July 30, 2019

REQUEST FOR PROPOSALS
Operation of the Hudson Valley Transportation Management Center
Contact No, C037694

Q&A #13-49

Q13. According to Section 5, web links, photographs and illustrations other than the organizational chart are not to be included in the Proposal. Could NYSDOT please confirm if exhibits (images, graphs, charts, etc.) that supplement the responses can be included in the Technical and Management Submittal/Proposal?

ANS: As stated in the RFP, weblinks, photographs, and illustration, except for the organization chart, are not to be included. Call-out boxes and icons to draw attention to certain paragraphs are not to be included. Colored section title headers are allowed. Staffing tables are allowed.

Q14. Section 5.1 and Section 6.3(1) provide inconsistent instructions on Proposal structure. Could NYSDOT please confirm the correct order of criteria and sub-criteria that should be presented in Technical and Management Submittal/Proposal, as well as confirm the evaluation criteria?

ANS: The Technical and Management Submittal/Proposal should be structured in the order represented in the Consultant Proposal Checklist (3rd page of the RFP document). Section 6.3, Technical and Management evaluation criteria is listed in descending order of point value, not in order of proposal contents.

Q15. In Section 4.1.3.a, the Consultant is responsible for maintaining and updating software on the HVTMC network. Could NYSDOT confirm that they shall be responsible for all costs associated with software licensing and confirm that valid software licenses exist for all software currently in use on the HVTMC network. Additionally, could NYDOT provide additional technical information on existing hardware servers, video wall and workstations?

ANS: Yes and Yes. Technical information on hardware will follow.

Q16. In Section 4.1.3.f, the Consultant is responsible for updating the Hudson Valley Traveler Website. Could NYSDOT please provide additional information on the existing HV Traveler Website, and describe in greater detail what is expected in terms of “updating” the website? Will this entail significant web development or is it limited to adding content prepared by others to the existing site?

ANS: This task will not involve significant web development and it is limited to adding additional content to the existing site.
Q17. Section 4.2.3 requires the Consultant to provide staff with Verizon cell phones and that this cost is to be included in the Cost Proposal and not directly billed to NYSDOT. There does not seem to be a communication category in the Cost Proposal Workbook. Can NYSDOT confirm that this cost should be included under the Supplies/Equipment category of the Direct Non-Salary costs?

ANS: Yes, cell phone costs are to be included in the Supplies/Equipment category with itemized costs for all equipment included as a separate document in the Cost Proposal.

Q18. Section 5.2.2.1 indicates that holidays cannot be counted towards weekly 40 hour-minimum prior to staff receiving overtime pay. Could NYSDOT confirm that staff working shifts/federal holidays will not be eligible for overtime pay?

ANS: Actual hours worked will be documented regularly. If a holiday is on a day when the employee has not reached 40 hours for the week, then the consultant will charge regular hours. This is independent of the CONSULTANTs discretionary direct overhead Holiday hours paid to the employee based on their full-time or part-time status.

Q19. Section 5.2.2.1 states that “NYSDOT reservices [sic] the right to request zero percent rate increases during the term of the contract with a firm under contract.” Could NYSDOT provide additional information on when zero percent rate increases would be requested?

ANS: NYSDOT does not anticipate requesting a zero percent rate increase unless fiscal restrictions require NYSDOT to do so.

Q20. Could NYSDOT provide a copy of HVTMC SOP documentation in order to better assess level of effort associated with operator training and updating SOP documentation?

ANS: No, the HVTMC SOPs are extensive and comprehensive and it is not expected that many more will be developed at once. Updates should require minimal effort due to the completeness of the current documents.

Q21. On pages 139, 142, under Task 5b (ITS Field Operation & Technical Services), the solicitation calls for two vehicles. Under Task 11 (Transportation and Field Safety (PPE)), the solicitation calls for access to four vehicles (two 4WD pick up trucks and two 4WD SUVs). What type of vehicles are required and how many do we need to provide?

ANS: Two 4WD pickup trucks and two 4WD SUVs are required. Task 5b has been corrected in Modification #2.

Q22. On page 142, under Task 11 (Transportation and Field Safety (PPE), the solicitation says all vehicles/transportation expenses shall be included in the firm’s overhead. The pricing spreadsheet contains a line item for Leased Vehicles and Fuel/Maintenance and supplies/equipment. Are we billing for the vehicle lease or should it be included in our overhead?

