April 27, 2015

SUBJECT: MODIFICATION NO. 3 TO REQUEST FOR PROPOSALS – TRANSPORTATION MANAGEMENT CENTER OPERATION SERVICES FOR NYS DOT
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. **Delete**
   VI. G. Tentative Schedule of Key Events
   Proposals Due: May 01, 2015, 12 Noon Eastern Time
   **Replace with:**
   VI. G. Tentative Schedule of Key Events
   Proposals Due: *May 04, 2015*, 12 Noon Eastern Time

2. **Delete:**
   VI. A. 2. Proposers shall submit the NYSDOT 255NAE and the Cost and Contract components (Hourly Rates Excel spreadsheet, PLL forms, Consultant Information and Certifications, Modification Acknowledgements, employment verification letters or FOIL information) via NYSDOT’s Managed File Transfer (MFT) application (see section IV.A.1). Proposals must be received by NYSDOT by Noon, Eastern Standard Time on May 01, 2015.
   **Replace with:**
   VI. A. 2. Proposers shall submit the NYSDOT 255NAE and the Cost and Contract components (Hourly Rates Excel spreadsheet, PLL forms, Consultant Information and Certifications, Modification Acknowledgements, employment verification letters or FOIL information) via NYSDOT's Managed File Transfer (MFT) application (see section IV.A.1). Proposals must be received by NYSDOT by Noon, Eastern Standard Time on *May 04, 2015*.

3. **Delete Answer #11 from Questions and Answers Attachment 11:**
   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.
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: Please complete Attachment 4 and submit with the proposal.

4. Delete C031371 Revised Costing (Excel) found at https://www.dot.ny.gov/portal/page/portal/doing-business/opportunities/consult-opportunities#c2045

Replace with C031371 2nd Revised Costing
https://www.dot.ny.gov/portal/page/portal/doing-business/opportunities/consult-opportunities#c2045

5. Delete changes from Modification 1 #4 In IV, Section B, Subsection 1, Part a:

<table>
<thead>
<tr>
<th>Title</th>
<th>OT Payment Category*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Manager</td>
<td>A</td>
</tr>
<tr>
<td>Operations Manager</td>
<td>B</td>
</tr>
<tr>
<td>Systems Engineer</td>
<td>B</td>
</tr>
<tr>
<td>Shift Managers</td>
<td>C</td>
</tr>
<tr>
<td>Systems Operators (I &amp; II)</td>
<td>C</td>
</tr>
<tr>
<td>ETO/TIM Specialist</td>
<td>C</td>
</tr>
<tr>
<td>ETO/TIM Support Specialist</td>
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</table>

Replace original Table In IV, Section B, Subsection 1, Part a:

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6. Delete Attachment 6 Replace with Attachment 6A

7. Delete Attachment 8 Replace with Attachment 8A
Attachment 6A

STAFFING TITLE DEFINITIONS/REQUIREMENTS

A. Instructions
The offerer’s descriptive job titles shall be assigned to one of the Eight generic job titles defined below and again repeated in Attachment 8A. If the offerer uses company-specific job titles rather than those provided in Attachment 8A, the offerer must insert the company-specific job title under the job title specified in Attachment 8A and provide a description documenting why the proposed title is equivalent to those in Attachment 8A.

Offerers must use one worksheet per firm in its team (prime consultant plus any Subconsultants that are being proposed), making multiple copies of the worksheet, as needed.

