

THE PORT AUTHORITY OF NY & NJ

**PROCUREMENT DEPARTMENT
4 WORLD TRADE CENTER (4 WTC)
150 GREENWICH STREET, 21ST FLOOR
NEW YORK, NY 10007**

6/8/2018

ADDENDUM # 1

To prospective Proposer(s) on RFP # 53088 for Request for Proposal to provide Enterprise Reporting, Data Delivery and Analytics Services as requested on a “Call-In” basis, three (3) year contract

Due back on 6/19/2018, no later than 02:00PM
(Originally due on 6/12/2018, no later than 02:00PM)

I. CHANGES/MODIFICATIONS

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

- 1) The RFP due date is hereby extended to 6/19/2018, no later than 02:00 PM
- 2) Reference is made to page 26, Attachment E, entitled “Scope of Work,” Section E, entitled “General Requirements”. The following shall be inserted immediately following the last sentence of subsection 5:

“The support resources are not required to be on-site for “off hour” support. In general, off-hours support and/or troubleshooting shall be handled as regular work time not to exceed 40 hours per week. Off-hours support may be performed remotely utilizing Authority provided VPN access. System notifications indicating an outage will be delivered via email from the Authority.”
- 3) Reference is made to page 28, Attachment E, entitled “Scope of Work”, Section F, entitled “Category 1 – Application Maintenance and Support Services (AMSS)”. The following shall be inserted between subsection 5 and subsection 6:

“Any unresolved production failure or issue in AMSS category, after initial debugging and troubleshooting by maintenance analysts, shall be escalated to the developers as a second or third level support task.

PS11All

The Port Authority Help Desk will triage all support calls, based on an application specific flow chart that is provided to them and maintained by the EDA Application Support Team to determine what type of symptoms should be referred to different third party resolvers. Possible third party resolvers include the TEC Server Team, the TEC DBA Team, the TEC Networking Team or this EDA team for application specific issues.”

- 4) Reference is made to page 25, Attachment E, entitled “Scope of Work”, Section D, entitled “Current Application Environment”. The following shall be inserted immediately following the last sentence of subsection D:

“E. Version of Cognos (TM1 and BI) currently in use is 10.2.2, MS SQL Server and SSIS is running on version 2012.

F. Windows Server Operating System is currently hosted on Windows Server 2012.

- 5) Reference is made to page 25, Attachment E, entitled “Scope of Work”, Section D, entitled “Current Application Environment”. The following shall be inserted immediately following the third sentence of the first paragraph:

“The server currently used is a distributed, single sign on architecture, hosted on both virtual and physical machines. There are currently approximately 200 report users. The environments are Development, Staging, QA and Production and all of these shall require support.”

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 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 Proposer 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.

Question # 1	Are the roles to be considered full time or will they be a mix of full time and part time, and if so, what is the anticipated split?
Answer # 1	Refer to the RFP document, page 26, Attachment E, entitled “Scope of Work”, Section E, entitled “General Requirements”, subsection 4.
Question # 2	Are there specific hours, functions, technology or processes required for off-hours support? How will the Contractor be compensated for off-hours support? Shall the Contractor provide such services on-site, off-site or both?
Answer # 2	Refer to the RFP document, page 26, Attachment E, entitled “Scope of Work”, Section E, entitled “General Requirements”, subsection 4, and Changes/Modifications #2 above.
Question # 3	May the Contractor submit more than one candidate/resume for each role outlined in Attachment E?
Answer # 3	Yes. Please refer to the RFP document, page 8, Section 4, entitled “Evaluation Criteria and Ranking” and page 15, Section 6, entitled “Proposal Submission Requirements”, Subsection H, entitled “Proposal”, item 1, entitled “Staff Experience - Composite Matrix & Individual Resumes”.
Question # 4	Will the Port Authority provide ramp-up time to ensure the Contractor’s understanding of the Port Authority’s internal SDLC process and requirements?
Answer # 4	Yes. The Port Authority will provide an appropriate amount of time for the Contractor to transition.
Question # 5	Does the Port Authority require all resources to be on-site full time? If so, is there any flexibility to this requirement?
Answer # 5	Refer to the RFP document, page 26, Attachment E, entitled “Scope of Work”, Section E, entitled “General Requirements”, subsection 5.

