July 18, 2018

REQUEST FOR PROPOSALS
RFP MODIFICATION No. 1
OPERATION OF ATMS/ITS AT THE JOINT TRANSPORTATION MANAGEMENT CENTER IN NEW YORK CITY FOR NYSDOT
Contract #C037716

Dear Interested Parties:

Any firm interested in interviewing prospective System Operators from the incumbent firm (Kapsch TrafficCom USA) should provide contact information to Patricia Kappeller at Patricia.Kappeller@dot.ny.gov. The contact information will be provided to the employees at the Region 11 JTMC.

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

1. Section 1.1 Background, page 2 of RFP, Delete “1.1” and Replace with “1.2”.
2. Section 1.2 Minimum RFP Responsiveness, page 2 of RFP, Delete “1.2” and Replace with “1.3”.
3. Section 1.2 Designated Contact, page 2 of RFP, Delete “1.3” and Replace with “1.4”.
4. Section 1.4 RFP Modification, page 3 of RFP, Delete “1.4” and Replace with “1.5”.
5. Section 4.4 Scope of Work, Delete “4.4” and Replace with “4.3”.
6. Section 4.4.1 Task 1 – General Program Direction, Management and Administration, Delete “4.4.1” and Replace with “4.3.1”.
7. Section 4.4.2 Task 2 – System Operations at the TMCs, Delete “4.4.2” and Replace with “4.3.2”.
8. Section 4.4.3 Task 3: Roadwork Information Dissemination and Construction Permit Coordination, Delete “4.4.3” and Replace with “4.3.3”.
9. Section 4.4.4 Task 4: Training and Updating of Procedures, Delete “4.4.4” and Replace with “4.3.4”.
10. Section 4.4.5 Task 5: Field Support Operational & Technical Services, Delete “4.4.5” and Replace with “4.3.5”.
11. Section 4.4.6 Task 6: Traffic System Administration and Support Services, Delete “4.4.6” and Replace with “4.3.6”.
12. Section 4.4.7 Task 7: Critical Transportation Incident Support Services, Delete “4.4.7” and Replace with “4.3.7”.
13. Section 4.4.8 Performance Measures: Compliance with USDOT Mandates, Traffic Data Collection, Analysis and Reporting, Delete “4.4.8” and Replace with “4.3.8”.
14. Section 4.4.9 Task 9: ITS Data Quality Assurance Services, Delete “4.4.9” and Replace with “4.3.9”.
15. Section 4.4.10 Task 10: Transition, Delete “4.4.10” and Replace with “4.3.10”.
16. Section 4.6 Organization and Staffing, Delete “4.6” and Replace with “4.4”.
17. Section 4.5 Deliverables, Delete “Work: in the 2nd sentence of the 1st paragraph, and Replace with “Word”.
19. Section 5.1 Part I: Technical and Management Submittal/Proposal, Part 5.1.1, Delete “Not to exceed a single page.” And replace with “Not to exceed a single page for the Cover Letter and a single page for the Title Page.”
20. Task 3: Roadwork Information Dissemination and Construction Permit Coordination, Part b. Sub-Task Description, subpart b.9, Delete the first sentence and replace with: “The Transportation Analyst II will also be responsible for the coordination activities and efforts of this and the below subtasks.
21. Task 8: Performance Measures – Compliance with USDOT Mandates, Traffic Data Collection, and Analysis and Reporting, Part b. Sub-Task Descriptions, subpart b.3, Delete the first sentence and replace with: “The Consultant will designation an additional Transportation Analyst I to assist the State with activities and efforts of meeting the requirements of the Transportation Act.”
22. Section 5.1, Part I: Technical and Management Submittal/Proposal, Part 5.1.6, Organization and Staffing, Delete the following: “Note: Offerers should be aware that as vacancies occur, NYSDOT may require the hiring of at least one trainee for a period of 24 months within the first two (2) years of the contract.”
23. Section 5.2, Part II: Cost and Administrative Submittal/Proposal, Part 5.2.2 Cost Proposal Section, subpart 5.2.2.1 Guidelines for Direct Salaries, Delete the first bullet and replace with:
   “The System Operator’s Approved Minimum Hourly Rate for Year 1* of the Contract shall be as follows:
   • System Operator III - $30.00/hour
   • System Operator II - $25.50/hour
   • System Operator I - $23.00/hour
   • System Operator Trainee - $21.00/hour