ANS: The cost for the leased vehicles and fuel/maintenance for those leased vehicles is not to be included in the firm’s overhead and shall be included in the Leased Vehicles and Fuel/Maintenance items of the Cost Proposal Workbook.
Q23. On page 132, Task 1c (Administrative Tasks) states that NYSDOT has estimated the value of direct non-salary costs associated with the contract, including supplies or required services (computer paper, copy and fax machine paper, etc.). This estimated value has been included in Attachment 18 – Cost Proposal Workbook. Is this estimated value part of the $175,000 in the line “Other” or should we include it in the Supplies/Equipment line under “Direct Non Salary Costs”?

ANS: Modification #2 deletes the sentence “This estimated value has been included in Attachment 18 – Cost Proposal Workbook”. The proposer shall include their estimated administrative direct non-salary costs in the Equipment/Supplies section of Direct Non Salary Costs on Attachment 18 -Cost Proposal Workbook and also include itemized estimates as a separate document.

Q24. On page 19, Section 4.2.5 (Background Checks) states: “All staff are required to undergo and pass a State Police criminal background investigation. Fees and other costs associated with the background investigations shall be borne by the Consultant.” Can NYSDOT provide the fees and costs that the state police charge for a background check?

ANS: The consultant will not incur any costs or fees for the background check. This has been changed in Modification #2.

Q25. On pages 13-14, Section 4.2.2 (Staffing Levels) indicates a minimum staffing level of three systems operators per shift for all shifts including nights and weekends. Note 1 indicates that a systems operator III is not always required on C shift and weekend shifts. Please validate that minimum staffing requirements are three systems operators per shift, even on C shift and weekend shifts in which a system operator III is available, but not necessarily working, per note 1.

ANS: Minimum staffing requirements for C shifts and weekend shifts are two operators.

Q26. On pages 13-14, Section 4.2.2 (Staffing Levels), requires operator coverage 24/7/365. To meet minimum system operator staffing levels and accommodate staff sick time, vacation and holiday leave will require staffing above minimum levels. Will NYSDOT pay for actual hours worked when the center is staffed above minimum operator levels?

ANS: The consultant is expected to have enough staff to cover all sick, vacation and holiday leaves while minimizing overtime. NYSDOT will pay for actual hours worked when the HVTMC is staffed above minimum operator levels as requested and approved by NYSDOT.

Q27. As in JTMC, and Upstate TMC operations RFPs, can the state consider reducing Key Staff to Project Manager only?

ANS: Only the Project Manager’s resume and experience is required as part of the Technical and Management Submittal/Proposals. Key Personnel titles will remain as written in the RFP.

Q28. Will NYSDOT provide a work schedule for operations staff from a recent month?

ANS: Based on other answers provided, the consultant would be able to deduce the staffing level for a typical month, which does vary based on severe weather and other unexpected events that may require additional operators for the duration of the event.
Q29. Are the two proposed internship positions considered pay positions? (Page 17, 4.2.2)  
ANS: Yes, interns should be billed under the Operator Trainee contract rate.

Q30. Task 5b page 139 states, “Initially, the Consultant shall assign three (3) Field Technicians and two (2) vehicles which can be shared with other staff and shall be used in accordance with task 11.” And Task 11 page 142 states “Vehicles: two 4WD pick up trucks and 2 4WD SUVs on leases are to be provided. Each shall be equipped with a towing package, tool box, NYSDOT/HVTMC sticker package, amber light package, E-ZPass. The must be maintained to be sage to operate, properly licensed/registered, insured, inspected, in good operational condition at all times and available to the Consultant staff 24/7/365”. Can the state please confirm the treatment of vehicles under the contract? Are there 2 or 4 and who is responsible to own and provide them?  
ANS: Two 4WD pickup trucks and two 4WD SUVs shall be leased by the Consultant and provided to the HVMTC for Consultant Staff use.

Q31. Will a cover graphic placed on the outside binder be acceptable?  
ANS: Yes.

Q32. The Attachment 14 resume is limited to 2 double-sided pages. Please advise what the page limitation is for the second resume for the Project Manager using the firm’s format.  
ANS: The Project Manager resume is limited to 2 double-sided pages.

Q33. Will the agency be open to negotiating commercially reasonable modifications to the terms and conditions?  
ANS: No modifications to contract terms and conditions will be allowed upon notice of award of contract. Notice of award of contract happens after the Office of the State Comptroller approved the executed contract. No modifications to contract terms will be allowed upon notice of intent to award to a selected vendor. Proposers are reminded that by signing Attachment 2: Consultant Information and Certification they are agreeing to the terms and conditions contained in Attachment 1: Draft Contract.