Question # 6	Is there any cap per week for the number of hours from a particular resource? Will this be managed through Port Authority management?
Answer # 6	Refer to the RFP document, page 26, Attachment E, entitled “Scope of Work”, Section E, entitled “General Requirements”, subsection 5.
Question # 7	Are services required during business hours of 24 hours, 7 days per week?
Answer # 7	Refer to the RFP document, page 26, Attachment E, entitled “Scope of Work”, Section E, entitled “General Requirements”, subsection 5.
Question # 8	Can the working model for AMSS and TIIS be onsite and/or offsite?
Answer # 8	It can be a combination of on-site and off-site, but not off-shore.
Question # 9	Can the Port Authority provide a portfolio of, or any other information regarding, any new projects planned for the RFP coverage period?
Answer # 9	This information is not available at this time.
Question # 10	Will the Contractor be the project manager for new technology implementations or will someone from the Port Authority manage delivery?
Answer # 10	Refer to the RFP document, page 24, Attachment E, entitled “Scope of Work”, Section C, entitled “Description of Work”.
Question # 11	Will the Port Authority select multiple vendors for the call-in program that will support specific functions per task order or will it select a single vendor to provide all of the services required for the AMSS and TIIS functions?
Answer # 11	Refer to the RFP document, page 3, second paragraph from the top.
Question # 12	Please define second level and third level support.
Answer # 12	See Changes/Modifications #3 above.
Question # 13	Are ongoing minor updates and enhancements of existing TM1 and BI models included in the Scope of Work?

Answer # 13	Refer to the RFP document, page 27, Attachment E, entitled “Scope of Work”, Section F, entitled “Category 1 – Application Maintenance and Support Services (AMSS)”, subsection 1 and Page 31, Section G, entitled “Cognos Technology Implementations, Development, and Integration Services”, subsection 1.
Question # 14	Please provide the current technology stack with versions and architecture used in the existing environment, as well as the number of current Port Authority report users.
Answer # 14	Refer to the RFP document, page 25, Attachment E, entitled “Scope of Work”, Section D, entitled “Current Application Environment,” and Changes/Modifications #4 and #5 above.
Question # 15	What are the environments for each of the technologies in Planning systems (Development, QA, Production, DR) and which all environments require support?
Answer # 15	Refer to the RFP document, page 25, Attachment E, entitled “Scope of Work”, Section D, entitled “Current Application Environment,” and Changes/Modifications #5 above.
Question # 16	How are users geographically spread across different time-zones and what is the anticipated growth in the user base in next 3 years?
Answer # 16	Refer to the RFP document, page 24, Attachment E, entitled “Scope of Work”, Section A, entitled “General Information: The Port Authority of New York and New Jersey”.
Question # 17	Does the customer have a ticketing tool which shall be used to raise tickets?
Answer # 17	No, there is not ticketing tool. Production issues are managed by sending email to Help-Tickets Distribution List (DL).
Question # 18	Are there existing service level agreements with third party vendors (e.g. product vendors)?
Answer # 18	No.
Question # 19	Will detailed documentation be made available by the Port Authority for all of the technologies in the applications?
Answer # 19	Yes.

Question # 20	Does the Port Authority have an additional disaster recovery environment that will require management using a data backup mechanism via third party applications or checking within TM1/BI backup management?
Answer # 20	A separate disaster recovery environment is available. Refer to the RFP document, page 28, Attachment E, entitled “Scope of Work”, Section F, entitled “Category 1 – Application Maintenance and Support Services (AMSS)”, subsection 7.
Question # 21	Does the Port Authority have only structured data, or are there other types involved?
Answer # 21	Yes. Currently, all the data sources to Data Warehouse are structured.
Question # 22	Is data migration or platform migration from current to new system part of the Scope of Work?
Answer # 22	Yes. Refer to the RFP document, page 31, Attachment E, entitled “Scope of Work”, Section G, entitled “Cognos Technology Implementations, Development, and Integration Services”.
Question # 23	Is there a SharePoint site in place, which has the run books, design documents, requirement documents, testing related documents for the developers to refer?
Answer # 23	Yes.
Question # 24	Does the Authority have a software configuration management tool for maintaining the code versions?
Answer # 24	No.
Question # 25	Does the Authority follow all the SDLC processes for code migration?
Answer # 25	Yes.
Question # 26	Who is the vendor currently supporting the AMSS and TIIS services of Port Authority?
Answer # 26	This information is not available at this time.
Question # 27	Does the Authority have all the upstream and downstream systems contact information?

Answer # 27	Yes.
Question # 28	Does the Authority have access to upstream databases and servers?
Answer # 28	Yes.