   *The System Operator’s Minimum Hourly Rate for Years 2 and 3 of the contract will be based on the 2% escalation as calculated in Attachment 17: Cost Proposal Spreadsheet. The System Operators’ Minimum Hourly Rate for the optional extension years will subject to the rate adjustment rule below.
24. Part 7.1 Proposal Submission, Delete “plus 6 copies” in the first sentence of the 2nd paragraph, and replace with “plus seven (7) copies”
25. Attachment 15: Contract Job Title Descriptions and Qualifications, Delete the Contract Job Title Description for “System Operator I/Trainee” and Replace with the following:

   “POSITION: System Operator Trainee
   System Operator I

   GENERAL FUNCTION: Operate various TMC system workstations and monitor traffic conditions
Specific duties include, but are not limited to:

- Operate various computer-based traffic & freeway management systems to manage incidents on roadways and improve traffic conditions
- Monitor roadways via CCTV surveillance cameras and detection systems
- Monitor all ITS devices and computer equipment associated with the system
- Skilled with the operation of all ITS equipment, computers and software associated with a particular system
- Utilize ITS equipment (VMS and HAR) for incident management and the improvement of travel time, safety, and quality of life
- Check the accuracy and validity of the messages displayed on all VMS
- Aware that all HAR messages broadcasted on a particular system
- Enter incident information into computer using Traffic Management System (TMS) software
- Enter incident information into traffic system log books
- Familiarity with the roadways and understand the purpose and location of each ITS device (i.e., VMS, CCTV, and HAR)
- Perform routine daily checklist of all ITS and control room equipment, troubleshoot system failures and help maintain equipment ticket database
- Use standard operating procedures to detect, dispatch, monitor and document roadway incidents
- Confer with TMC partners as well as adjacent NYSDOT Region TMCs to coordinate resources for incidents that may affect regional travel
- Aid in training new staff members on aspects of the system
- Work with contractors and consulting firms to maintain the system
- Prepare equipment maintenance reports that describe all errors and malfunctions associated with a particular system
- Good communication, writing, and computer skills

**ORGANIZATIONAL RELATIONSHIPS:** Reports directly to the System Operator III and Shift Supervisor/System Operator IV

**MINIMUM QUALIFICATIONS:**

- Either an Associates Degree or higher: OR one year of full-time employment meeting the qualifying experience.
- Qualifying experience: Operations dispatching with at least one of the following groups/sectors: Military, Transportation, Fire, Police, EMS, 911.
- System Operator Trainee – May be upgraded to System Operator I after showing competency in performing the tasks and is approved by the Department and the Shift Supervisor/System Operator IV
- Basic training in the use of personal computers and databases
- Ability to use roadway maps and basic knowledge of roadway elements

**DESIRED QUALIFICATIONS:**

Excellent communication skills; ability to cope with job stress resulting from odd work schedules; capable of working well with co-workers and NYSDOT staff; good interpersonal skills; perform with minimum supervision.”

26. Attachment 15: Contract Job Title Description and Qualifications, Delete the Contract Job Title Description for “System Operator II” and Replace with the following:

**“POSITION: System Operator II”**
GENERAL FUNCTION: Operate various TMC system workstations and monitor traffic conditions

Specific duties include, but are not limited to:

- Operate various computer-based traffic & freeway management systems to manage incidents on roadways and improve traffic conditions
- Monitor roadways via CCTV surveillance cameras and detection systems
- Monitor all ITS devices and computer equipment associated with the system
- Considered the main contact person for a particular system during the shift
- Expert on the operation of all ITS equipment, computers and software associated with a particular system
- Utilize ITS equipment (VMS and HAR) for incident management and the improvement of travel time, safety, and quality of life
- Check the accuracy and validity of the messages displayed on all VMS
- Aware that all HAR messages broadcasted on a particular system
- Enter incident information into computer using Traffic Management System (TMS) software
- Enter incident information into traffic system log books
- Familiarity with the roadways and understand the purpose and location of each ITS device (i.e., VMS, CCTV, and HAR)
- Perform routine daily checklist of all ITS and control room equipment, troubleshoot system failures and help maintain equipment ticket database
- Alert operator staff to new and existing JTMC memos
- Use standard operating procedures to detect, dispatch, monitor and document roadway incidents
- Confer with TMC partners as well as adjacent NYSDOT Region to coordinate resources for incidents that may affect regional travel
- Train new staff members on every aspect of the system
- Work with contractors and consulting firms to maintain the system
- Prepare equipment maintenance reports that describe all errors and malfunctions associated with a particular system
- Good communication, writing, and computer skills

ORGANIZATIONAL RELATIONSHIPS: Reports directly to the System Operator III and Shift Supervisor/System Operator IV

MINIMUM QUALIFICATIONS:

- Either an Associates degree and have worked at a Traffic Management Center as and System Operator 1 (or equivalent) with two years of full-time employment at the TMC; OR one year experience as an System Operator 2 (or equivalent) with a Traffic Management Center.
- Qualifying experience: Qualifying experience: Operations dispatching with at least one of the following groups/sectors: Military, Transportation, Fire, Police, EMS, 911.
- Basic training in the use of personal computers and databases
- Ability to use roadway maps and basic knowledge of roadway elements

DESIRED QUALIFICATIONS:

Excellent communication skills; ability to cope with job stress resulting from odd work schedules; capable of working well with co-workers and NYSDOT staff; good interpersonal skills; perform with minimum supervision.”

27. Attachment 15: Contract Job Title Description and Qualifications, Delete the Contract Job Title Description for “System Operator III” and Replace with the following:
"POSITION: System Operator III"

GENERAL FUNCTION: Oversees the operations floor, directing System Operators and assuring all incidents are handled properly. Assist operators during busy times, check all paperwork and make sure resources (e.g., VMS, HAR) are running properly. System Operator III is the acting manager on duty in the absence of the Operations Manager or Shift Supervisor/System Operator IV

Specific duties include, but are not limited to:

- Supervisor on duty in absence of Operations Manager or a Shift Supervisor/System Operator IV
- Assist managers in training of staff – oversee and provide training for new staff assigned to TMC operations; training shall include extensive on-the-job training utilizing the ITS workstations for at least a one-month period and will be consistent with current operating procedures; training shall also be necessary when new systems are brought into TMC operations; additional in-house or external training of staff, as directed or approved by NYSDOT, may be necessary or recommended to enable continuous evaluation of their operations, communications and coordination roles
- Provide incident coordination activities on a monthly basis for Regional Traffic Safety and Mobility report
- Assist Shift Supervisor/System Operator IV in conducting performance evaluations
- Complete checklist at the beginning of each shift; exchange information with the System Operator III being relieved at the beginning of the next shift as well as the System Operator III at the end of the shift
- Alert operators to new memorandums, procedures, policies, and special projects and requests
- Ensure that workers are alert and focused and that all incidents are monitored on a continuous basis
- Convey a professional attitude and work ethic, and set positive examples for system operators
- Assist operators in every aspect of their duties
- Resolve control room problems and staff complaints (confer with Operations Manager and Shift Supervisor/System Operator IV, if necessary)
- Relieve System Operators during allowed break times
- Supervise transition period between shifts to make sure pertinent information (e.g., open incidents, equipment status, staffing, etc.)
- Involved in and/or aware of each incident that occurs during the shift
- Maintain the TMC hand-written log of incidents
- Verify that every TMC VMS has correct messages displayed and that entries are added to the Active Resource Book
- Verify the accuracy and completion of all TMC incident forms, reports, checklists, documents, and initial Incident Summary Reports
- Move hard copies of reports from binders to appropriate file; make sure binders are up-to-date (e.g., Incident Reports, Operator Checklist, VMS Special Requests, etc.)
- Troubleshoot computer equipment failures and maintain traffic database
- Organize and verify equipment problem tickets, then forward them to NYSDOT
- Maintain a database which tracks equipment tickets including when tickets are opened, updated, and closed
- Overnight System Operators IIIIs are responsible for keeping all construction faxes up-to-date and to prepare the daytime crews for roadwork that will be occurring in the coming day(s)
- Assign Shift assignments to System Operators weekly
- Create tickets for faulty or broken equipment
- Work with contractors and consulting firms to maintain the system
• Monitor operator Sign-in Book