Q34. We respectfully request a 30 day extension to the current due date of August 14, 2019.  
ANS: Due to the need for a contract to be awarded by OSC no later than January 1, 2019 an extension cannot be granted. Proposal due date remains August 14, 2019.

Q35. Can we rent our own office space?  
ANS: Refer to Section 4.1.1 in the RFP.

Q36. The RFP states that “With the exception of the Project Manager, who would be located off-site, most titles will have the HVTMC as their official work station.” Regarding the System Engineer III position, is it acceptable that this position be located off-site except as needed?  
ANS: Yes, with regular weekly visits to the HVTMC.
Q37. The RFP implies that the System Engineer III position is filled by a single individual, it is acceptable that this position be staffed by two individuals to achieve a broader range of skills?
ANS: Yes

Q38. Can NYSDOT please clarify if the State currently has software maintenance contract for its current ATMS System Foundation III? If so could you clarify the scope of the maintenance services and the duration?
ANS: NYSDOT has a separate maintenance contract for Foundation III, which is expected to remain separate from this operations contract.

Q39. Can NYSDOT please specify what is comprised under the “HVTMC central software system” referenced under Task 5a?
ANS: Please refer to Attachment 22.

Q40. Under Task 5b, the RFP references that the Consultant shall support field-related operations, to support the IT network administrator. Can NYSDOT please clarify if the IT network administrator is a NYSDOT employee or a contractor?
ANS: The IT network administrator is currently a contractor but that may change in the future.

Q41. Section 5.1.5 Experience on page 26 of the RFP, gives the direction “(Not to exceed 2 double-sided pages)” for that section. On page 27 of the RFP, under the paragraph that begins with “Relevant experience of all firm team members…,” it says “Not to exceed 2 double-sided pages). Are there two separate sections for Experience and Relevant Experience that are both limited to 2 double-sided pages, or is this one section that is limited to 2 double-sided pages?
ANS: There is one section for experience not to exceed 2 double-sided pages.

Q42. Section 5.1.6. Organization and Staffing on page 28 of the RFP says “Not to exceed 2 double-sided pages excluding the organizational chart”. Should it be assumed that two double-sided pages are allowed for the Organization and Staffing section AND one additional page for the organization chart?
ANS: Yes, that is correct.

Q43. Do the project managers’ resume and Attachment14: Consultant Key Personnel and Resume Reference form for the Project Manager need to be included in the Experience Section of the Technical Proposal, or can they be included in an Appendix section? If they do need to be included in within the Experience Section, will they count towards the page limit in that section?
ANS: The Project Manager’s Resume and Attachment 14: Key Personnel Resume and Reference Form are to be included in the Experience Section and are not counted towards the 2 double-sided page limitations of the Experience Section.

Q44. Is a completed Attachment 14: Key Personnel Resume and Reference Form only required for the Project Manager?
ANS: Yes, this is only required for the Project Manager.

Q45. Attachment 18 Cost Proposal Workbook has locked categories for OFF and FLD overhead. Are consultants required to provide personnel with these overhead categories, i.e., are FLD staff required to be onsite at NYSDOT?
NYSDOT has determined the titles that are categorized eligible for Field or Office overhead rates.

Q46. If consultants are able to provide remote resources can NYSDOT please unlock the overhead category in the cost proposal worksheet and issue a new worksheet?
ANS: Please see the answer to question #45.

Q47. Can the Transportation Analyst positions be filled with off-site staff?
ANS: Yes, unless their role and tasks required HVTMC presence. For example, those Transportation Analysts with primary task focus on Task 3 – Roadwork Condition Information and Coordination will be on site at the HVTMC (Field).

Q48. Is there a breakdown of hours for each position in each task?
ANS: No, this information is not available.

Q49. Current staff titles are not the same as what is listed in the RFP. Could we be provided a comparison of current positions versus the RFP positions, and which positions are the same of have been added or removed.
ANS:  
Role Equivalent – Operator XX (Roadwork Coordinator) will use the Transportation Analyst I title  
Role Equivalent – Operator XX (Assistant STC) will use the Transportation Analyst II title  
New Title – Transportation Analyst III  
Role Equivalent – Systems Administrator (Field) will use the System Engineer I Title  
Role Equivalent – System Analyst (Field) will use the System Engineer II title.  
Role Equivalent – System Administrator (Office) will use the System Engineer III title.