

**THE PORT AUTHORITY OF NY & NJ**

**PROCUREMENT DEPARTMENT  
2 MONTGOMERY STREET, 3<sup>RD</sup> FL.  
JERSEY CITY, NJ 07302**

11/19/2014

**ADDENDUM # 1**

To prospective Proposer(s) on RFP #40258 for PERFORMANCE OF EXPERT PROFESSIONAL ENTERPRISE CONTENT MANAGEMENT (“ECM”) SERVICES AS REQUESTED ON A “CALL-IN” BASIS DURING 2015-2018

Due back on 11/25/2014, no later than 2:00PM

**I. CHANGES/MODIFICATIONS**

**The following changes/modifications are hereby made to the solicitation documents:**

- A. Delete:** Attachment A, “PERFORMANCE OF EXPERT PROFESSIONAL ENTERPRISE CONTENT MANAGEMENT (ECM) SERVICES AS REQUESTED ON A “CALL-IN” BASIS DURING 2015-2018” in its entirety and

**Replace** with the attached revised Attachment A “PERFORMANCE OF EXPERT PROFESSIONAL ENTERPRISE CONTENT MANAGEMENT (ECM) SERVICES AS REQUESTED ON A “CALL-IN” BASIS DURING 2015-2018

- B. Delete:** Attachment A-2, “ATTACHMENT A-2 PERFORMANCE OF EXPERT PROFESSIONAL ECM SERVICES AS REQUESTED ON A “CALL-IN” BASIS DURING 2015-2018’ TASK#1 ORDER REQUIREMENTS, OPEN TEXT CONTENT SUITE PLATFORM INTEGRATION SPECIALIST” in its entirety and

**Replace** with the attached revised Attachment A-2, “ATTACHMENT A-2 PERFORMANCE OF EXPERT PROFESSIONAL ECM SERVICES AS REQUESTED ON A “CALL-IN” BASIS DURING 2015-2018’ TASK#1 ORDER REQUIREMENTS, OPEN TEXT CONTENT SUITE PLATFORM INTEGRATION SPECIALIST”

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**C. Delete:** III. PROPOSAL FORMAT REQUIREMENTS, item A, line 3, from Section II,

**Replace:** “Section IV, “CALL-IN” PROGRAM SUBMISSION REQUIREMENTS”

**D. Delete:** “Section IV, “CALL-IN” PROGRAM SUBMISSION REQUIREMENTS”, item F, “Records Management Specialist”

**Replace:** “Open Text Content Suite Platform Integration Specialist”

**E. Delete:** The Authority’s Standard Agreement, item 1, “The Port Authority of New York and New Jersey (the "Authority") hereby offers to retain <FIRM NAME> (the “Consultant” or "you") to provide Enterprise Content Management (ECM) Services as requested on an “as needed” basis during 2015 - 2018 as more fully set forth in Attachment A, which is attached hereto and made a part hereof. The term of the Agreement may be renewed at the sole discretion of the Authority for up to two (2) additional one (1)-year periods. Said extension shall be sent by letter from the Chief Procurement Officer at least thirty (30) days prior to the end of the current term. “

**Replace:** The Port Authority of New York and New Jersey (the "Authority") hereby offers to retain FIRM NAME. (the “Consultant” or "you") to provide Enterprise Content Management (ECM) Services, as more fully set forth in Attachment A, which is attached hereto and made a part hereof, on a "call-in" basis during 2015.

The ECM Call-In Program shall be for three (3) years. At the Authority's discretion, Consultant may be required to enter into a new agreement for each of the following two (2) years (2016-2017 of the Program, at the same hourly labor rates, which agreements shall be identical to this Agreement, unless otherwise mutually agreed upon by the parties. Subsequent agreements shall be sent to the Contractor at least 30 days prior to the end of the current term.

The Authority does not guarantee the ordering of any services under this Agreement and specifically reserves the right, in its sole discretion, to use any person or firm to perform the type of services required hereunder.

## **II. PROPOSER'S QUESTIONS AND ANSWERS**

The following information is available in response to questions submitted by prospective Proposers. The responses should not be deemed to answer all questions, which have been submitted by Proposers to the Port Authority. It addresses only those questions, which the Port Authority has deemed to require additional information and/or clarification. The fact that information has not been supplied with respect to any questions asked by a Proposers does not mean or imply, nor should it be deemed to mean or imply, any meaning, construction, or implication with respect to the terms.

The Port Authority makes no representations, warranties or guarantees that the information contained herein is accurate, complete or timely or that such information accurately represents the conditions that would be encountered during the performance of the Contract. The furnishing of such information by the Port Authority shall not create or be deemed to create any obligation or liability upon it for any reason whatsoever and each Proposer, by submitting its Proposal, expressly agrees that it has not relied upon the foregoing information, and that it shall not hold the Port Authority liable or responsible therefor in any manner whatsoever. Accordingly, nothing contained herein and no representation, statement or promise, of the Port Authority, its Commissioners, officers, agents, representatives, or employees, oral or in writing, shall impair or limit the effect of the warranties of the Bidder required by this Proposal or Contract and the Proposer agrees that it shall not hold the Port Authority liable or responsible therefor in any manner whatsoever.

The Questions and Answers numbering sequence will be continued sequentially in any forthcoming Addenda that may be issued.

<i>Question #1</i>	<p><b>II. PROPOSER PREREQUISITES , points C &amp; D (cut/pasted below)...</b>please confirm either/or OpenText or SharePoint experience will satisfy these requirements:</p> <p>C. The Proposer must demonstrate to the satisfaction of the Port Authority that it has a minimum of three (3) staff members currently employed, each with at least three years of demonstrated qualifications and experience in providing ECM Services with OpenText Content Server <b>or</b> Microsoft SharePoint experience of a nature to that contained in Attachment A, “ECM Call-In Scope of Work”.</p> <p>D. During the time period stated in (A) above, the Proposer shall demonstrate satisfactory performance of at least three (3) contracts in providing ECM Services with OpenText Content Server <b>or</b> Microsoft SharePoint experience or similar ECM services.</p>
<i>Answer #1</i>	<b>Or</b> is correct
<i>Question #2</i>	<p>The RFP states that the 25 pages limit applies “only to letters G and H in section II below.” <b>A.</b> Do you mean section IV? <b>B.</b> Please clarify Sections G is a repeat of section C, and section H is a repeat of section E. <b>C.</b> Do we need to respond to both repeating questions?</p>
<i>Answer #2</i>	<p><b>A.</b> In section <b>III PROPOSAL FORMAT REQUIREMENTS-</b> Correction: “only to letters G and H in section IV below.”</p> <p><b>B.</b> Responses are required for Sections C, E, G, and H separately.</p> <p>    a. G is requesting M/WBE information and C is not.</p> <p>    b. E is requesting references only pertaining to the scope of work in the RFP. Whereas, H is requesting</p>

	<p>additional projects that may not pertain to the scope of work in the RFP.</p> <p><b>NOTE: Any Port Authority employee linked to Livelink projects cannot be identified as a reference.</b></p>
<b>Question #3</b>	Are the forms counted towards the 25 pages, e.g. Form E and F? Can we convert the forms to .doc and adjust line spacing?
<b>Answer #3</b>	All forms are counted toward the 25 pages.
<b>Question #4</b>	Does the 25 page limit include our response to Task Order 1? If not, is there a page limit for Task Order 1?
<b>Answer #4</b>	The 25 pages do not include the Task Order. Task Orders are to be provided in a separate seal package. However, the response to the Task Order should only provide the requirements in the RFP.
<b>Question #5</b>	<p>Can we propose a candidate for multiple labor categories? Can we propose multiple candidates for the same category?</p> <p>a. How should we propose the cost, since the experience may be different from the required labor category and the staff?</p>
<b>Answer #5</b>	You can propose a candidate for multiple categories, and you can propose multiple candidates for the same category. You can only provide one hourly rate for each of the Technical Skill/Specialty categories proposed.
<b>Question #6</b>	Should we submit our Task Order #1 response as a separate proposal package? Or can it be bound together with the proposal for the call-in contract?
<b>Answer #6</b>	See Answer#4
<b>Question #7</b>	Task order 1 is for the Open Text Extended ECM Specialist. When are you going to issue task orders for the remaining 7 positions?
<b>Answer #7</b>	A date is not available at this time.
<b>Question #8</b>	<p>“A detailed description of the proposed technical approach to be taken for the performance of the required services for each task in Attachment A-2, and a schedule for completion of said tasks.”</p> <p>This is a position for one individual to support a variety of ECM application servers in the development and production environments. What level of project approach do you expect? Is a high level approach sufficient?</p> <ol style="list-style-type: none"> <li>1. Install, upgrade, configure, and support Open Text Content Suite Platform suite of applications including Content Server (Livelink), Directory Services, Archive Server and Records Management;</li> <li>2. Optimize the effectiveness of Content Server Searching and Indexing Engines;</li> </ol>