ORGANIZATIONAL RELATIONSHIPS: Reports directly to the Shift Supervisor/System Operator IV and Operations Manager

MINIMUM QUALIFICATIONS:
• Associate’s degree required or higher with at least 2 years of qualifying work experience; OR three years of full-time employment meeting the qualifying experience.
• Qualifying experience: Operations dispatching with at least one of the following groups/sectors: Military, Transportation, Fire, Police, EMS, 911.
• 6 years experience in a TMC type facility and/or traffic management with supervisory and training responsibilities;

DESIRED QUALIFICATIONS:
Excellent communication skills; demonstrates ability to react under stressful situations professionally; capable of performing several tasks simultaneously; must be able to perform with minimum supervision.”

28. Attachment 15: Contract Job Title Description and Qualifications, Delete the Contract Job Title Description for “Shift Supervisor/System Operator IV” and Replace with the following:

“POSITION: Shift Supervisor/System Operator IV

GENERAL FUNCTIONS: Manage one shift and report to the Operations Manager. The Shift Supervisor/System Operator IV will be responsible for supervising the entire TMC staff on duty, assisting Operations Manager in developing protocols, standard operating procedures, and ensuring compliance with accepted guidelines and practices.

Specific duties include, but are not limited to:
• Back-up Operations Manager in the event the Operations Manager is not present or reachable
• Supervise System Operators during shift
• Know the operations and procedures of all TMC ITS systems, train staff
• Perform special projects and tasks as requested, delegate tasks to staff members
• Assist System Operators in every aspect of their duties; when necessary
• Assist Operations Manager in developing and updating protocols, procedures, training materials and conducting staff performance evaluation
• Assist in creating and implementing a staff schedule; Update weekly or when necessary
• Communicate with police, rescue, media, tow, TRANSCOM, and construction & maintenance contractors concerning roadway incidents and/or equipment failures
• Consult with partner agency management to construct emergency and special VMS messages
• In coordination with the Operations Manager, handle correspondence between TMC and outside agencies and authorities
• Meet/Interview potential candidates for hire
• Assist Operations Manager in preparing monthly incident progress reports for NYSDOT
• Resolve problems and staff complaints (confer with Operations Manager when necessary)
• Create Daily Summary Report for the shift

ORGANIZATIONAL RELATIONSHIPS: Reports directly to the Operations Manager

MINIMUM QUALIFICATIONS
• Associate’s degree in relevant field with a minimum of 4 years experience; OR 5 years of full-time employment meeting the qualifying experience
• Qualifying experience: Supervision of staff, staff scheduling, training, operations dispatching, with at least one of the following groups/sectors: Military, Transportation, Fire, Police, EMS, 911.
• Line management responsibilities
• Experience supervising multiple personnel

DESIRED QUALIFICATIONS:
• Excellent communication skills; ability to react under stressful situations professionally; capable of performing tasks simultaneously”

29. Attachment 15: Contract Job Title Description and Qualifications, Delete the Contract Job Title Description for “Operations Manager (KEY)” and Replace with the following:

POSITION: Operations Manager (KEY)

GENERAL FUNCTIONS: Manage all aspects of the JTMC with internal and external ITS partners including maintenance, construction, public affairs, traffic, emergency service providers, transit, and other local agencies as necessary. Oversees day-to-day operations on a 24/7 basis.

