March 29, 2013

SUBJECT: MODIFICATION NO. 5 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 124 thru 191 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
124. Are the consultants only required to provide a “one-time” price for the On-Premise solution build, install and implementation at this time (the System Transition fixed price), ignoring the other price points for the ongoing management and support of that service for later negotiation?

**Answer:** Consultants are required to provide costs for building the 511NY system, (Phase 1), and costs for operating the 511NY system, (Phase 2). If NYSDOT transitions any 511NY services to a NYS-owned facility, direct costs for transitioning those services as well as special support or ongoing maintenance required from the vendor will be determined at that time.

125. 1.3.2--Is there a document that describes the business rules for the regionalization of the information? are particular events or information filtered or prioritized based on proximity (or lack thereof)?

**Answer:** More information is available here: https://www.dot.ny.gov/portal/page/portal/doing-business/opportunities/consult-opportunities
- 511NY Web and Data Fusion Draft 9i_08192010.pdf

126. Can NYSDOT elaborate on the relationship with the MTA? What additional data is it receiving that the DOT would like from the Port Authority of NY & NJ?

**Answer:** The Metropolitan Transportation Authority consolidated over 100 of their customer service phone numbers and call centers and use 511NY as a single point of access for callers to be routed to various MTA services. The downstate 511NY calling regions have a menu option specific to the MTA that has options to transfer to various MTA agencies. MTA's consolidation of phone lines and promotion of 511 has been beneficial to the Department as well as it has been a means of marketing the 511NY brand. NYSDOT is not receiving any additional data from the MTA.

127. 2.2.--Can the DOT delineate the software licenses and terms that are available for reuse? Nuance? ESRI? NAVTEQ?

**Answer:** A list of current software licenses is available on Attachment 15,"511 NY Portfolio." Some licenses may be owned outright; others will expire. Respondents should assume, for reference sake that new licenses will need to be purchased for the 511NY system.

128. 2.3--Are there documented APIs to the 3rd party data sources/interfaces?

**Answer:** More documentation regarding APIs is available at http://www.511ny.org/developer.aspx

129. 2.4.2--It is understood that there is an 11% DBE goal. Can the DOT elaborate how this affects the evaluation or selection of a contractor? How would a Proposer demonstrate a good faith effort in retaining DBEs to support this project?
**Answer:** Attachment 13 provides information regarding good faith efforts to recruit DBE firms.

130. Can the Proposed Project Manager’s PMP Certification be supplied by Contract Execution or Contract Award?  
**Answer:** No. Any proposed Project Manager must have PMP certification at the time of contract submission.

131. Table 4--Will ProjectSolve no longer be available? Does the DOT have any preferred Project Collaboration websites?  
**Answer:** Project Solve is a commercially available online collaboration web site. However, NYSDOT does not have a preferred online collaboration web site/web service.

132. Table 4--Are there carriers that are needed to be added to support the 511 services that are already not in place today?  
**Answer:** None at this time.

133. Table 4--through C-58: are there Detailed Requirements specific to these supported systems? As-built Con-Ops? System Designs?  
**Answer:** This information is available at  
a. NY 511 My511 Design Document - Final.pdf  
b. NY511_Diagram_06292012.pdf  
c. 511NY_MobileWeb_DesignDoc_FINAL.pdf  
d. 511NY HW & COTS - Master list.pdf

134. Table 4--Can the DOT elaborate on the Proposer’s responsibility for the Rideshare services? Are we responsible for the Rideshare application? Is it a 3rd party application? Are there licensing terms, including a support agreement? Is there an API?  
**Answer:** Rideshare assumptions: The ridematching functions provided within the 511NY portal will continue to be a separately hosted application external to 511NY but must continue to be integrated via interface and made available via the 511NY.org domain. Data inputs and outputs to/from the rideshare application will be specified and made available for integration with other 511NY services or functions (including within mobile platforms, widgets, etc). The selected 511NY vendor is not responsible for the rideshare application but they are responsible for the O&M related to the dependencies that allow the rideshare system to be an integrated part of the overall 511NY delivery of service. The selected 511NY vendor with work with the rideshare system technical team to develop an integrated O&M plan that allows all parties to support the 511NY SLA’s. Integration of the
rideshare system into any future 511NY system shall not impose any addition cost to the O&M of the rideshare system.

135. 3.5.5.3--Can the DOT elaborate on what “portable” widgets are desired? And is it safe to assume that this feature is to be provided by us?

**Answer:** We cannot elaborate beyond what is already in C031118 RFP section 3.5.5.3 Widgets (except for the 511NYRideshare widget) shall be provided by the new consultant.

136. Table 8--Can the DOT elaborate upon this requirement? How would the System integrate with the 511NY Rideshare widget? What other elements of 511NY would be available?

**Answer:** Details will be provided at the widget(s) design phases.

137. Is the use of a Google Map a requirement for the 511NY website? Are other mapping engines allowed?

**Answer:** NYSDOT’s GIS software environment is standardized on the Esri suite and currently includes the following components:

- **Desktop:** Currently migrating to Esri ArcGIS Desktop 10.1 running on Windows XP SP2 & Windows 7 operating systems.
- **Database:** Esri ArcGIS Server (ArcSDE) 9.3.1, Oracle 11g R2 database running on AIX 7.1.

Esri software for NYSDOT is covered by Enterprise License Agreement with Esri and bidders need not include the procurement of Esri software in their cost proposals.

Alternative mapping or GIS solutions that integrate with NYSDOT’s Esri environment where appropriate will be considered. The proposer is encouraged to provide as much detail as possible concerning the solution and its integration points with the rest of the NYSDOT environment.

138. Region is synonymous with Calling Region? Are corridors defined?

**Answer:** Region is synonymous with Calling Region. Corridors will be defined at widget design phase.

139. Table 9--Can the DOT identify the source for the data included in this table 9?

**Answer:** The Transportation System Performance Measurement Enhancement Requirements defined in Table 9 are representational of the kinds and types of performance measures NYSDOT is most interested in. Consultants should provide a list of the kinds of performance measures their proposed probe data and measurement processes are capable of providing.

140. Table 10--Is the existing Rideshare Application compatible with the current mobile platforms (iOS, Android, BB, Windows)? -This is referring to the display of traffic and transit events, traffic congestion, display of traffic congestion of the major crossings. Are major crossings identified?
Answer: The existing Rideshare application is not configured as a mobile application, therefore it is not compatible with any platform. Yes, major crossings are identified.

141. 3.5.5.6--Is it the DOT’s objective to replace TranStar (Is this a requirement)?
Answer: Page 41 reads: "Objective 2 - Improve the overall performance of the Trip Planner by implementing a new, open and flexible trip planner engine.”

142. Table 12--Are we responsible on the creation and removal of floodgates? And web-based alerts? And not the DOT? Are there other content that proposers are responsible for? Such as non-automated traffic events or content for Twitter? How does the DOT typically ask for the update of such content? Email? Phone calls? Other means?
Answer: NYSDOT will be responsible for the creation & recording of floodgate messages. However, the consultant shall be responsible for making the recording available on the IVR system, or providing NYSDOT with a means of posting recordings. NYSDOT will also be responsible for the creation of web crawl text. The consultant shall be responsible for posting the web crawls onto the 511NY website, mobile website and mobile app or providing NYSDOT with a means of posting to the web, mobile web and mobile app. NYSDOT asks for updates of floodgates and web crawls via phone and email.

143. Does NYSDOT have a current 511NY social media strategy and/or a document that outlines the goals and objectives of each social media platform/site? If so can they please share this information with us?
Answer: Refer to Attachment 6, 511NY Strategic Vision for more information

144. C-264--What are all the current 511NY social media site addresses/IDs?
Answer: Links to these pages are found on the 511NY Homepage. Credentials to log into these pages cannot be shared.

145. C-261--Does 511NY have any specific social media privacy and/or application settings that need to be adhered to?
Answer: There is nothing specific, however the current settings should be adhered to for Facebook, Pinterest, YouTube, Flickr, and Twitter.

146. C-262--Can NYSDOT provide more specifics on what should be included in these quarterly reports? Is it expected that the consultant present these quarterly reports in person at the NYSDOT offices in Albany?
Answer: Specifics of the report shall be determined at a later time. The consultant is not required to present these reports in person.

147. C-263--Is it NYSDOT’s expectation that monitoring of the 511NY social media sites is a 24 hour, 7 days a week effort? If not what is the expected monitoring
timetable? What is the expected frequency for reporting service impacts and how
should the report be communicated.
**Answer:** Timeframe specifics will be determined at a later time. At the very least,
social media sites should be monitored during weekday and weekend business
hours. The consultant will also be required to monitor during special events and
major emergencies. The expected frequency for reporting service impacts will be
greater during emergencies and major events. Respondents should provide a
strategy and describe it in their Technical Proposal.

148. C-264--What services and deliverables are expected with posting and response
analysis support?
**Answer:** See responses to Question #149 above.

149. C-267--Is it NYSDOT’s expectation that monitoring of the 511NY social media
identity be a 24 hour, 7 days a week effort? If not, what is the expected monitoring
timeframe? What are the responsibilities and deliverables associated with providing
guidance?
**Answer:** No. The Department does not foresee this as a 24/7/365 effort.
Respondents should provide a strategy for social media and describe it in their
Technical Proposal.

150. The 511NY will require significant infrastructure be procured under this contract to
properly operate the system. IT Transformation has no timeline published on
website. Does NYSDOT have any expected timeline for a transition? Will this
influence the quoted operations (Phase 2) payments in the Cost Proposals?
**Answer:** NYSDOT does not have an expected timeframe to transition any 511NY
services to a state-owned facility. If and when that does occur, direct costs for the
transitioning of data and/or IVR services to a NYS-operated facility will be
determined at that time.

151. For the move to NYS Enterprise Shared Services, is it expected that Contractor will
only be responsible for grabbing data from the Data Hub and, operating website and
mobile services?
**Answer:** This will have to be determined.

152. Requirement R-3 asks for name(s) of those involved in writing the response. Is
NYSDOT looking for all or just the key staff to be named?
**Answer:** Only key staff are required.

153. Are there preferred vendors for probe data?
**Answer:** No.

154. Page 9 states “At this time, the 511NY website has been recently re-architected and
NYSDOT is not looking for any significant changes to it”. Is NYSDOT requesting
that the contractor provide a replication of the websites functionality and re-host, or
is NYSDOT asking that the existing website in its current state be re-hosted?
**Answer:** The design, format and subsequent coding of the 511NY web site does not
have to be significantly changed. NYSDOT is requesting proposals to re-host the
511NY website in a new environment.
155. Usage: Does NYSDOT have any usage numbers for the current NY511 system? Specifically can date for the number of 511phone calls, length of calls, number of website hits and bandwidth used be provided.
   **Answer:** Please see the 511NY Monthly report for December 2012. Information on bandwidth is unknown and cannot be provided.

156. Telephony – Will the current vendor be releasing current phone numbers that are configured with the cellular carriers or will the winning bidder be expected to transition all cell carriers to the new 511 back-haul numbers?
   **Answer:** NYSDOT owns all the 511NY-related telephone numbers. It is not expected that new backhaul numbers will be required.

157. Will the State amend the closing date and extend it by two weeks to February 22, 2013?
   **Answer:** Refer to Modification 2.

158. Requirement C-318, page 55: The RFP calls for the proposed Project Manager to be PMP certified. Will NYSDOT consider other options such as accepting relevant experience, providing a Deputy Project Manager who is certified, or an indication that the proposed PM will be PMP certified prior to award of the contract (e.g., providing proof that the proposed Project Manager is registered for PMP training)?
   **Answer:** NYSDOT will not consider other options. The proposed Project Manager must hold PMP certification at the time of proposal submission.

159. Requirement C-309, page 55, calls for a Lead System/Software Engineer. Is this the same Key Person as the Software Engineer listed in Requirement C-312?
   **Answer:** An individual can have more that one role; one role can be fulfilled by more than one individual.

160. Attachment 4: When using one person to fulfill multiple Key Personnel roles, should multiple Form R’s be submitted, or is 1 Form R for that person sufficient?
    **Answer:** The Form R should clearly indicate the role(s) the person is being submitted to fulfill. If a person is being submitted for more than one role, only one Form R is necessary. However, respondents are reminded to complete this (and all forms) completely and accurately.

161. The CARS data feed in not included in the SLAs in attachment 16. Is that intentional?
    **Answer:** CARS is a NYSDOT-provided system. Its operation is not the responsibility of the 511 NY vendor.

162. ENH-1-5: What data is desired to be provided via the REST service? Is it desired that every data component that is currently provided via Public XML be converted to a GIS REST service for public consumption? Does this method replace the existing 511NY Public XML Feeds?
**Answer:** Details on specific data sets that will be converted to a REST service will be determined at a later time prior to project implementation, however most of the data provided via Public XML will be converted to a GIS REST service for public consumption. This method will not replace the existing 511NY public XML feeds.

163. **ENH-49:** The system shall provide users with probe data traffic speed information that has a maximum error of 10 MPH in each of the following speed ranges: 0-30 MPH, 30-45 MPH, 45-60 MPH and > 60 MPH. We assume that this requirement applies to the 3rd Party travel time provider or applies to all the detector data provided by NYSDOT?
**Answer:** This requirement applies to the 3rd party probe data provider(s).

164. **ENH-100:** The system shall provide an estimate of the costs and savings associated with all the performance measures identified herein, as appropriate, that can be attributed to use of the 511NY system. Can you please clarify this requirement?
**Answer:** NYSDOT is interested in determining the costs and savings associated with the use of 511NY to the extent possible. The Transportation System Performance Measurement Enhancement Requirements defined in Table 9 are representational of the kinds and types of performance measures NYSDOT is most interested in. Consultants should provide a list of the kinds of performance measures their proposed probe data and measurement processes (e.g. costs and savings to the driving public) are capable of providing.

165. **C-191:** The consultant shall monitor the telecommunications providers and inform NYSDOT of any that is not making the 511 IVR system dialing code available to their customers. Can you please clarify this requirement?
**Answer:** Telecommunication providers are required to provide free routing to the 511NY system when any of their customers dial any of the 511 access numbers.

166. **C-202:** The consultant shall provide for the addition and removal of floodgate messages, such as Amber alerts, within 10 minutes of notification. Is this requirement limited to business hours?
**Answer:** This Requirement is not limited to business hours. The vendor will also be expected to meet this requirement during major events and emergencies.

167. **C-250:** The consultant shall perform 511NY Failover/Fallback testing monthly or at the discretion of NYSDOT. If failover/failback testing is to be completed monthly, how does this affect SLA? Does any system downtime caused by failback result in the incurring of penalties based on system uptime requirements?
**Answer:** 511NY Failover/Fallback testing should be exempt from penalties. The testing should be scheduled at low volume times.

168. **ENH-100:** "The system shall provide an estimate of the costs and savings associated with all the performance measures identified herein, as appropriate, that can be attributed to use of the 511NY system." Can you please clarify this requirement?
**Answer:** See response to Question #164 above.

169. **C-193:** "The consultant shall provide automated, proactive monitoring of the TransAlert System 24 hours a day, 7 days a week, and will: Schedule daily operational checks to ensure that the system is performing properly Immediately
notify NYSDOT of any loss of service as defined by the 511NY Service Level Agreement" – This is currently NYSDOT system. Will this application be hosted and maintained by the NY511 project?

**Answer:** No, the TransAlert system will not be hosted and maintained by the 511NY project.

170. On Requirement ENH-116 - The system shall enable mobile users to enter a text string and perform searches within the entire 511NY site, our assumption is this is for the Mobile Website and NOT the mobile app. Is this correct?

**Answer:** This requirement is applicable to the Mobile Website and Mobile App.

171. For requirement ENH-129 - The system shall enable mobile users to set a Map Refresh Rate for a combined traffic and transit map, what is the lowest allowed refresh rate?

**Answer:** The lowest allowed refresh rate is 5 minutes.

172. For requirement ENH-130 - The system shall enable mobile users to Save a Map for a combined traffic and transit map - our assumption is this is for the Mobile Website and NOT the mobile app. Is this correct?

**Answer:** This requirement is applicable to the Mobile Website and Mobile App.

173. For requirement ENH-146 - The system shall enable mobile users to search the event list fields – Is this for the Mobile Website AND the Mobile App?

**Answer:** This requirement is applicable to the Mobile Website and Mobile App.

174. For requirement ENH-147 - The mobile user trip planner shall utilize Google Auto complete for the Start and End fields – Is this for the Mobile Website AND the Mobile App?

**Answer:** This requirement is applicable to the Mobile Website and Mobile App.

175. For requirement ENH-148 - The system shall enable mobile users to view multiple webcrawls – Is this for the Mobile Website AND the Mobile App?

**Answer:** This requirement is applicable to the Mobile Website and Mobile App.

177. For section 3.5.5.4 - does NYSDOT already have a calibrated model for the performance metrics requested? If not, does NYSDOT have any requirements on the specific product that we use? if a new model is needed, will NYSDOT provide all data necessary to calibrate the model and provide requirements for the calibration?

**Answer:** No. NYSDOT does not have a model or requirements on the specific products that are to be used. However, the model should be consistent with national standards and expandable to other performance measures. NYSDOT will provide all data necessary to calibrate the model and provide requirements for calibration.
178. RFP section 4.2.4 Technical Approach states: “The offeror shall describe its approach for performing the work and accomplishing the scope and objectives as identified in Sections 2 and 3 of this RFP. Offerors must complete Attachment 7, ‘Requirement Traceability Matrix’, and to provide the page number(s) in their proposal where the approach to meeting each requirement is provided.” RFP section 4.2.5 Management Approach states: “The offeror shall describe its management approach for performing the work and accomplishing the scope and objectives as identified in Sections 2 and 3 of this RFP. Offerors must complete Attachment 7, ‘Requirement Traceability Matrix’, and provide the page number(s) in their proposal where the approach to meeting each requirement is provided.” Should the RTM be placed in the technical or management approach section, or both? Alternatively, may we place it in an appendix or after the cover letter?

**Answer:** The RTM should be submitted along with Part I - Technical and Management Proposal.

179. In Attachment 8, Phase 1 Costs, Project Initiation and Planning – cost items are shown as C-1 through C-5, but in the RFP and Attachment 7, RTM, there are 6 items (item C-4, Training, is missing.) Please clarify.

**Answer:** Tables 1 and 1A are summary tables for all Phase 1 and Phase 2 511NY costs. Respondents shall not enter any costs in these tables. All costing for requirements and deliverables, must be entered on Worksheet 2, Tables 2 through 6. The exception is 'Additional Requirements', i.e., Probe Data; these costs are to be entered on Worksheet 4-Table 8.

180. In the Cost Table, Attachment 8, Phase 1 Costs, Project Execution and Control, should “C-29, Set up secure production environment,” be priced?

**Answer:** See question #179.

181. In the Cost Table, Attachment 8, Phase 1 Costs, System replication, should the pricing for “Schedule and Hold 511NY Data Migration readiness Review” include requirement C-62?

**Answer:** See question #179.

182. Attachment 8 references the Cut-over go-live requirements as C-81 and C-82, but should they be C-91 – C-94? There are no C-81 or C-82 requirements in Attachment 7 or the RFP.

**Answer:** Correct. Cut-over and go-live are requirements number C-91 thru C-94.

183. In the Cost Table, Attachment 8, not all C-xx and ENH-xx requirements are included in the pricing table. Specifically missing are: C-6, C-29, C-62, C-78, C-79, C-91, C-92, C-93, C-94, C-281, C-282, C-283, C-284, C-285, C-285, C-206, C-207, C-209, C-238, C-239, C-240, C-248, C-249, C-250, C-251, C-252, C-253, Also: ENH-57, and ENH-58. Should any of these items be priced? Will the government update Attachment 8?

**Answer:** See question #179.

184. In the Cost Table, Attachment 8, Phase 1 Costs, Training, the requirements C-261, C-262, and C-263 are not associated with training and do not match the
185. **Answer:** Yes, the references in the Cost Table – Attachment 8 – should reference C-281, C-282, C-283, C-284, C-285, and C-286. See question #179 for additional information.

186. In the Cost Table, Attachment 8, Phase I Costs, Training, the requirement C-263, Provide Shared Document Repository Training, is requirement C-284 in the RFP and RTM. Please clarify which is correct.

**Answer:** C-284 is correct.

187. In the Cost Table, Attachment 8, Phase II Costs, the 5th requirement row shows “C-201 – C-205, C-208, C-“. Can the government please provide the missing information?

**Answer:** C-211, the Excel cell is truncated

188. In the Cost Table, Attachment 8, Phase II Costs, Provide Social Media Support indicates these charges relate to requirements C-241 – C-247, however in Attachment 7, RTM, they are provided as requirements C-261 – C-267. Which is correct?

**Answer:** Social Media Support are requirements C-261 through C-267

189. Section 5.2.2.1.1, Technical Presentation Process, states that “The key staff members identified in the consultant’s proposal must attend.” Are all 10 key personnel required to attend?

**Answer:** The specific individuals required to attend the Technical Presentations will be identified in the Technical Presentation Package to be provide to each consultant invited to make a Presentation.

190. Attachment 1 – Page 8 – Section 9 — Insurance: Subsection A, item 3, references the use of Form C218 to document insurance coverage. This form lists several policies of insurance other than the General Liability and Workers Compensation policies specified in Subsection B. Please confirm that the General Liability and Workers Compensation policies are the only policies for which coverage must be listed on Form C218 for the State.

**Answer:** Insurance Requirements are detailed in Attachment 1 (Draft Contract), section 9.B (page 10).