B. Generic R1,R2,R9 TMC/STICC Consultant Personnel Job Titles
1. Project Manager (KEY)
   - Plans, directs, and coordinates activities of designated project to ensure that goals or objectives of project are accomplished within prescribed time frame and funding parameters.
   - Reviews project proposal or plan to determine time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project. Establishes work plan and staffing for each phase of project, and arranges for recruitment or assignment of project personnel.
   - Confers with project staff to outline work plan and to assign duties, responsibilities, and scope of authority.
   - Directs and coordinates activities of project personnel to ensure project progresses on schedule and within prescribed budget.
   - Reviews status reports prepared by project personnel and modifies schedules or plans as required.
   - Prepares project reports for management, client, or others.
   - Confers with project personnel to provide technical advice and to resolve problems.
   - Ensures that appropriate levels of human resources and administrative support services are being provided to R1 TMC and STICC staff.
   - It is anticipated that the Project Manager shall perform almost all duties from the firm’s offices, and, for the purposes of this RFP, shall be directed by NYSDOT to travel to the Capital District region of NYS four times during the contract’s 3-year base term.
   - Regions 2 and 9 may require a visit from the Project Manager.
   - Responsible for organizing the training of new staff.
   - Responsible for the personnel issues of the entire staff.
   - Meet with consulting firms, contractors, and City and State DOT officials to discuss TMC/STICC issues.
   - Assures proper staffing levels at all times to accommodate vacations, sick, and other absences.
   - Maintain records and documentation as directed to support the overall operations at the TMC/STICC.
   - Meet/interview potential candidates for hire.
2. **Operations Manager (KEY)**
   - In addition to being able to properly perform all of the work identified in Tasks 2, 3 and 5 in the Scope of Services, supervises and coordinates activities of personnel involved in performing internal operations at the R1 TMC and/or STICC:
   - Prepares work schedules and assigns duties to operations personnel to ensure efficient operation of department or branch.
   - Audits incident history reports and other data to ensure compliance of workers with established standard procedures and practices.
   - Compiles required and special reports on operating functions of R1 TMC and STICC.
   - Interviews, selects, and hires new employees.
   - Directs employee training to improve efficiency and ensure conformance with standard procedures and practices.
   - Conducts staff meetings of operations personnel, or confers with subordinate and implements company policies, and develops operating procedures to facilitate office operations.
   - Conducts management studies, collecting and interpreting statistical data to prepare budget estimates, determine work load, personnel, and equipment requirements, and to forecast future R1 TMC needs.
   - Meets regularly with the NYSDOT TMC Manager and/or NYSDOT STICC Manager to identify and prioritize work to be performed.
   - Additional knowledge beyond that of System Operators 1, 2, & 3 includes NYSDOT Regional Management structure and key external operational partners.
   - Responsible for invoices and monthly progress reports, in accordance with applicable State and Federal requirements for the contract.
   - Provide for the complete and proper employment, training, scheduling, and oversight of the TMC/STICC operations staff and field support personnel.
   - Participate in meeting to assist the State in emergencies, snow, storms, and other significant events and in daily operations issues. The clerical and administrative support staffs are neither expected to have and TMC/STICC related activities as a full-time task nor are they expected to be based at the TMC/STICC offices.
   - The Operations Manager may be asked by the State to interface with representatives of other agencies/organizations on issues related to the TMC/STICC operations. The Operations Manager is expected to have TMC/STICC related activities as a full-time task.
   - Procurement of general supplies and services necessary to the operations. The supplies and/or required services to be procured include, but are not limited to, computer paper, copy and fax machine paper, computer printer cartridges, computer storage, notepaper, forms, logbooks, record-keeping supplies, internet service provider, computer virus protection licenses and upgrades, cleaning/sanitary services, copy and fax machine rental/maintenance, TMC computer and facility parts & repairs, etc. The purchase orders shall be issued and processed by the Consultant. All approved items purchased shall be reimbursed by the State as a direct cost to the contract. All purchasing shall be done following applicable State procedures and will be subject to the approval by the State.
   - Ensure adequate staffing and resources for all tasks and activities throughout the duration of the contract, including during State emergency or standby conditions.
3. **Systems Engineer / Administrator (KEY)**

   Must have general familiarity with the following:
   a. Electrical AC\DC, Solar
   b. Telecom – Cellular, Serial, TCP/IP, UDP, multicast, IGMP Wireless/Radio
   c. Database skills
   d. Programming skills
   e. Basic engineering and IT administration qualifications need to be noted prior to any specific tasks.
   f. Network Security
   g. Cisco Certified Network Associate (CNNA)
   h. Microsoft Certified Solutions Associate (MCSA) with Server 2008 and newer or SQL Server.
   i. Microsoft Certified Technology Specialist (MCTS) or Microsoft Certified IT Professional (MCITP)
   j. Network +/ A+
   k. Degree(s) in computer science, information technology, or computer engineering is preferred.

   - Is able to independently troubleshoot hardware, software, and data communications malfunctions/errors in order to maintain and/or quickly restore operational functionality at the TMC.
   - General administration of Windows Server and workstation PC's at the R1 TMC.
   - Administration of MIST ATMS system and database, which includes data mining / creation of database applications utilizing department-provided software.
   - Network Administration.
   - Workstation application support for specialized field hardware (e.g. VMS, ADDCO Smartzones, etc.).
   - Able to coordinate with NY State Police Information Technology personnel to support Computer Aided Dispatch (CAD) and two-way radio workstations.
   - Configuration management of the R1 TMC system and associated documentation.
   - Able to initiate tests of system programs and properly utilize computer monitor readout to detect errors or work stoppage and take appropriate corrective actions.
   - Reviews computer system capabilities, workflow, and scheduling limitations to determine if requested changes to ATMS systems are possible/appropriate.
   - Documents in sufficient detail the steps taken to modify systems and procedures required to both maintain current systems and implement new functionality.
   - Assists users who are having operational problems with any of the system software applications.
   - Able to train System Operators to use R1 TMC software applications.
   - Prepares workflow charts and diagrams as part of recommendations for modifications to system hardware and software.
   - May be required to visit vendors to observe demonstration of systems software.
   - May administer and monitor user access to system.
   - Reviews productivity reports and problem records to evaluate performance of the systems and hardware.
   - Since this task will also involve work at locations external to the TMC, this person needs to be able to follow DOT procedures in order to safely work at roadside locations.
4. Shift Supervisor (KEY)
   - In addition to reaching the level of System Operator 2 skills and abilities, supervises and coordinates activities of workers engaged in operations.
   - Acting manager on duty in the absence of the Operations Manager.
   - Expert of the operation of all ITS equipment, computers, and software associated with a particular system.
   - Checks the accuracy and validity of messages displayed on all VMS.
   - Aware of all HAR messages being broadcast.
   - Alerts staff of new policy and procedure.
   - Train new staff on every aspect of the system and ensure new staff is competent to perform their duties.
   - Analyzes work and confers with supervisory personnel to determine most feasible method required to effectively run the Operations at the R1 TMC and/or STICC.
   - Trains new workers according to established training procedures.
   - Studies operating procedure materials to improve supervisory skills and techniques, increase worker productivity, and determine if revisions and/or improvements to the Standard Operating Procedures should be suggested to NYSDOT.
   - Shift Supervisors may be scheduled for weekend after hours/“on-call” responsibilities delegated by the Task 1 person.

5. System Operator 2
   - Beyond the duties of System Operator 1, and through written tests conducted by the Operations Manager and Shift Supervisors, a System Operator 2 has demonstrated higher proficiencies in their abilities to perform assigned tasks and has a better understanding of the concepts related to traffic flows and anticipated transportation system impacts due to incidents.
   - In instances where a System 3 Operator is not staffed or scheduled, the System 2 Operator would be supervisor of the shift.

6. System Operator 1
   - Able to properly perform all work identified in Task 2 of the Scope of Services.
   - Operates and monitors communication console to receive and relay command and control information or instructions.
   - Receives construction and incident information and takes appropriate response measures in accordance with established Standard Operating Procedures.
   - Receives reports of malfunctions of traffic control systems, debris in the travel lanes, or other emergency situations that require immediate response by NYSDOT.
   - Logs details related to these calls and dispatches Department personnel in accordance with established Standard Operating Procedures.
   - Checks the operation of equipment at the start of a shift, noting any malfunctions and calling for repairs in accordance with established Standard Operating Procedures.
   - Able to properly operate and utilize equipment required to perform duties assigned, and able to perform assignments in accordance with established Standard Operating Procedures.
   - Receives reports of problems with NYSDOT statewide operations software and/or HELP Truck electronic hardware and able to properly address these problems in accordance with established Standard Operating Procedures.
Attachment 6A

- Receives notices of roadwork and is able to properly respond to these notices, especially if there are roadwork location conflicts.

7. ETO/TIM Specialist (Key)
   - Update & maintain the Statewide ETO Strategic Plan & TIM Strategic Plan.
   - Facilitate coordination between other state agencies and partners regarding incidents and emergencies.
   - Provide expert guidance on ETO and TIM trends throughout the industry.
   - Serve as an industry expert resource for continuous improvement of the ETO and TIM programs.
   - Provide assistance in the collaboration with the partner agencies.
   - Ensure the STICC’s readiness as a coordination center for emergencies.
   - Assess current ETO & TIM situations and needs.
   - Develop and perform ETO & TIM training.
   - Support the TIM Steering Committee.
   - Support the development of continuous improvement processes through performance measures and self assessments.

8. ETO/TIM Support Specialist
   - Receive, screen, review and verify documents.
   - Prepare and/or issue documents and/or verify the validity of documents.
   - Assist with coordination of training sessions, such as scheduling, tracking progress, etc.
   - Update and correct records/files.
   - Prepare tables, maps, charts, and reports & compile relevant material and manuals.
   - Prepare and edit draft correspondence and other documents.
   - Assists in the preparation, review, evaluation, and analysis of variety of reports.
   - Draft preliminary action plans.
   - May have contact with other agencies or program areas to obtain or provide information.
   - Organize, expedite, follow up on and researching background information.
   - Search for, review, evaluate and/or compile pertinent information and data.
   - Process and consolidate information received from multiple sources into clearly written situation reports.
   - Maintain records and documentation as directed to support the overall operations of ETO.
   - Provide data for documenting performance measures and progress.
These staffing title definitions, in addition to the following Operator 1, 2 & 3 KSA Table, comprise the Knowledge, Skills & Abilities (KSAs) required for this effort.

**STAFFING TABLES**

Using the project minimum staffing requirements detailed in section II.B. of the RFP, plus adding additional needs due to absences, emergencies and weather, the Department has estimated the Maximum Total Annual Hours of required staffing by Contract Job Title for one year of work effort. The table below summarizes that estimated effort:

<table>
<thead>
<tr>
<th>Project Manager*</th>
<th>100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Contract Subtotal</td>
<td>100 hours</td>
</tr>
</tbody>
</table>

**R1 TMC**
- Operations Manager* 2,380
- Systems Engineer* 2,380
- Shift Supervisor* 7,416
- Systems Operator II 6,840
- Systems Operator I 8,296

R1 Subtotal 27,312 hours

**R2 TMC**
- Systems Operator II 4,400
- Systems Operator I 4,400

R2 Subtotal 8,800 hours

**R9 TMC**
- Systems Operator II 4,400
- Systems Operator I 4,400

R9 Subtotal 8,800 hours

**STICC**
- Operations Manager* 2,380
- Systems Engineer* 2,380
- Shift Supervisor* 2,380
- Systems Operator II 5,908
- Systems Operator I 2,280
- ETO/TIM Specialist* 300
- ETO/TIM Support Specialist 500

STICC Subtotal 14,528 hours

**Grand Total** 61,140 hours annually

*(Key Staff)