April 12, 2013

SUBJECT: MODIFICATION NO. 6 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 192 thru 251 is appended to the existing Appendix 19: RFP Questions and Answers

2. Delete section 6.6 in the RFP, and substitute the following:

6.6 Tentative Schedule of Events

NYSDOT will attempt to adhere to the following schedule with regard to this solicitation. The schedule is subject to change at the discretion of NYSDOT.

<table>
<thead>
<tr>
<th>Event</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Release Date</td>
<td>December 14, 2012</td>
</tr>
<tr>
<td>Question Submittal Deadline</td>
<td>April 1, 2013</td>
</tr>
<tr>
<td>Question Response Deadline</td>
<td>April 8, 2013</td>
</tr>
<tr>
<td>Proposals Due</td>
<td>April 30, 2013 at 12:00 noon Eastern Time</td>
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<tr>
<td>Proposal Evaluation Begins</td>
<td>May 1, 2013</td>
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<tr>
<td>Technical Presentations</td>
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<td>Consultant Selection</td>
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<tr>
<td>Contract Approval</td>
<td>August 1, 2013</td>
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</tbody>
</table>
No other provision of the solicitation is otherwise changed or modified.

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
Attachment 19
RFP Questions and Answers
Questions 192 to 251

192. Answers to questions are due on April 8th, while the document shall be delivered during April 19th, leaving just 7 working days to amend the proposal. Answers to questions are likely to require significant re-writes and updated financial proposals, which will take significantly longer than the time made available, which will largely be used for printing and shipping. We therefore respectfully ask that there are three weeks provided between answers to questions and proposal delivery, which will ensure the delivery of a proposal of the quality required by NYSDOT.

Answer: See the changes in this Modification #6.

193. Attachment 15 – The Network Architecture diagram was last updated in June 2012 – is this the latest version?

Answer: Yes

194. Attachment 15 Page 9 – Network Architecture diagram, this is very difficult to read the text, is it possible to get this diagram as a PDF?

Answer: NYSDOT provided 26 separate technical documents (in .pdf format) with descriptions of the 511NY technical architecture, data feeds, VMS messaging and other technical details. Also, three separate monthly reports (in MS Word format) were provided. Vendors are encouraged to review this information in order to answer Questions 194 through 210 below. Technical documentation is available at: https://www.dot.ny.gov/portal/page/portal/doing-business/opportunities/consult-opportunities (see document: CO31118 Reference Documents) (zip format)

195. Attachment 15 Page 9 – Network Architecture Diagram – shows Integration with Region 1 MIST data interface – please define what this interface is, how it is used within the 511 context, and please provide a copy of all interface documentation.

Answer: See question #194 above

196. Attachment 15 Page 9 – Network Architecture Diagram – shows a Region 8 Data converter, please define what this is and provide information about the service and the data interface.

Answer: See question #194 above.

197. Attachment 15 Page 9 – Network Architect Diagram – shows a Region 10 VMS Webservice, please provide information of what this is and is provided and/or posted to this Webservice and the associated data interface formats.

Answer: See question #194 above
198. Attachment 15 511NY Context Diagram – It shows NYSDOT operations staff (external to 511) providing 511NY information, please identify what data they are providing, and in what format.

**Answer:** See question #194 above

199. Attachment 15 511NY Context Diagram – Shows that there is a NYSDOT FTP server delivering CCTV images to the 511 Environment. How does this differ from the other CCTV images received and in what format are these images received – please could you also supply the data schema.

**Answer:** See question #194 above

200. Attachment 15 511NY Context Diagram – Shows that there is a MTA Downstate Bridge Camera CCTV Feed delivering images to the 511 Environment. In what format are these images received – please could you also supply the data schema.

**Answer:** See question #194 above

201. Attachment 15 511NY Context Diagram – Shows that there is a Westchester County CCTV Feed delivering images to the 511 Environment. In what format are these images received – please could you also supply the data schema.

**Answer:** See question #194 above

202. Attachment 15 511NY Context Diagram – Shows that there is a NITTEC Major Crossings XML feed. What data is provided through this feed, in what format and is it possible to get a data schema of this? Is this ostensible Speed data?

**Answer:** See question #194 above

203. Attachment 15 511NY Context Diagram – Shows that there is a NITTEC VMS XML feed. What data is provided and is it possible to get a data schema of this?

**Answer:** See question #194 above

204. Attachment 15 511NY Context Diagram – Shows that there is a NYSDOT Region 10 VMS feed. What data is provided and is it possible, in what format is this provided and please can we get a data schema of this?

**Answer:** See question #194 above

205. Attachment 15 511NY Context Diagram – Shows that there is a NYSDOT FTP server delivering Speed data. What data is being delivered, please specify roads and extent, what format is this data received, and please provide a data scheme of this.

**Answer:** See question #194 above

206. Attachment 15 511NY Context Diagram – Shows that there is a CARS511 interface delivering incident data, please provide a data scheme of this.

**Answer:** See question #194 above

207. Attachment 15 511NY Context Diagram – Please could you help define where Transit data is coming from?

**Answer:** See question #194 above
208. Attachment 15 Page 2 – States that Region 2 provides CCTV through a company called Secureserver.net, please provide information on what data is received, the frame rate, and a data schema to identify the difference between this and TrafficLand.

**Answer:** See question #194 above

209. Attachment 15 511NY Context Diagram – The only speed data which seems to be made available is through TRANSMIT, NITTEC Major Crossing, and the NYSDOT FTP webservers. Is data aggregated in the NYSDOT FTP Webservers, ensuring that a supplier only retrieve data from essentially one location, or are there additional Speed data providers (probe data) such as EazyPass, Loop detectors, Radar detectors etc? And if so, please provide information of where this data is made available and in which formats.

**Answer:** See question #194 above

210. Attachment 15 511NY Context Diagram – With the exception of WTA information, there does not appear to currently be any external Weather feed, is this correct? If not, please provide information of where weather data is being provided and in what format, and whether this will remain in place after contract award?

211. Attachment 15 does not appear to have any reference to Trips123. Where and how does this currently get data from and integrate with 511?

**Answer:** Trips 123 was a pre-cursor to the Transit Trip Planner. Trips 123 no longer exists, its functionality was rolled into the Transit Trip Planner.

212. Attachment 15 511NY Context Diagram – With the exception of Region 10 supplying MTA transit data through the Open Reach interface, there does not appear to be any other transit data feeds coming into the 511NY environment, please confirm how transit data is currently being provided and integrated into 511NY, or is this all the transit data that is made available?

**Answer:** Transit Data is provided and integrated into 511NY via the Web Data Management System (WDMS). Schedule data for over 120 agencies is input and maintained in WDMS.

213. Attachment 15 Page 1 – Within the TRANSCOM section, it is stated that Region 10 provides Radar data which is integrated into the TRANSMIT data feeds. Would this suggest that this is an identical data interface to the TRANSMIT data interface, or is this a sub-schema of the Open Reach schema? If it is the latter, please provide an overview of how this data will be structured.

**Answer:** The sensor data is communicated through the TRANSMIT data interface.

214. Attachment 15 Page 1 – States that NITTEC CCTV images are provided by Crossroads, while Attachment 15 511NY Context diagram suggests that it could be provided by both TrafficLand and Crossroads – please confirm which it is.

**Answer:** NITTEC CCTV images are provided by both TrafficLand and Crossroads.
215. Attachment 15 511NY Context Diagram – There does not appear to be any VMS data being provided other than from Regions 10 and from NITTEC, is this correct, and if not where is other VMS data coming from?

   Answer: VMS data from Region 10 and NITTEC are currently only provided and displayed on 511NY Web.

216. Attachment 15 Page 2 indicated that there is no CCTV data made available from Region 10, However the Context diagram indicates that there is. Please confirm which is correct.

   Answer: CCTV data is provided from Region 10.

217. Attachment 15 511NY Context Diagram – There does not appear to be CCTV feeds available from Regions 1,3,5,6,7 and 9 – is this correct? If not, where are those feeds coming from, provided by whom, and would it be possible to be provided with data schemas of these?

   Answer: R1 CCTV feeds are from the NYSDOT FTP server as shown in the 511NY Context Diagram. Region 3 CCTV feeds are from TrafficLand as shown in the 511NY Context Diagram. Region 5 CCTV feeds come from NITTEC as shown in the 511NY Context Diagram. Region 6 CCTV feeds come from a Regional server. Region 7 and 9 feeds are currently down, however once active they will be provided from Regional servers, not TrafficLand.

218. Attachment 15 511NY Context Diagram indicates that PA camera feeds are from TrafficLand, while Page 3 indicates that they are not. Please confirm which is correct, if this is not a TrafficLand feed, please identify the nature of the feed, and whether this is an HTTP service or needs to be pulled from the host site. Also please confirm what the schema is if it does need pulling.

   Answer: Attachment 15 is incorrect. At this time 511NY does not have any camera feeds for Pennsylvania.

219. Attachment 15 Page 3 indicates that MTO provides CCTV images from the servers, but does not identify whether this is also a TrafficLand feed – it does however identify that it is within the 511NY Context diagram. Please confirm. If they are not from TrafficLand please identify the nature of the feed, and whether this is an HTTP service or needs to be pulled from the host site. Also please confirm what the schema is if it does need pulling.

   Answer: MTO CCTV images are pulled from the host site. Please see Attachment 15 for a schema.

220. Attachment 15 Page 3 indicates that NYCDOT provides CCTV images from the servers, but does not identify whether this is also a TrafficLand feed – it does however identify that it is within the 511NY Context diagram. Please confirm. If they are not from TrafficLand please identify the nature of the feed, and whether this is an HTTP service or needs to be pulled from the host site. Also please confirm what the schema is if it does need pulling.

   Answer: NYCDOT CCTV images are pulled from the host site. Please see Attachment 15 for a schema.

221. Attachment 15 511NY Context Diagram – There does not appear to be export mechanisms out to any social media such as Twitter, Facebook, Pintrest and Flickr – have these just been missed off?
222. Attachment 15 511NY Context Diagram – There does not appear to be any mechanism to provide alert notifications – where would these normally come from?

**Answer:** TransAlert are currently the only alert notifications. These are entered and distributed through the NY-Alert System, which is independent of 511NY.

223. Page 30 of the RFP indicates that NYSDOT is already collecting probe data every 60 seconds from loops, acoustic, BlueTooth, Sensys and Transmit sensors. Where is this data made available from, and in what format as this does not seem to be reflected in Attachment 15 511NY Context Diagram

**Answer:** Probe data is collected into various ATMS systems at Traffic Management Centers across the state, and then fed to 511NY. Information on specific formats cannot be provided at this time.

224. Page 1 Attachment 15. NYSDOT Operations staff manually enter WTA data – how is this provided to 511? Is this also through the CARS511 data Integration channel? Should this be a 511 interface enabling Operations staff the ability to enter information directly?

**Answer:** The WTA data is fed to 511NY via an XML feed. See the Web & Data Fusion document for more information. There is an existing interface for operations staff to enter WTA data.

225. Page 1 Attachment 15. Please provide the WTA data schema? Is this also through the CARS511 data Integration channel? Should this be a 511 interface enabling Operations staff the ability to enter information directly?

**Answer:** Please see section 3.2.14 Web & Data Fusion document for data schema. NYSDOT WTA data is not integrated through CARS511. There currently is an interface for NYSDOT operations staff to manually enter WTA information that is sent directly to 511NY. However, NYS Thruway Authority information is provided to NYSDOT via a VPN and then passed on to 511NY through CARS511.

226. WDMS does not seem to have been mentioned in attachment 15 as a 511 feed. Is this correct, and if not where would this be located on both the 511NY Context Diagram and on the 511NY Network?

**Answer:** WDMS is a database used to update and maintain transit carrier data which carriers can export but it does not have an automated data feed connection to 511.

227. Answers to questions are due on February 28th while the document shall be delivered during March 8th, leaving just 5 working days to amend the proposal. Answers to questions are likely to require significant re-writes and updated financial proposals, which will take significantly longer than the time made available. We therefore respectfully ask that there are three weeks provided
between answers to questions and proposal delivery, which will ensure the delivery of a proposal of the quality required by NYSDOT.

**Answer:** See the change in this Modification #6

228. Attachment 20, Please confirm that Native Data Format = "Data Interface" means that data is manually maintained in the WDMS?

**Answer:** This indicates that WDMS is used by transit carriers to update and maintain the carriers schedule data.

229. Would NYSDOT be receptive to a new system to replace WDMS, if it can be proven to provide more flexibility and more functionality?

**Answer:** Yes, NYSDOT would be receptive to a new system to replace WDMS, if proven to provide more flexibility and functionality.

230. The RFP states that the transit data will be available in GTFS and SDP formats. However attachment 20 shows also other interfaces including the TranStar Data interface. Please can you confirm whether all agencies can deliver the data in either GTFS or SDP formats?

**Answer:** Yes, all carriers from which we receive data feeds provide the data in either GTFS or SDP formats.

231. What is the process for entering data manually, particularly transit data, and does such a process exist?

**Answer:** WDMS is the tool used to input schedule data. Carriers are provided training and support manuals to manually enter data.

232. What data is currently manually added or manually amended?

**Answer:** Transit schedule data is currently manually added or amended.

233. Will MY511 accounts be transferred if the event that a new supplier is chosen, or are there restriction on whether this data can be provided?

**Answer:** Yes, My511NY accounts will need to be transferred in the event a new vendor is chosen.

234. Does NYSDOT own the Google App stores, the iTunes or the Blackberry App World 511NY App environments, or who do these mobile app bookmarks belong to. That’s to say, can these current application bookmarks be transferred to a new supplier who will be able to place new apps using the existing app names?

**Answer:** Currently NYSDOT has accounts for each app store. Credentials for these accounts can be provided to the vendor to upload the latest version of the 511NY mobile app.

235. ENH-149, please confirm what is mean by “Travel Links”

**Answer:** Travel links are links to websites for other modes of travel, such as airports, bicycling, tourism and commercial vehicles. Please see the 511NY website for an example.

236. ENH-150, Please confirm what is mean by this requirement, does the sign locations, hyperlinks and logos feed already exist, and if so can you provide an example and specification of this? Or, is it suggested that one will be set-up and NYSDOT wish to be the gatekeeper to this?
Answer: This requirement is a placeholder in the event that a 511NY highway sign sponsor wishes to include a link to their website on the 511NY website or mobile app. At this time the highway sign sponsorship program is not active, and there is/are no current sponsor(s).

237. Attachment 3 specifies that the prime consultant must provide at least three and no more than five past project references. However, on page 64 of the RFP, it states, "If the proposal is being presented by an offeror and one or more sub-offerors (subcontractors), at least two of the references must be for work completed by the offeror." Please clarify the range of project references allowable to the prime consultant.

Answer: As stated in Attachment 3, the Prime Consultant must provide at least three and no more than five past project references. However, if there are subcontractors/subconsultants and one or more of the project references are provided for work completed by the subcontractors/subconsultants, then at least two of the project references must be for work completed by the Prime Consultant.

238. Attachment 4 indicates, “Proposers are to submit Form R plus a resume (no more than three pages) for each person....” Please confirm that the resumes are limited to three pages each, but the Form Rs do not have a page limit requirement.

Answer: Resumes are limited to three pages. Form R does not have a page limit, but the sum of the “Total Time” of the projects listed must confirm the “Total number of years experience for meeting requirements stated in RFP section 3.7 for Key Personnel role above”.

239. Instructions in Attachment 4 indicate that each resume should include the proposed staff’s contact information. Should an office address, email, and phone number all be included?

Answer: Yes

240. Attachment 10: Please confirm that this is to be filled out only once contract has been awarded.

Answer: Attachment 10, Form A must be submitted by the designated Prime Consultant before contract execution by the Office of the State Comptroller. Form B must be submitted annually by the Prime Consultant.

241. In the attachments, there are several forms that must be included with the proposal. Are all forms to be filled out only by the prime consultant, or should any of the forms be filled out by proposed subconsultants?

Answer: Only the Prime Consultant must complete Attachments #2, 12, 13, 17, and 18. All other Forms may be completed by either the prime or subconsultants/subcontractors.

242. Page 57, Table 17, R-2: In the list of staff involved in proposal preparation, should subconsultant staff involved in the preparation of qualifications be listed, or only prime consultant staff?

Answer: All staff involved in the proposal preparation, including the Prime and subconsultant/subcontractor staff.
244. Page 27 of the RFP: The selected consultant shall provide a Business Continuity, Disaster Recovery, and Failover services. The following are the questions pertaining to the DR requirement:
   a. Is there a designated existing DR site or does vendor have to include both primary and hosting locations within the solution. If existing, at what location?
      **Answer:** There is not a designated disaster recovery site. Vendors should outline in their technical proposal their recommended solution for business continuity, disaster recovery and similar safeguards.
   b. Does the requirement include full functionality of the NY511 functional components including but not limited to 511 IVR public web services, etc.? If not, what is anticipated functionality?
      **Answer:** The anticipated functionality is to have the 511 system operational as quickly as possible. Vendors should stipulate in their Technical Proposal their business continuity, disaster recovery plan(s).
   c. For the IVR, does the requirement include full IVR call density for inbound and call transfer functionality or partial density?
      **Answer:** Answer is unknown at this time.
   d. If the latter, what call density is required?
   e. **Answer:** Answer is unknown at this time.
   f. Does the DR requirements include a hot site?
      **Answer:** No.
   g. h. What is required fail over period?
      i. **Answer:** Respondents should refer to the Service Level Addendum, Attachment 16 for expected performance measures.

245. Are there any known problems with the WDMS that the contractor would be responsible to fix? If so, what are they?
   **Answer:** There are no known problems with WDMS.

246. What specific enhancements/improvements to the WDMS does NYSDOT need or want?
   **Answer:** There are a number of enhancements that have been identified. However, the scope and implementation schedule is TBD. The application will be operational as-is at the time of transition to a new contractor. Enhancements will be the subject of scoping and may be managed under this 511NY contract as extra work or under other external development contract vehicles and coordinated with the 511NY contractor.

247. How is the accuracy of transit schedules from 120+ agencies in the trip planner currently monitored? How does NYSDOT expect it to be monitored?

248. **Answer:** There is a technical support function under the existing contract to assist transit agencies in supplying and providing Q/A Q/C for their data and this operations, maintenance and technical support function is a requested element of this RFP.
249. What are the current monthly request volumes for the transit trip planner broken down via all access channels including web access?

**Answer:** We do not have access to these metrics.

250. Does the Trip planner require a mobile smart phone application version besides the web page? This question is different than asking if the web site needs to be configured to allow mobile phones to view the web based trip planner application.

**Answer:** No, the mobile app version is not dependent on the website and simply uses web services to populate with trip planner information.

251. Can you address the following questions with NY, regarding NY-511 RFP section 4.3.1 Cost Section, page 67, which states “… The winning Contractor will act as the agent for NYSDOT to purchase services from these contracts….“

a. Will NY State be the customer of record for the AT&T services ordered by Contractor?

**Answer:** NYS will be the customer on record for telco services ordered by the Contractor.

b. Is NYSDOT keeping the 800 TFNs?

**Answer:** Yes, NYSDOT is keeping the 800 toll free numbers.

c. Will NY State retain billing with AT&T for Services ordered by Contractor (i.e. Volt Delta) acting as agent for NY State?

**Answer:** The contractor should retain billing with the telco company, who will be a subcontractor to the contractor. The contractor will then bill NYSDOT for the telco services.

d. Does NYSDOT expect the winning contractor to assume responsibility for the 800 Toll Free numbers that point to the NY 511 IVR system? Meaning that the contractor will negotiate telco rates with AT&T and rebill NYSDOT for the usage?

**Answer:** NYSDOT expects the winning contractor to assume responsibility for the 800 toll free numbers that point to the IVR system. NYSDOT should not be re-billed for past usage at the negotiated rates.

e. The winning contractor orders AT&T Telco infrastructure from the NY state GSA contract per the RFP to bring the 511 usage to its IVR data centers, does the AT&T monthly telco fees and 800 toll fee usage get billed directly to NYSDOT or does NYSDOT expect the winning contractor to pay AT&T and then charge NYSDOT directly?

**Answer:** The contractor should retain billing with the telco company, who will be a subcontractor to the contractor. The contractor will then bill NYSDOT for the telco services.