Specific duties include, but are not limited to:
• Coordinate visits and tours of the JTMC with the general public, community organizations, government officials and regional leaders
• Receive external requests for ITS resources and coordinate efforts with the Construction Coordinator
• Build strong and effective bonds between the public and private partners
• Assist the Project Manager in keeping NYSDOT informed of the status of current efforts and all problems for which their assistance is required
• Meet with consulting firms, contractors, and City and NYSDOT officials to discuss JTMC issues
• Gather extraordinary incidents and resource logs for the monthly report sent to NYSDOT
• Create monthly summary of incidents culled from various daily summaries
• Advise and coordinate with other agencies/construction offices during on-going incidents
• Provide assistance and disseminate pertinent information to the entire staff to ensure that active incidents are handled properly
• Responsible for messages being placed on VMS and HAR for all active incidents; have input on all other preplanned VMS and HAR messages emanating from NYSDOT/construction/other agency coordination meetings
• Responsible for organizing training of the JTMC personnel
• Responsible for the personnel issues of the entire personnel
• Provide input on overall performance of the JTMC personnel to their specific firm’s project managers
• Ensure that the database of past incidents is properly managed
• Coordinate with System Administrator for equipment installations requested by NYS DOT or other agencies
• Coordinate with Field Technicians for systems maintenance reporting procedures including equipment problem tickets
• Update the operating protocols, to include new policies, directives and guidelines given; this shall include revised instructions for the operators covering all the basic events to which the JTMC responds, including responses to hardware failures; responses to roadway incidents; operating the TMC in response to events; and related actions
• Routine exchange of information with TRANSCOM, Downstate Regions (R8& and R10) and Main Office (Albany) operations centers.

ORGANIZATIONAL RELATIONSHIPS: Reports directly to the Project Manager.

MINIMUM QUALIFICATIONS:
• Bachelor’s degree in relevant area with at least five years of qualifying work experience; OR 10 years of full-time employment meeting the qualifying experience
• Qualifying experience: management/supervision position with experience in scheduling, administration, performance evaluations, hiring, employee relations, problem solving and leadership
• Able to respond to problem situations 24 hours a day

DESIRED QUALIFICATIONS:
• Excellent communication skills; excellent organization skills; training in personnel management, public relations, or similar skills; ability to cope with stress and personnel problems

30. Attachment 15: Contract Job Title Description and Qualifications, Delete the Contract Job Title Description for “Transportation Analyst II” and Replace with the following:

POSITION: Transportation Analyst II

GENERAL FUNCTIONS: Assists NYS DOT in minimizing the impact of construction, maintenance, and other activities on the motoring public. The Transportation Analyst II will coordinate the flow of information between construction contracts and the JTMC, interface with NSYDOT and with other agencies/organizations to ensure information on road closures, lane closures and traffic diversions is given to JTMC for interagency notification and motorist information dissemination purposes, will attend meetings at the Region or at project field offices to become familiar with the project’s impact on traffic, phasing of work and time frames for the closures. Support JTMC operations during high and critical level incidents (including emergencies, snow, storms, and other significant events), to gather, coordinate and report factual incident management, traffic conditions and transportation network status to NYS DOT personnel via Transportation System Status Reports, email messages, phone or fax communications.

Specific duties include, but are not limited to:
• Manage roadwork entries on NY Open Reach and 511NY systems for advisories to the public
- Coordinate with NYSDOT’s Engineers-in-Charge as well as NYSDOT roadway and bridge maintenance, NYC agencies, TRANSCOM, MTA, and Port Authority of NY & NJ for planned construction activities and lane closures where major traffic impacts are anticipated
- Assist JTMC Operators to develop messages that can be placed on the VMS to mitigate the impact to the traveling public
- On a weekly basis, review roadwork information received from the various sources and identify those locations where competing needs to close lanes will cause significant traffic delay or congestion
- Review proposed Construction time frames for conflicts with NYC Gridlock, Holiday Embargo and Planned Event schedules
- Interface with NYSDOT personnel, partner agencies, NYCDOT and NYPD, and with other agencies/organizations to ensure JTMC has accurate and updated transportation information to report to Department management and the Statewide Transportation Information and Coordination Center (STICC) when required
- Attend meetings at NYSDOT or other agency offices to become familiar with emergency management and critical information flows
- Continually update and optimize critical incident and event information sharing among JTMC and involved agencies
- Develop JTMC communications protocols and maintain contacts with agencies to ensure JTMC received and reports accurate, consistent and timely information during critical incidents and events impacting the transportation network in the Region
- Develop and maintain a list of critical incident contacts names and phone numbers, and set up lists, tables and procedures as necessary to prepare JTMC for reporting critical incident and event information
- Assist other Transportation Analysts II and Transportation Analysts I with preparing HAR scripts
- Real-time traffic and resource information and coordination with Statewide and NYC emergency centers

**ORGANIZATIONAL RELATIONSHIPS:** Reports directly to the Project Manager and Operations Manager

**MINIMUM QUALIFICATIONS:**
- Bachelor’s degree in related field
- A minimum of National Institute for Certification in Engineering Technologies (NICET) level 2; Or equivalent work experience in construction inspection, supervision, or management.
- Minimum 5 years experience in roadwork and work zone traffic control
- Possess a valid Driver’s License;
- Able to respond to emergency situations as needed 24 hours a day.

**DESIRED QUALIFICATIONS**
Capable of performing several tasks simultaneously; good interpersonal skills and ability to train others; able to perform with minimum supervision;
31. Attachment 15: Contract Job Title Description and Qualifications, Delete the Contract Job Title Description for “Transportation Analyst I” and Replace with the following:

**POSITION: Transportation Analyst I**

**GENERAL FUNCTION**: JTMC will be involved in Preliminary Design Phases 1-4 for Regional Construction Projects. Regional Design Engineers will provide project limits, construction start and finish dates, proposed lane closures, Work Zone Traffic Control plans, and hourly traffic volumes, if available. JTMC will review NYC Office of Construction Mitigation and Coordination (OCMC) standard Limited Access Highway restrictions for road closure times, perform spot hourly volume checks within the project limits and, considering Driver First concepts, help determine the optimal recommended road closures. Data collection, analysis, and reporting, distribution of traveler information, review reports for accuracy, compile and store ITS information. Measure and track surface transportation systems in Region 11, analysis of real-time data.

Specific duties include, but are not limited to:

- Develop with Traffic Safety and Mobility a checklist for Regional designers to use during detail design phase when proposing road closures
- Attend meetings with NYDOT, and other agencies, project designers and OCMC staff; use existing and developing construction coordination conflict tools to help determine recommended road closure times
- With assistance from Regional designers, develop a Work Zone Traffic Control document to track/plan current and future Construction, Design & Maintenance projects
- Coordinate Field Technician logistics, equipment and safety needs with the Project Manager and Operations Manager
- Fulfill requests for archived data records
- Generate traffic data reports using the various traffic systems
- Coordinate actions with NYCDOT, NYPD, NYC Department of Planning, NYMTC, MTA, PANY&NJ, and TRANSCOM to provide consistent archived data and report formats
- Fulfill requests for reports and traffic data from Public Information Office for release to the public
- Perform studies to compare historical versus current traffic delay and travel time data for highway corridors, segments or work zones
- In coordination with the Project Manager and other Transportation Analysts, prepare weekly monthly and biannual performance measure dashboards and reports in compliance with USDOT mandates
- Review systems at the JTMC, and electronic media outlets that utilize and redistribute JTMC data for ITS quality assurance, fulfill requests for data input and display quality for State websites
- Establish document handling and storage procedures for ITS data and material related to the JTMC and will coordinate with Region 11 Construction Group and the JTMC Construction Coordinator for electronic storage and display of roadwork related information
- Gather information and analyze data for crash and travel time performance measures
• Collect and analyze historical incident information for identifying secondary incident areas
• Determine recovery time performance measures
• Provide support services for NYSDOT’s traffic incident management activities

ORGANIZATIONAL RELATIONSHIPS: Reports directly to the Project Manager and Operations Manager

MINIMUM QUALIFICATIONS:
• Bachelor’s degree in Engineering or Computer Science, or Information Science
• A minimum of National Institute for Certification in Engineering Technologies (NICET) level 2; Or equivalent work experience in construction inspection, supervision, or management.
• Minimum 3 years experience in roadwork and work zone traffic control
• Possess a valid Driver’s License;
• Able to respond to emergency situations as needed 24 hours a day.

