March 22, 2013

SUBJECT: MODIFICATION NO. 4 TO REQUEST FOR PROPOSALS – 511
NY Services, Contract #C031118

To Interested Parties:

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

1. The Attached Appendix 19: RFP Questions and Answers 92 thru 123 is appended to the existing Appendix 19: RFP Questions and Answers

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 1
92. Page 41 – ENH 173: Is the objective to provide information on long-distance travel or to also provide local information in these additional states?
   **Answer:** To provide information on long distance travel.

93. Page 43 – C 107: What APIs are currently available? Could you provide the documentation for these?
   **Answer:** More information regarding APIs is available at: [http://www.511ny.org/developer.aspx](http://www.511ny.org/developer.aspx)

94. Page 49 – C 236: What ESCRO requirements are there for Open Sourced elements?
   **Answer:** As the intent of Escrow is to allow the State to readily install and implement a system that allows all functions of the 511NY system to continue, in the event of a business continuity issue or other triggering release event, Attachment 1’s Draft Contract (Section 12) expressly indicates that Open Source Software code must be placed in escrow, just as with any other software provided under the Project.

95. Page 51 – C266: Please can you provide full information and documentation on all the existing feeds which must be maintained including: 511NY123, 511NYACE, 511NYJMZ, 511NY456, 511NYBDFV, 511NYLS, 511NY7, 511NYG, 511NYNQRW
   **Answer:** The 511NY Twitter Updated Application is a simple PHP application that can be run on any server that supports PHP and MySQL. It was designed with a LAMP (Linux, Apache, PHP, MySQL) setup in mind. The only significant third-party dependency is an open source Twitter API library. 511NY Twitter feeds are fully automated taking existing ATIS messages, converting the text to XML and shortening the entire message to 140 characters. Further information regarding Twitter feeds will be made available to the selected vendor.

96. Please also provide the significance of these feeds, as earlier in the RFP document (page 41), it suggested that all transit data was made available through either Google’s GTFS or NYSDOT’s WDMS.
   **Answer:** There is no relationship between the Twitter feeds and Google's GTFS or NYSDOT's WDMS. Twitter feeds are 'just-in-time' travel advisory information. Google's GTFS and NYSDOT's WDMS are used by transit carriers to upload their transit schedules.

97. Page 52 – Section 3.6: Can the mandatory experience and/or qualifications be relaxed if it can be proven that the proposed key personnel not only have the capabilities but have also “successfully” managed similar projects of size, complexity, technology, and transition in the past?
   **Answer:** No.

98. Page 58 – Section 4.2.1: There is a sentence about proprietary information stating, “The identification of pages, and the reasons for exemption, should be included in the Executive Summary of your proposal.” However, in Table 18 on page 59, R-29 states,
“The Offeror’s Cover Letter shall specifically identify by page number, line, or other appropriate designation, that information it alleges to be a trade secret, and shall explain in detail why such information is allegedly a trade secret.” Please advise whether proprietary information details should be included as part of the cover letter or the executive summary.

**Answer:** Identification of proprietary information and the reasons for exemption should be included in the Executive Summary of the proposal.

99. Page 66 – Section 4.3.1: Since probe data may be procured from commercial sources in later years for which fixed prices are not available or for which prices may change based upon purchased volume, fixed prices per mile may not be practical. What provisions are available to allow for variation in commercial fixed price variations in later years?

**Answer:** No provisions are available to allow for variation in commercial fixed price variations in later years. Respondents must adhere to the pricing they submit for probe data in years two through five.

100. Page 64 – Table 21 – R 135: This requirement requires the Contractor to complete Attachment 2, Section III in which the Contractor chooses to Accept or Do Not Accept all contract terms in the Draft Contract. While most Draft Contract Terms are acceptable, proposal of certain solutions in response to the RFP may require negotiation of specific terms of the draft contract in order for the solution to be acceptable to both NYSDOT and the Contractor. How can the Contractor accept the draft contract terms and conditions but indicate that NYSDOT acceptance of certain proposed solutions may require negotiation of specific terms?

**Answer:** To ensure a fair and level playing field for bidders and to ensure contracts are awarded on terms in the best interest of the State, the material terms and conditions of the draft Contract may not be amended, exception, conditioned or otherwise negotiated. Contractors must sign Sections II and III of the Draft Contract (Attachment 1) or they will be deemed non-responsive. Minor clarifications of select terms and conditions of the draft contract post-apparent-awardee designation shall be at NYSDOT’s discretion. (See paragraph 4.3.2 of the RFP)

101. Page 77 – Section 6.1: There is a discrepancy on the proposal due date; the RFP cover letter states the deadline is February 8, 2013, but page 77 specifies a deadline of January 18, 2013.

**Answer:** See Modification #2 for a revised schedule

102. 1.4 and 2.3.2--In sections 1.4 and 2.3.2 of the RFP it refers to transferring IVR Services and Data Center Services to a NYS facility. Please confirm or correct the following interpretation:

a. Contractor owned equipment and software will be installed in NYS facilities and will remain property of the Contractor, but be operated by NYS personnel.

**Answer:** No. If NYSDOT transfers IVR or Data services to a NYS-owned facility, the receiving hardware will be NYS-owned, and NYS-operated. If vendor support
is required for special operations or routine maintenance, a separate cost will be developed at that time.

b. 1.4 and 2.3.2--IVR Services includes all hardware and software directly involved in speech interaction with callers, correct?
   Answer: Correct.

c. 1.4 and 2.3.2--Data Center Services includes all hardware and software used in providing any and all parts of the NYSDOT solution, correct?
   Answer: Correct.

103. 2.3.2--Can the Contractor resporg existing 800 numbers and utilize its own carrier for all telecom service needs?
   Answer: NYSDOT will consider any solution that meets requirements and is cost-effective. Proposers are reminded of section 4.3.1 regarding the use of the toll-free contracts provided by the NYS Office of General Services (OGS).

104. 2.3.2--Does NYSDOT require the Contractor to provide 600 dedicated ports as the current solution does or can the solution be based on usage with service levels that address spikes?
   Answer: The solution should be based on usage and service levels that address spikes.

105. 2.3.2 & Att 14--Does NYSDOT expect the consultant to manage the On-Premise platform post-transition, providing all the same services that the consultant provides for their Hosted solution including Support & Maintenance?
   Answer: Transitioning certain 511NY services to a new NYS-owned facility contains certain unknowns at this time. If and when NYSDOT elects to transition services, a separate cost will be developed at that time.

106. 2.3.2 & Att 14--Will NYSDOT provide any and all IVR hardware and third party software in this new Data Center or is it the Contractor's responsibility?
   Answer: If built, in the new, New York-owned Data Center and/or Call Center, NYSDOT will provide any and all IVR hardware and third party software. In the vendor-owned, vendor-operated facility, the vendor will own and maintain the hardware.

107. 2.3.2 & Att 14--If the consultant is required to purchase the equipment and software for the On-Premise solution, while a hosted platform and On-Premise solution provide the same functionality, they are two separate solutions and would have significantly different price points.
   Answer: Consultants should price hardware and software costs for operating one, hosted, commercially operated 511NY service. If NYSDOT options its right to move IVR and or data services to a new, New York-owned and operated facility, that receiving hardware will not be the responsibility of the vendor.

108. 169 RFP, 2.3.2--Will the premise option use Telco circuits, currently deployed at the existing NYSDOT Solution?
   Answer: This would have to be determined.

109. 3.5.1 Table 2- C4--Is there any information we will need to treat with encryption and special segmentation?
   Answer: NYSDOT does not foresee encryption or special segmentation being
necessary. A 'secure' collaboration web site simply means that the site is password protected and provides a measure of security and secured access.

110. 3.5.1 Table 2- C5--Given the nature of this service are any of their security requirements negotiable to waive or differ as the risk assessment to this service may be low?

**Answer:** The respondent should provide a security plan addressing the confidentiality, integrity and availability of the 511NY data. 511NY provides publicly available information; however, it should be secure to guard against hacking, DNS attacks and similar threats.

