised Cost Sheet at [https://www.dot.ny.gov/business](https://www.dot.ny.gov/business) Go to the Consulting Services sections and click on Opportunities and April 03, 2015 C031371 Transportation Management Center Services for NYSDOT.

35. Page 31 of the RFP on Performance Measures, are there established targets for meeting the requirements of the Transportation Act?

**Answer:** The FHWA is expected to establish performance standards for TMC's within the next year, which will be used to initiate some of the performance measures. When the Performance Measures are established, the Consultant is to assist in the compilation of data that is available through the various systems to develop valuable these performance measures for the TMC. The consultant shall also publish reports on these performance measures using readily available office productivity software.

36. In the RFP under the “Consultant Employment Disclosure Requirements of this Project,” it states that that the Consultant selected for this solicitation shall be required to complete “State Consultant Services – Contractor’s Planned Employment” (Form A, Attachment 4) and submit when the contract is signed. On the Consultant Checklist for Proposal Submission is say “Complete and submit as a PDF Attachment #4: Form A” as part of our proposal submission due April 30th. Do we need to complete this form before or after selection?

**Answer:** Please upload the form when submitting the Part II Submission.

37. In the Scope of Services Section III. 18 - the RFP indicates that the consultant Services for the Region 9 TMC will eventually expand to provide full Consultant staffed Systems Operators. Is there a time frame for this expected expansion?

**Answer:** Not at this time.

38. The Introduction reads “STICC is located at the NYSDOT Main Office, 50 Wolf Road, Albany, NY, 12232 (During the course of this contract, the STICC could potentially move into a new facility co-located with the NYS Thruway Authority, within the Capital District area. Plans for this relocation are still in the early development phase. The selected firm will be responsible to maintain 24/7/365 coverage during the transition from one location to another.)” Please detail what actions are anticipated during the possible transition to a new location. Are shifts expected to be mirrored between centers, etc.?

**Answer:** The selected firm will be responsible to maintain 24/7/365 coverage during the transition from one location to another. There will be no additional costs to the State associated with this move. The consultant will provide a transition plan for relocating STICC as found in Section III. Scope of Services section C: Tasks, subsection 7:Transition: