

MEMORANDUM

DATE: 4/27/2021
TO: All Proposers
RE: Questions and Answers I
Proposal ID: DOT-RFP-21-3010-KW
Description: District Three Northwest Florida Regional Transportation Management Center Operations Support

1. How will DMS accuracy be measured?

Response: Criteria are provided in Exhibit A, page 30, Table A.3.2. Performance Measures.

2. The SOP for ITS Operations attached to the ad is D6's. Is this an oversight?

Response: The D3 SOP was provided with Addendum 1.

3. ITS monthly uptime requirements are 99.8% critical and 98% for Non-critical. Will scheduled outages or weather-related outages be considered outages?

Response: Yes. However, instances will be evaluated on case-by-case basis.

4. Section 19.1, chart, numbers 3 and 4: can D3 please define Critical and Non-critical?

Response: Critical - any and all components necessary to perform all TMC functions recognized as to the performance of SunGuide. Non-critical - any components ancillary to support of the consultant in performing requirements of the contract.

5. Vacancy for seat penalty: can D3 define what is meant by vacancy? For example, are there any allowances for unavoidable issues like sudden illness on floor?

Response: It is the responsibility of the Vendor to maintain proper levels of coverage on the floor. Unavoidable exceptions will be evaluated on a case-by-case basis.

6. Clause 4.1: If the current vendor wins the award, are they required to submit this info for employees working under the current contract?

Response: Yes

7. Clause 4.4: Is the FDOT going to designate the Vendor PM as the SLERS contact to the FHP to submit info and receive approvals/denials?

Response: No

8. Clause 4.4: The FHP usually doesn't provide BG/criminal history service to private companies. Does this refer to the SLERS only?

Response: FDLE provides the criminal background check on behalf of FDOT, as requested, which is the SLERS process.

9. A Bid Opportunity List is not included in RFP but is mentioned in the RFP Checklist. Is it still required?

Response: A Bid Opportunity List is not required for this solicitation.

10. Are we still required to include a Letter from a Surety Company?

Response: No, a bond is not required.

11. What is the requirement for the MBE Planned Utilization Form included in the RFP?

Response: Indicate on the MBE form any anticipated MBE Utilization for the contract.

Are we required to submit it as part of the proposal?

Response: Yes

12. The checklist refers to a "DBE Participation Statement," which is not mentioned elsewhere in the RFP.

Response: The DBE Participation Statement is not required under this solicitation.

13. Can FDOT D3 clarify what the expectations are for the MBE Planned Utilization Form or any other DBE/MBE requirements?

Response: Per Section 5 of the RFP the form should be submitted with the technical proposal and indicate the anticipated MBE utilization for the contract.

14. Section 7.3.1.n. of the scope of services reads as follows: "Providing necessary remote access capability for the ITS IT Network staff (i.e., vendor-provided laptop/tablet equipped with internet service) to IT equipment." Is it the intention of this statement to require the operations contractor to provide an internet connection through an internet service provider to the traffic management center?

Response: Yes

15. Section 7.3.1.o. of the scope of services reads as follows: "Meeting all Department requirements for ITSFM and coordinating with the Department if any relevant devices require mitigation to FDOT ITSFM software." The ITSFM editor training requires a minimum of 5 miles of data encoding through the system to become certified in this area. Given there is not 5 miles of encoding to be completed on the District 3 system, it will not be possible for the IT staff on this contract to gain that certification. Is it the intention of this statement to require the successful vendor to provide ITSFM editor support, with coordination through the IT staff, to complete any necessary ITSFM software migrations?

Response: Yes

16. Now that demark locations are at the hub sites, who will be responsible for the fiber between the RTMC and the hubs if repairs are needed?

Response: The Department's ITS Maintenance Contractor.

17. What is the condition of the existing fiber? Will OTDR readings be available to review along with the overall long-haul readings? Response: All existing information will be provided to the awarded Vendor. If required, does the IT technician have to be Corning-certified? Response: Yes.

18. When new project devices or equipment are installed that require special tools or devices for testing, will the department purchase the tools and test devices?

Response: All equipment purchase requirements are covered within Exhibit A - Scope of Services (see Sections 2.4 and 8).

19. Regarding RFP section 8 (PDF page 48), what would be the office equipment that the vendor may have to buy?

Response: Per the Scope of Services Exhibit "A" Section 8, "The Vendor shall provide all labor, materials, equipment, and incidentals to perform the required services throughout the term of this Agreement which may include, office equipment, software or daily operational items required for RTMC Operations...". All equipment purchase requirements are covered within Exhibit A - Scope of Services (see Sections 2.4 and 8).

20. Regarding RFP section 8 (PDF page 48), what size bandwidth internet services will be needed?

Response: The Vendor shall provide internet services with minimum upload and download speeds of 500 Mbps.

21. What is the hurricane wind rating of the RTMC building?

Response: Category 2

22. Regarding RFP section 19.1 (PDF page 60) or Exhibit A Page 31 of 31), please explain whether deductions will be assessed to the contractor for situations when department-owned and department-maintained equipment goes down?

Response: Instances will be evaluated on case-by-case basis.

23. Is there a force majeure clause in the RFP? If no, will it be part of the contract that will be issued by the department?

Response: Please refer to PUR 1000, Item 24. referenced in Section 35) Terms and Conditions of the RFP.

24. Does the RFP require a specific MBE percentage?

Response: No.

25. RFP, Section 11, Liability Requirements: The insurance limits listed in this section conflict with the limits shown in the Standard Written Agreement section 4.B. Please clarify the desired limits for liability insurance.

Response: Liability insurance requirements were clarified in Addendum No. 1. posted to the Vendor Bid System.

26. RFP, Section 22.2 Technical Proposal: Will FDOT accept two appendices for 1) required forms and 2) team resumes (not Key Personnel)? If not, under which section should the consultant include these items?

Response: The required certifications should be submitted with the price proposal. The resumes of personnel other than key personnel may be in a separate appendix to the technical proposal.

27. RFP, Section 22.2, Item 2.b Identification of Key Personnel: Please clarify which job roles are considered Key Personnel.

Response: Please refer to Section 3, Table A.1, of Exhibit A, Scope of Services.

28. RFP, Section 22.2, Item 3 Proposer's Technical Plan: Please clarify what facility requirements are expected from Proposers?

Response: Addendum 1 removed "facility requirements" from this section.

29. RFP, Section 27 Electronic Submission of Proposals, Item C: Is 25MB the size limit for each PDF or is 25MB the total MB allotment for attachments submitted to FDOT via email?

Response: The 25MB limitation is the total allotment for an email, including its attachments.

30. RFP, Section 30.1 Evaluation Process: Please identify the Technical Review Committee members.

Response: Chad Williams, William Reynolds, Mike Lewis

31. RFP, Section 34 Attached Forms, MBE Participation Form: What is FDOT's MBE utilization goal for this contract?

Response: The Department's current MBE goal is 7.29%.

32. RFP, Standard Written Agreement, Item 8.G: references incorporation of "Appendix II" should the contract involve the purchase or maintenance of information technology as defined in Section 282.0041. This Appendix II does not appear in the RFP package and is also not included in the item 8.L listing attachments incorporated

by reference. Please clarify if Appendix II applies to this project. If so, will the Department provide it to proposers?

Response: Appendix II does not apply to this solicitation.

33. RFP, Exhibit A, Section 2.3 Personnel: Are items a. through w. anticipated to be supported only with the staff positions identified in Exhibit D, Staffing Proposal?

Response: Yes. All items listed in Section 2.3 shall be covered by the Proposer's Staffing Proposal in Table D.1 of Exhibit D.

34. RFP, Exhibit A, Section 3.0 Required Staff Hours of Service, Table A.1: Please clarify how the vendor will be compensated for on-call positions during after-hours work. (e.g., RTMC Manager, ITS IT Technician, ITS IT Manager - before 7:00AM and after 4:00PM M-F).

Response: They will be compensated with straight time/overtime as needed, with approval.

35. RFP, Exhibit A, Section 3.1 On-Call Requirements: Please define how on-call hours will be compensated. (e.g., Time paid at one and one-half of the hourly rate for each hour or fraction thereof on-call).

Response: Compensation will be straight time/overtime as needed, with approval.

36. RFP, Exhibit A, Section 4.1 New Hire Review: Would the Department consider adjusting this provision to apply to only notification of changes of Key Staff positions as is customary for FDOT contracts?

Response: No.

37. RFP, Exhibit A, Sections 4.1, 4.2, and 4.3 indicated the Department has final authority over the hiring, termination and promotion of Proposer's personnel working under this agreement. Please confirm that these provisions are within the Department's authority.

Response: The Department will not make hiring, promotion, or termination decisions for the successful vendor. The successful vendor may hire, promote or terminate their staff in accordance with their policies and procedures. The Department will review qualifications of staff and make decisions with regard to who is approved to work on this contract and in the RTMC.

38. RFP, Exhibit A, Sections 4.7 Training indicates that staff hours are billable during training. Please confirm this applies to the Proposer's trainers as well.

Response: No. only staff hired for this contract will be paid during training.

39. RFP, Exhibit A, Section 8.0 Vendor Purchase Requirements: What Internet Service does FDOT use currently for the TMC and what speed of internet is needed to replace it?

Response: This is a new requirement for the RTMC. There is not a current internet provider for the Operations Contract. The Vendor shall provide internet services with minimum upload and download speeds of 500 Mbps.

40. RFP, Exhibit A, Section 8.0 Vendor Purchase Requirements, Internet Service:

a. **Please provide the Internet characteristics of the existing and desired Internet service. (e.g., minimum broadband speeds upload/download, number of static IP addresses, etc.)** Response: This is a new requirement for the RTMC. There is not a current internet provider for the Operations Contract. The Vendor shall provide internet services with minimum upload and download speeds of 500 Mbps.

b. **Does the Department require a redundant internet service for this application?** Response: No.

i. **If so, how many redundant paths will be required?** Response: N/A

- c. **Does the Department require a minimum number of public static IP addresses?** Response: All internet services come with a minimum requirement., the vendor shall supply a minimum of 8 public static IP addresses.
- d. **Please confirm if this service will be able to use the emergency backup power system of the Chipley facility.** Response: Yes.
- e. **Please confirm that SunGuide connectivity can be connected via a public IP address.**
 - i. **If not, will a VPN be required?** Response: Public connection to SunGuide is not allowed.
- f. **Please confirm that FL511 connectivity can be connected via a public IP address.**
 - i. **If not, will a VPN be required?** Response: FL511 is a public website that can be accessed through the proposed internet services. However, the RTMC does not provide data to FL511 through the public IP interface. All event data between SunGuide and FL511 is handled internally on the ITS intranet.
- g. **Paragraph 4, Sentence 1: Please describe the "other Department services."** Response: Access to FL511 for operations staff is the primary use for the ISP at this time. Other services may be determined during the term of the contract.
- h. **Please confirm that other Department services connectivity can be connected via a public IP address.**
 - i. **If not, will a VPN be required?** Response: No, general access is not allowed.
- i. **Will this connection be used to troubleshoot ITS field devices?** Response: Please refer to Section 7.3.1 of Exhibit A, Scope of Services.
- j. **Will this connection be required to connect to the internal Chipley network for use staff within the Chipley office?** Response: As for now, access to the FL511 website for operations staff use is the primary use for the ISP. Other services and staff access may be determined during the term of the contract.

41. RFP, Exhibit A, Section 9.2 Qualifications of Key Personnel: Please list the Key Personnel required for this project.

Response: Please refer to Section 3, Table A.1, of Exhibit A, Scope of Services.

42. RFP, Exhibit A, Section 16.2: Please clarify which day of the week starts each reporting week (i.e., Sunday vs Monday).

Response: Currently the operational week is Sunday to Saturday. This is subject to change.

43. RFP, Exhibit A Scope of Services, Section 19 Performance Standards Requirements and Measurements, Table A.3, Section 1 General Items, Item 8 Shift Staffing Requirements: Please provide examples where FDOT would waive this penalty. For instance, would an employee health or family emergency be considered an extenuating circumstance? How would FDOT manage this requirement in a force majeure situation including the COVID-19 pandemic?

Response: Question A-C, as per Scope of Services (??) All situations will be evaluated on a case-by-case basis.

44. RFP, Exhibit A Scope of Services, Section 19 Performance Standards Requirements and Measurements, Table A.3, Section 2 Performance Measures, Items 3 & 4 Performance Measurement Requirement: Please clarify which scope items are "Critical IT Systems" versus "Non-critical IT Systems."

Response: Critical - any and all components necessary to perform all TMC functions recognized as to the performance of SunGuide. Non-critical - any components ancillary to support of the consultant in performing requirements of the contract.

45. Appendix A.V, Job Descriptions: How will the requirements listed in this Appendix be applied in the evaluating Vendor's Technical Proposals?

Response: It will be used in evaluating vendor proposed key staff during technical scoring.

46. Appendix A.V, Job Descriptions: Please confirm that FDOT will consider staff that has relevant experience outside of Florida for all project positions.

Response: Yes, so long as the requirements in Appendix A.V are met.

47. RFP, Exhibit B Method of Compensation, Section 3.0 Compensation, Budgetary Ceiling by Fiscal Year: Will this section be updated to reflect the fiscal years that apply to this contract?

Response: The Method of Compensation provided reflects the funding amounts by fiscal year, not the anticipated expenditures for each fiscal year. The total will fund all years covered by this contract.

48. RFP, Exhibit D Staffing Proposal lists Job titles by all staff position levels (I, II, III). Please identify how many existing operators, shift supervisors and ITS IT Technicians by each staff position level (I, II, III) are currently supporting this contract. Please identify the desired mix of staff position experience levels over the term of the contract.

Response: Please refer to Section 3 of Exhibit A, Scope of Services for operations staff. There are currently 3 IT personnel.

49. RFP, Exhibit D Staffing Proposal does not provide sufficient space to describe the requested information for proposed shifts. Will FDOT provide an Excel version of Exhibit D to allow more space for providing the requested information?

Response: Yes. A Word version of Exhibit D will be provided to the contact on the Request for Proposal Registration Form.

50. Central Office Statewide RTMC Standard Operating Guidelines (SOGs) and the ITS IT SOG were provided per the attachments requested. Can the Department provide the District 3 RTMC and IT/Network Standard Operating Procedures (SOPs) documents?

Response: The D3 documents were provided with Addendum No. 1.

51. Per the ITS IT SOG – Network Org Chart there are positions named under the ITS Lan Administrator - Network Manager, Network Administrator, Network Administrator Desktop Support. Are these three roles apart of this contract or are they provided by the Department? These seem to not match the staff identified by this RFP.

Response: Titles and staff provided in the Scope of Services supersede the SOP preparations guidance.

52. Does District 3 have fiber connection at the RTMC?

Response: Yes.

53. Exhibit A.V: Pages 19-23 – can we get a copy of the Operations exams for all positions?

Response: The testing requirements for staffing are prepared by the awarded vendor.

54. As part of 22.2 Technical Proposal Part I, item #1 EXECUTIVE SUMMARY, the Department limits this section to 10 pages. Are there any other page restrictions for items #2 PROPOSER'S MANAGEMENT PLAN, #3 PROPOSER'S TECHNICAL PLAN, or #4 STAFFING PROPOSAL?

Response: Page limits for all sections were addressed in Addendum No. 1.

55. As part of 22.2 Technical Proposal Part I, item #4 STAFFING PROPOSAL, the Department only wants Exhibit D to be filled out for this, correct?

Response: Yes.

- 56. Are the all Attached Forms (Drug-Free / MBE Participation / Vendor Certification) supposed to go with Part II Price Proposal?** Response: Yes. **Where should state registrations/certification go?** Response: Please include with the technical proposal.
- 57. Section 7.3.1.n. of the scope of services reads as follows: "Providing necessary remote access capability for the ITS IT Network staff (i.e., vendor-provided laptop/tablet equipped with internet service) to IT equipment." Is it the intention of this statement to require the operations contractor to provide an internet connection through an internet service provider to the traffic management center?**
Response: Yes.
- 58. Section 7.3.1.o. of the scope of services reads as follows: "Meeting all Department requirements for ITSFM and coordinating with the Department if any relevant devices require mitigation to FDOT ITSFM software." The ITSFM editor training requires a minimum of 5 miles of data encoding through the system to become certified in this area. Given there is not 5 miles of encoding to be completed on the District 3 system, it will not be possible for the IT staff on this contract to gain that certification. Is it the intention of this statement to require the successful vendor to provide ITSFM editor support, with coordination through the IT staff, to complete any necessary ITSFM software migrations?**
Response: Yes.
- 59. According to the RFP as well as Addendum 1, in Section 4 Staffing Proposal, the Proposer shall provide a Staffing Proposal which sets forth on an average the estimated staff-hours for each skill classification that will be utilized to perform the work required. (See Exhibit D). Exhibit D is a form with a table of staffing categories to be filled out. Can District 3 confirm that Section 4 Staffing Proposal can only contain this Exhibit (the form) or is the District expecting a more detailed staffing proposal? If the latter, what information is expected in the Staffing Proposal beyond Exhibit D?**
Response: A completed Table D.1 in Exhibit D is all that is required.