	<p>3. Install, configure, and support Open Text Extended ECM for SAP Solutions, eForms Management, and Brava Enterprise Servers;</p> <p>4. Provide second-tier user support to Content Server (Livelink) user community; and</p> <p>5. Provide technical support to various Content Server (Livelink) projects.</p>
<b>Answer #8</b>	This section has been revised. Please see addendum 1.
<b>Question #9</b>	Proposed management approach for Task Order 1: This is the same as the management approach for the call-in contract. Do we need to repeat?
<b>Answer #9</b>	This section has been revised. Please see addendum 1.
<b>Question #10</b>	For Task Order 1, you request an organizational structure. How many people do you need to be in this structure? If we are only proposing one person, is this still necessary?
<b>Answer #10</b>	This section has been revised. Please see addendum 1.
<b>Question #11</b>	<b>ATTACHMENT A-2:</b> As mentioned in RFP document on page#14 (attachment A-2), our understanding is task#1 order requirement is only limited to Opentext Integration specialist role and his task on other skills like records management, xECM, archive server is limited to administration activities on those roles and not from implementation perspective as separate respective specialists will be made available to play those roles. So technical approach will be limited to integration specialist tasks on content server administration, configuration, upgrade along with limited administration support from content server side for archive server, records management and xECM for SAP. Kindly confirm the understanding.
<b>Answer #11</b>	That is correct. The Open Text Integration Specialist's role on Records Management, xECM and Archive Server are limited to the administration support on the Content Server side.
<b>Question #12</b>	<b>ATTACHMENT A:</b> As per description of technical skills (Page#11..Role E), xECM specialist needs experience with the integration of Content Server with scanning technologies such as Open Text Enterprise Scan and experience with OpenText Directory Services (OTDS) and Enterprise Connect installation and configuration. But this is more administration work and responsibilities of Opentext integrations specialist (Opentext administrator). Please confirm if this correct assumption.
<b>Answer #12</b>	Please submit proposal on the Technical Skill/Speciality described in addendum 1.
<b>Question #13</b>	Kindly let us know the time duration (1 yr or less than that) which you would like us to consider for different roles while providing rates?
<b>Answer #13</b>	In accordance with Attachment D, "Hourly Rate Price Sheet",

	<p>item H:          “At the Authority's discretion, Contractor may be required to enter into a new agreement for each of the following three (3) years of the Program, at the same hourly labor rates, which agreements shall be identical to this Agreement, unless otherwise mutually agreed upon by the parties. Subsequent agreements shall be sent to the Contractor at least 30 days prior to the end of the current term.</p>
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**FOR INFORMATION PURPOSES ONLY, ATTACHED IS THE PRICING FROM THE MOST RECENT PURCHASE:**

The Port Authority of New York and New Jersey does not guarantee the relevancy of the pricing material as it may pertain to proposals solicited for other contracts. Vendors are cautioned that the use of this information, to determine future bid prices, or for any other purpose, shall be used at the vendor’s own risk. Proposal prices should be based on the company’s costs, overhead and profit. The material requested may be based on a different specification and/or different quantity or delivery requirements than those in future solicitations.

This communication should be initialed by you and annexed to your Proposal upon submission.

In case any Proposer fails to conform to these instructions, its Proposal will nevertheless be construed as though this communication had been so physically annexed and initialed.

THE PORT AUTHORITY OF NY & NJ

KATHY LESLIE WHELAN, ASSISTANT  
 COMMODITIES AND SERVICES

PROPOSER'S FIRM NAME: \_\_\_\_\_

INITIALED: \_\_\_\_\_

DATE: \_\_\_\_\_

QUESTIONS CONCERNING THIS ADDENDUM MAY BE ADDRESSED TO  
 LESLEY BROWN, WHO CAN BE REACHED AT (201) 395-3469 or at  
 lbrown@panynj.gov.

**ATTACHMENT A**  
**ENTERPRISE CONTENT MANAGEMENT (ECM) CALL-IN**  
**SCOPE OF SERVICES**

**I. BACKGROUND**

The Port Authority of New York and New Jersey (the “Port Authority” or the “Authority”) is a municipal corporate instrumentality and political subdivision of the States of New York and New Jersey, created and existing by virtue of the Compact of April 30, 1921, made by and between the two States, and thereafter consented to by the Congress of the United States. It is charged with providing transportation, terminal and other facilities of trade and commerce within the Port District. The Port District comprises an area of about 1,500 square miles in both States, centering about New York Harbor. The Port District includes the Cities of New York and Yonkers in New York State, and the cities of Newark, Jersey City, Bayonne, Hoboken and Elizabeth in the State of New Jersey, and over 200 other municipalities, including all or part of seventeen counties, in the two States. The Port Authority manages and/or operates all of the region’s major commercial airports (Newark Liberty International, John F. Kennedy International, Teterboro, LaGuardia and Stewart International Airports), marine terminals in both New Jersey and New York (Ports Newark and Elizabeth, Howland Hook and Brooklyn Piers); and its interstate tunnels and bridges (the Lincoln and Holland Tunnels; the George Washington, Bayonne, and Goethals Bridges; and the Outerbridge Crossing), which are vital “Gateways to the Nation.”

In addition, the Port Authority operates the Port Authority Bus Terminal in Manhattan, the largest facility of its kind in the world, and the George Washington Bridge and Journal Square Transportation Center bus stations. A key link in interstate commuter travel, the Port Authority also operates the Port Authority Trans-Hudson Corporation (PATH), a rapid rail transit system linking Newark, and the Jersey City and Hoboken waterfronts, with midtown and downtown Manhattan. A number of other key properties are managed by the agency including but not limited to a large satellite communications facility (the Teleport) in Staten Island, and a resource recovery co-generation plant in Newark. Prior to September 11, 2001, the Port Authority’s headquarters were located in the World Trade Center, and that complex is still owned and being partially redeveloped by the Authority.

***Current Environment***

The Port Authority currently utilizes the Open Text Content Suite Platform suite of products to provide consistent Agency-branded solutions for electronic file management, collaboration, sharing, business process management, and overall document management scenarios.

The Port Authority Content Server (Livelihood) production environment consists of four (4) clusters, namely, Port Authority Content Services (PACS), Downtown Restoration Program (DRP), Project Website (PWS), and Archive. Each cluster consists of three (3) to five (5) Content Server (Livelihood) version 9.7.1 or version 10.0 instances running on different Windows Server platforms.

The Content Server (Livelink) Administration and Support Team manages the Content Server (Livelink) environment and is responsible for the overall implementation and support of the environment. The team is in the process of upgrading the four Content Server (Livelink) clusters from version 9.7.1 to the new version 10.0, taking full advantage of the 64-bit architecture and faster CPUs. The Content Server Team has also worked with the Architecture Team to devise a plan to virtualize the entire Content Server (Livelink) production environment.