DESIRED QUALIFICATIONS:
• Working and getting along with others in a team environment, especially in a joint venture and a joint center
• Excellent communication skills
• Excellent computer skills

POSITION: Field Technicians

GENERAL FUNCTION: The Field Technicians support field-related operation and technical services. Operational services include confirming functional displays of VMS; investigating reports of equipment malfunctions; inventorying operations status of ITS equipment; supporting JTMC’s system operators to provide real-time condition reports during incidents, roadwork or special events; and related services as requested. Technical services include review of completed work by maintenance personnel or construction contractors; review the effect of construction or repairs on ITS infrastructure; preparation and processing of records related to JTMC field equipment that is damaged by third parties; investigation of damage caused by incidents to assist the State in recovering costs for damages from responsible parties; and related services as may be requested.

Specific duties include, but are not limited to:
• Conduct field surveys to effectively utilize ITS equipment
• Report identified equipment failures in order for project Engineer-in-Charge to take corrective actions
• On a weekly basis during daytime and nighttime shifts, conduct a visual, drive-by inspection in the field of ITS equipment and hardware to assist in providing stable and
effective operations of the systems from JTMC. A monthly check list describing the equipment inspected and its condition shall be provided to the State who will use the results of the drive-by inspections to assure effectiveness of the ITS from motorists perspective

- Inventory the condition of VMS test message appearance and illumination
- Maintain a comprehensive ITS equipment inventory consisting of field equipment utilized for traveler information
- Monitor the ITS equipment for proper maintenance and assist the State to resolving trouble tickets and work orders; assist the State with expediting the processing of all work orders, invoices and other critical paper work associated with the day-to-day operations of the ITS
- Assist JTMC operators or State request for special field work or surveys, if necessary
- Report incidents on highway that JTMC can not see with CCTV cameras
- The Field Technicians shall cover the NYC metropolitan area, not limited to NYC boundaries.

ORGANIZATIONAL RELATIONSHIPS: Reports directly to the Operations Manager.

MINIMUM QUALIFICATIONS:
- Either Associates degree or higher in Electrical Engineering or Electrical Engineering Technology, Computer Science or Information Technology; OR 2 years of of full-time employment meeting the qualifying experience.
- Qualifying experience: Field experience as a service technician in the field of Telcom, Electrical Technology or Information Technology.
- Trained in the use of computers, database, radio communication, ITS equipment functions, equipment manuals, plan reading
- Possess valid driver’s license

DESIRABLE QUALIFICATIONS:
- Ability to react under stressful situations, excellent communication skills, ability to cope with job stress resulting from odd work schedules

33. Attachment 15: Contract Job Title Description and Qualifications, Delete the Contract Job Title Description for “System Engineer” and Replace with the following:

POSITION: System Engineer I/II (KEY)

GENERAL FUNCTION: Coordinating the installation, relocation and maintenance of the TMC at the JTMC and to assist management and operations to optimally utilize TMC hardware, software and systems.

Specific duties include, but are not limited to:
- Coordinate the flow of information between ITS installation, maintenance and the JTMC
- Interface with installation, maintenance personnel and with the other agencies/organizations to coordinate scheduling of work on the JTMC equipment
- Monitor and keep record of all work done in the equipment room
• Ensure the reporting of JTMC hardware, software and system problems are disseminated to the proper parties for identification and resolution
• Attend meetings at the Region or at field offices to become familiar with the impacts of system installation, relocation or maintenance activities to the JTMC
• Contact and coordinate with those parties impacting the JTMC central equipment and/or affecting 24/7 utilization of the ATMS
• Develop and maintain an inventory of JTMC central equipment and ensure that disruptions of central system operations due to planned or unplanned activities are minimized
• Coordinate with construction projects Engineers-in-Charge, personnel from NYSDOT maintenance, NYC agencies, TRANSCOM, private contractors and utility companies to gather information regarding central system installation, maintenance and disruptions

ORGANIZATIONAL RELATIONSHIPS: Reports directly to the Project Manager or Operations Manager

MINIMUM QUALIFICATIONS:
• Either an Associated degree or higher in Electrical Engineering or Electrical Engineering Technology, Computer Science, or Information Technology: OR two years of full-time employment meeting the qualifying experience.
• Operations dispatching with at least one of the following groups/sectors: Transportation, Fire, Police, EMS, 911.
• 3 years experience with MSSQL+Server, Microsoft Excel and Access
• Able to respond to problem situations 24 hours a day
• Possess a valid driver’s license

DESIRED QUALIFICATIONS:
• 5 years experience with ATMS/ATIS system software
• Experience with coaxial, fiber optic and wireless communication systems; VMS, CCTV, traffic sensors and related electronic and electrical equipment; detection system firmware; cellular, serial; programming skills (C, C++, JAVA, etc.)
• Demonstrates ability to react under stressful situations professionally; capable of performing several tasks simultaneously; have good interpersonal skills and ability to train others; perform with minimum supervision.

34. Attachment 15: Contract Job Title Description and Qualifications, Delete the Contract Job Title Description for “Project Manager (KEY)” and Replace with the following:

POSITION: Project Manager (KEY)

GENERAL FUNCTION: Consists of all work necessary to provide for the general management, oversight, QA/QC, and administration of the contract by the Consultant’s management and management support personnel. It also includes the procurement of general supplies and services necessary for the operations, participation in meetings, to assist the State in emergencies, snow, storms and other significant events, and in daily operation issues.

Specific duties include, but are not limited to:
• Responsible for the general oversight and management of all aspects of the contract. The PM is responsible for project QA/QC and for all Consultant staff (Prime and Subconsultant) working at the JTMC and the additional office space.
• The PM will meet with the NYSDOT Project Manager regularly during the course of the contract to discuss general progress and direction of the JTMC operations.
• Is the designated liaison with the State for the management of the contract, and will coordinate with the management of the subconsultants to fulfill the duties and obligations of the contract including daily operations.
• Responsible for the invoices and monthly progress reports for the contract.
• The PM may be asked by the State to interface with representatives of other agencies/organizations on issues related to the JTMC’s operations; the PM is expected to have JTMC-related activities as a full-time task.
• Shall provide for the complete and proper employment, training, scheduling, and oversight of JTMC operations and field support personnel; this shall include accommodating vacations, sick leave, and other absences of all personnel by providing adequate training to relief and on-call personnel.
• Coordinate and be the voice for all subconsultants working as part of the Consultant’s team or as a joint venture for this contract.
• Procure general supplies and/or required services for JTMC use and 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, JTMC 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 non-salary cost to the contract; all purchasing shall be executed following applicable State procedures and will be subject to the approval by the State.
• Participate in updating operating protocols and procedures (including partner agencies) and assist the Region in implementing changes to operating procedures.
• Maintain records and documentation as directed to support the overall operations at the JTMC.
• Prepare and submit monthly invoices and progress reports in accordance with applicable State and Federal requirements.
• Administer a resource allocation plan and provide periodic task schedules for the project, which must be pre-approved by the State.
• Provide adequate personnel and resources for all tasks and activities throughout the duration of the contract, including during State emergencies or standby conditions.
• Assist the Incident Command team in emergencies, snow, storms, and other significant events.
• Assist the Region to prepare the quarterly JTMC newsletter.
• Prepare weekly, monthly, and biannual performance measure dashboards and reports in compliance with NYSDOT mandates.
ORGANIZATIONAL RELATIONSHIPS: Reports directly to the NYSDOT Project Manager.

MINIMUM QUALIFICATIONS:
- Bachelor’s degree in a relevant field and a minimum of 5 years experience in the area of TMC/Traffic operations
- Extensive experience in managing projects and tasks from inception to completion
- 5 years experience in supervising a minimum of 15 employees
- 5 years experience in writing and revising scope and cost proposals, developing procedures and protocols, and equipment & supplies ordering, recordkeeping and inventory.

DESIRED QUALIFICATIONS:
- Excellent communication skills; excellent organization skills; training in personnel management, public relations, or similar skills; ability to cope with stress and personnel problems. Must be able to respond to problem situations 24 hours a day.

35. Attachment 17: Cost Proposal Spreadsheet has been revised to correct calculation errors.
36. Attachment 19: Modifications, Pre-Proposal Webinar Slides, Source List, and Q&A has been added to this RFP.