111. 3.5.1 Table 2- C6--What information on the NYSDOT platform needs to be secure?

**Answer:** A risk assessment would have to be completed in order to determine specific security requirements. It is likely that MY511NY information (user names and passwords), interface information, including intellectual property addresses, secure FTP sites, etc. would require appropriate security.

112. 3.5.3--Does the existing 511NY WDMS capability as described in the RFP include the complete functionality of the current Transit Trip Planner? Does Rack 5-WDMS Servers, as described in Attachment 15, provide the HW and SW for the complete functionality of the current Transit Trip Planner? What software is contained within the hardware of Rack 5? Finally, where is the HW/SW for the Transit Trip Planner capability currently located?

**Answer:** This information is available at [https://www.dot.ny.gov/portal/page/portal/doing-business/opportunities/consult-opportunities#c1305](https://www.dot.ny.gov/portal/page/portal/doing-business/opportunities/consult-opportunities#c1305)

113. 3.5.6--System Operation: We would like additional information on required reporting items and samples of reports if available.

**Answer:** Additional Information and Sample Reports cannot be provided at this time. As C-194 states, the monthly system performance monitoring reports shall be in accordance with the 511NY Service Level Agreement.

114. 3.5.6--What software does NYSDOT currently own and use in support of the existing services and what is the status of those licenses

**Answer:** Please see Attachment 15 - 511NY Portfolio, for details. Status of licenses cannot be provided at this time. For reference sake, respondents should assume new licenses for all software is required.

115. 4.2.5--The RFP mentions data being migrated. Does this include historical info on callers and will that need to be aggregated with new data for reporting purposes?

**Answer:** Yes, this includes historical information on callers and will need to be aggregated with new data for reporting.

116. 4.3.1 --States that “The cost for additional contingency services will be priced by
NYSDOT using the Labor rates provided in the Labor Rates worksheet in Attachment 8, ‘Cost Proposal Workbook”’. How does NYSDOT expect to be able to price out any work as they wouldn’t be performing the work? Will the Contractor be able to provide any fees and hours of effort to create this costing?

**Answer:** No, contractors cannot provide fees and/or hours of effort for the Additional Contingency Services. NYSDOT will determine best-value based on the hourly rates submitted.

117. Attach 5, 2.2.2--What is the expected Busy Hour Call Volumes (BHCV) for the IVR?

**Answer:** The expected Busy Hour Call Volumes are unknown.

118. Attach 5, 2.2.2--What are the expected monthly minutes of usage for the IVR?

**Answer:** The expected monthly minutes of usage are unknown.

119. Attach 5, 2.2.2.0-1--Please confirm that the average call hold time is 3 minutes for the IVR?

**Answer:** The average 511NY Call length for December 2012 was 1 minute, 7 seconds.

120. Attach 5, 2.2.3.09--What percentage of calls in the IVR require transfer to other agencies, states, agents, etc.?

**Answer:** Based off of December 2012 reports about 3% of calls required transfer to other agencies and states.

121. Attach 5, 2.2.4--Is call recording required only for tuning, or mandatory for all calls?

**Answer:** Call recording is required for all incoming calls to 511NY

122. Attach 5, 2.2.4--Will a Survey function be required, if so will the Survey be web or audio based?

**Answer:** An audio based survey function will be required.

123. Attach 8--Where in the Cost Worksheets would Contractor include the price points for implementing, operating and maintaining the On-Premise (New York State government data centers) solution versus that of the Hosted solution. The Cost Worksheets have a very specific structure intended to summarize the Total Cost of Ownership of the Contractor’s solution, but select Contractor price points would be different under an On-Premise solution versus that of a Hosted solution. Where would the consultant include the non-recurring and recurring pricing for a potential On-Premise (NYSDOT) solution?

**Answer:** The cost sheet does not provide a means to price operations costs if NYSDOT transitions some services to a NYS-owned facility. If NYSDOT transitions any 511NY services to a NYS-owned facility, direct costs associated with transitioning data services and/or IVR services will be determined at that time.