## **II. SCOPE OF WORK**

The Technology Department has designated Content Server (Livelink) from Open Text as the Agency's standard platform for Enterprise Content Management (ECM) as well as corporate records management. While Content Server (Livelink) has been used to develop a number of ECM applications to date (mainly document repositories), it is anticipated that this tool will be exploited to a much greater extent in the near future to address all aspects of corporate document management, corporate records management, application-specific case management, SAP integration, and a variety of business workflows. The Port Authority is therefore seeking companies to support and assist with this expansion.

The services of the Consultant may generally consist of providing 'best practices' design principles in the development of specific Content Server-based applications. The Consultant may also be responsible for developing workflow-oriented applications that take full advantage of all the technical components of Content Server (and optional modules), including taxonomy classification of documents, as well as Application Programming Integration (API) with other sources of corporate data, including the use of Blubaker's DMC2 software for conversion projects.

Additionally, the Consultant's responsibilities may include, but not limited to:

- A. Designing a wide range of business applications including:
  - 1. Document classification/records management;
  - 2. Legal case management; and
  - 3. Construction project management collaboration.
  
- B. Integrating a wide range of technologies including:
  - 1. Workflow;
  - 2. Information hierarchy/taxonomy;
  - 3. Open Text Tempo Box;
  - 4. Barcoding and/or Optical Character Recognition (OCR) technology;
  - 5. SharePoint integration;
  - 6. Electronic mail (e.g., Outlook);
  - 7. Portal integration;
  - 8. Other sources of corporate data through Content Server APIs (e.g., SAP, PeopleSoft, Primavera, etc.); and
  - 9. Long-term electronic and paper records retention schedule.
  
- C. Developing appropriate operational documentation to support developed applications.

### **III. DESCRIPTION OF TECHNICAL SKILL / SPECIALITY**

The Consultant shall provide expertise in ECM Services to address Content Server needs with experience in the following skills, education, experience and technical qualifications:

#### **A. Open Text Content Suite Platform Integration Specialist**

- Minimum of three (3) years experience with installation and configuration of Content Server (LiveLink) in a cluster environment and “hands on” experience in performing Content Server (Livelink) upgrades and troubleshooting Content Server related problems
- Minimum of two (2) years experience with configuration and troubleshooting of Content Server search and index engines
- Minimum of three (3) years experience in Content Server (Livelink) system administration and user support
- Minimum of one (1) year experience providing Content Server (Livelink) workflow supports and troubleshooting
- Minimum of one (1) year experience with installation and configuration of Open Text Enterprise Connect and Office Editor
- Bachelor’s degree, preferably in Information Technology

#### **B. Open Text Content Server (Livelink) Workflow Designer**

- Minimum of three (3) years experience with design and implementation of Content Server (Livelink) workflows to match complex business processes, specifically, experience with development and customization of workflows, LiveReports and eForms
- Minimum of two (2) years experience providing Content Server (Livelink) workflow user supports and troubleshooting
- Minimum of two (2) years experience with programming in JavaScript and HTML
- Experience with comprehensive testing, quality assurance and documentation

#### **C. Records Management Specialist**

- Minimum of three (3) years experience with implementation and configuration of Records Management Systems including Open Text RM and Open Text Physical Objects to support a corporate records management platform
- Minimum of two (2) years experience with creation and implementation of retention schedules and guidelines
- Experience in data mapping, enterprise application migrations, object importer/exporter tools and the ability to adapt records management to changing needs of advanced technology with a focus on electronic records
- Solid understanding of electronic document management systems
- Knowledge of classification of metadata for enhanced search capabilities
- Bachelor’s degree, preferably in Information Technology

#### **D. Open Text Archive Server Specialist**

- Minimum of two (2) years experience with installation, configuration, troubleshooting, and support of Open Text Archive Server and Apache Tomcat in a Microsoft Failover Cluster environment
- Minimum of one (1) year “hands-on” experience with installation and configuration of OpenText Directory Services (OTDS)
- Minimum of two (2) years experience with configuration of Storage Rules for Content Server (Livelink) document migration to the Archive Server
- Experience with Content Server 10.0 administration and troubleshooting
- Good understanding of IT infrastructure technologies including Windows servers and storage area network (SAN) systems
- Bachelor’s degree, preferably in Information Technology

#### **E. Open Text Extended ECM (xECM) Specialist**

- Minimum of two (2) years experience with implementation, troubleshooting, and support of the Open Text xECM for SAP Solutions suite of applications
- Minimum of one (1) year experience with implementation of Open Text Records Management and Open Text Physical Objects
- Advanced technical and configuration proficiency with the xECM software system and its various modules
- Experience with OpenText Directory Services (OTDS) and Enterprise Connect installation and configuration
- Bachelor’s degree, preferably in Information Technology

#### **F. Microsoft SharePoint Administrator**

- Minimum of three (3) years experience with administration of Microsoft SharePoint 2010 as well as experience with installation and configuration in a server farm environment
- Minimum of two (2) years experience with configuration and optimization of SharePoint Search
- Minimum of three (3) years experience providing SharePoint user supports and troubleshooting user problems
- Have the capabilities to deploy workflows, SharePoint sites, site collections and web applications and solutions
- Have the capabilities to monitor and audit SharePoint environment activity (e.g. site usage and growth, disk space usage and growth)
- Bachelor’s degree, preferably in Information Technology

### **G. Microsoft SharePoint Developer**

- Minimum of three (3) years experience with the design and development of Microsoft SharePoint sites and web parts for enterprise Portal Collaboration solutions
- Minimum of two (2) years experience with SharePoint customizations that include master pages, templates and themes in a .NET environment
- Minimum of two (2) years experience with building SharePoint workflow packages to meet end user requirements
- Minimum of three (3) years experience with programming languages such as JavaScript, HTML, and C#
- Bachelor's degree, preferably in Information Technology

### **H. Open Text Content Server (Livelink) Taxonomy Specialist**

- Minimum three (3) years of "hands on" experience with enterprise taxonomy, metadata models, and the content object model; possess strong analytical and detailed design skills for plan, test, configuration, change management and support experience
- Experience with creation of document taxonomies for specific workgroups and knowledge transfer to a named content manager (e.g., configuring a taxonomy/metadata for a Law Department)
- Minimum of two (2) years experience with Content Server (Livelink) user and group management, permission schemes, folder structure and metadata
- Have the capabilities to develop and implement document and records management taxonomies.

**ATTACHMENT A-2**  
**PERFORMANCE OF EXPERT PROFESSIONAL ECM SERVICES**  
**AS REQUESTED ON A “CALL-IN” BASIS DURING 2015-2018**  
**TASK#1 ORDER REQUIREMENTS**  
**“OPEN TEXT CONTENT SUITE PLATFORM INTEGRATION SPECIALIST”**

**I. OBJECTIVE**

The Authority is seeking a firm (“the Consultant”) to provide an Open Text Content Suite Platform Integration Specialist Consultant.

**II. SCOPE OF WORK**

The Enterprise Content Management (ECM) Consultant shall serve as the Open Text Content Suite Platform Integration Specialist of the ECM Support Team, which support a variety of ECM application servers in the development and production environments. This individual must be highly skilled, knowledgeable, experienced with Open Text’s Content Server (Livelink) suite of tools, and have strong experience in and the ability to troubleshoot Content Server-related problems. The Consultant shall work in a large corporate environment and under aggressive time lines supporting multiple concurrent projects.

A. The Consultant’s responsibilities shall include, but not limited to the following:

1. Install, upgrade, configure, and support Open Text Content Suite Platform suite of applications including Content Server (Livelink), Directory Services, Archive Server and Records Management.
2. Optimize the effectiveness of Content Server Searching and Indexing Engines.
3. Install, configure, and support Open Text Extended ECM for SAP Solutions.
4. Install, configure, and support Open Text eForms Management.
5. Install, configure, and support Brava Enterprise Servers.
6. Provide second-tier user support to Content Server (Livelink) user community.
7. Provide technical support to various Content Server (Livelink) projects.

B. The successful candidate should be a ‘self-starter’ with the following education, experience, and technical qualifications:

1. Minimum of three (3) years experience with installation and configuration of Content Server (LiveLink) in a cluster environment and “hands on” experience in performing Content Server (Livelink) upgrades and troubleshooting Content Server related problems;
2. Minimum of two (2) years experience with configuration and troubleshooting of Content Server search and index engines;
3. Minimum of three (3) years experience in Content Server (Livelink) system administration and user support;
4. Minimum of one (1) year experience providing Content Server (Livelink) workflow supports and troubleshooting;

5. Minimum of one (1) year experience with installation and configuration of Open Text Enterprise Connect and Office Editor;
  6. Bachelor's degree, preferably in Information Technology.
- C. Other Toolset Skills or Soft skills listed below are optional. These skill sets are highly desirable, as these are the various technologies that Content Server interfaces with or used:
1. Knowledge of VMware ESXi environment.
  2. Knowledge of Records Management Systems.
  3. Microsoft MS-SQL Database and working knowledge of SQL queries.
  4. Working knowledge of Microsoft Windows Server Operating Systems and Microsoft Office.
  5. Effective oral and written communication skills.
  6. Good interpersonal skills.

### **III. WORK HOURS**

The normal workday for the Open Text Content Suite Platform Integration Specialist will be 9 AM to 5 PM, Monday through Friday except for observed holidays. The Consultant shall work an 8-hour workday, with a mandatory 45 minutes lunch break. Total billable hours per week shall not exceed 36.25 hours. All overtime must be pre-approved by the Project Manager before any work is performed.

### **IV. TIME FRAMES**

It is anticipated that the project shall start on 4/1/15 or sooner, and expire on 3/31/16.

### **V. EVALUATION CRITERIA**

Proposals will be evaluated based on the following criteria, listed in order of importance:

- A. The degree and extent to which the proposal for the services is cost effective for the Port Authority of NY & NJ.
- B. The degree and extent to which the proposed staff has the Content Server (Livelink) experience and qualifications as described in the SOW.
- C. The degree and extent to which the proposed firm has the resources available for the project at the time frame specified in the SOW.

### **VI. RESPONSE REQUIREMENTS**

The response must address all items listed in Section II, "Scope of Work", of this document as well as the items listed below:

- A. Provide resumes of all proposed staff who are available for this project. Staff being proposed must meet the education, experience and technical qualifications identified for the Open Text Content Suite Platform Integration Specialist in Section III of the RFP, Description of Technical Skill/Specialty.

- B. Provide detailed description, including Content Server (Livelink) versions of at least two (2) assignments where the proposed Open Text Content Suite Platform Integration Specialist had responsibilities for performing Content Server (Livelink) installation or upgrade tasks. References identifying telephone number and e-mail contact information must be provided for each reference.
- C. Provide detailed description of at least one (1) assignment where the proposed Open Text Content Suite Platform Integration Specialist had responsibility for supporting workflow applications using Content Server (Livelink). References identifying telephone number and e-mail contact information must be provided for each reference.
- D. Provide hourly billing rate for the proposed Open Text Content Suite Platform Integration Specialist. The rate proposed can be lower than the rate stated in your response to the Enterprise Content Management (ECM) services Call-in RFP (RFP #40258) but may not be higher.

## **VII. TASK ORDER SUBMISSION REQUIREMENTS**

If your firm is proposing on the task order for a “OpenText Content Suite Platform Integration Specialist, as set forth in Attachment A-2, the following information in your separate proposal for these services:

- A. A detailed description of the proposed technical approach to be taken for the performance of the required services for each task in Attachment A-2, and a schedule for completion of said tasks. Factors addressed in your technical approach shall include, but are not limited to, your proposed methodology and strategy for performing the services in Attachment A-2 as well as any specific software or other technology you may employ in the performance of these services.
- B. A detailed description of the proposed management approach to performance of the required services described in Attachment A-2. Factors addressed in your management approach shall include, but are not limited to: your proposed organizational structure for delivery of the contemplated services; your proposed approach to ensuring the quality and timeliness of the required work products; and your proposed approach to keeping the client apprised of the project status.
- C. You are required to submit one (1) reproducible original and seven (7) copies, along with eight (8) compact disc copies, of your Proposal for review.