The answers to the following questions are not relevant to this Call-In Program RFP. This RFP #53088 describes how to get on the composite Call-In List. Requirements specific to each Task Order, if any, will be communicated during the appropriate mini-RFP.

1. Could we propose maintenance and support team lead as one of consultants?
Thoughts are this could be one of the consulting resources presented against these positions; however, in addition to the position-specific technologies/solutions, he/she could have overall responsibility for ensuring maintenance and support services are delivered efficiently.
2. What is the server configurations currently being used?
3. How many Tableau dashboards will be needed?
4. Who will be the audience (i.e. Executive level, analyst, etc.)?
5. Please let us know if there is any plan for upgrade soon after the AMS take over. The latest version of Cognos is called Cognos Analytics (v11). Similarity TM1 10.x can be upgraded to Planning Analytics. Both these offerings are available on the cloud (Public or private) and on premise versions are also available. Please let us know if the upgrade (if happens) will be on the cloud or on premise or any hybrid solution will be applied
6. Can you please share breakup of tickets (by priority, Levels, type of work, start and end timestamp)?
7. Can this data be provided for last 6 months with sample tickets for each category?
8. Provide details on the data archival policies and procedures.
9. In the current execution model, what is the role of Internal employees. Are there any expectations/changes that you expect when you engage with Contractor?
10. How many Upstream systems does the Authority have?
11. Does the Authority have any file transfer mechanism between servers?
12. What is the current Size of DM/ Data Warehouse?
13. How much of history the Authority maintain in different data layers? Staging? ODS?
14. Do we have a daily batch window?
15. How are the ETL Jobs scheduled currently?
16. What is the ETL batch scheduling tool?
17. How are the BI Reports scheduled currently?
18. What are the different ETL & Reporting SLA's?
19. How many individual views will there be?
20. Please give number of applications to be supported. Give breakup of desktop applications, web applications and excel applications.
21. What is application volumetric? (number of cubes, number of dimensions, number of processes, number of chores, number of clients & groups, number of reports being

- generated from TM1, number of reports generated from BI using TM1 as data source)?
22. Define the complexity of model on basis of calculations, filters, user classes used in model.
 23. Number of existing - reporting solutions and reports? What is the current process used to disseminate information? Any integration with third party tool or portal?
 24. For each of the Cognos applications, please share information and any documentation about:
 - i) Number of Reports /Framework Models /Packages /Cubes /Dashboards /other type of components in the production environment
 - ii) Number of Cognos Servers
 - iii) Cognos Toolset & Version used
 - iv) Common frequencies of reporting
 - v) Delivery Method, scheduling and publishing tools
 - vi) Define the complexity of model on basis of calculations, filters, user classes used in model?
 25. Apart from administration activities, are there any rollover and data validation activities to be taken up? 9. What kind of authentication is implemented in TM1? (TM1 Authentication, Integrated Login, LDAP Authentication, IBM Cognos Security)?
 26. Please provide architecture and data flow diagrams (if possible)
 27. Are there any key challenges that Proponent needs to factor while giving this proposal?
 28. Any special business requirement where client is expecting Scripting and automation techniques to ensure administration, maintenance, and support activities are optimized, repeatable, and sustainable?
 29. From Enhancements/development points of view Is there any clear expectation from client where Proponent needs to look into in order to provide a solution on that? (If any major pain areas identified by project team).
 30. Please provide the details of existing databases, Data Marts and the ETL batches along with job details.
 31. What is the existing project management structure, and communication model?
 32. What is the expected change in the level of support efforts over current and next year?
 33. Is there any backlog for approved TIIS maintenance change requests? Please provide numbers and estimated total efforts for these changes.
 34. Please share the overall vision and roadmap for the EDA Program.
 35. How is the metadata dictionary managed today? Is there a central one for the consuming applications?
 36. How is the metadata managed within the consuming applications tools like Cognos, Power BI, Tableau etc.? How are they synchronized?
 37. Provide the data governance policies and procedures.
 38. With what frequency does the Authority receive data from Upstream systems?
 39. How does the Authority connect to Upstream systems?
 40. What are the following:
 - i) the current data layers?

- ii) Staging?
 - iii) ODS?
 - iv) DataMart/Data Warehouse?
 - v) Any other layer?
 - vi) Current Size of Data Warehouse?
41. What is the current Data Model?
 42. What kind of data we receive from Upstream systems
Incremental data? Full Snapshot? Any other?
 43. How many ETL Jobs currently running in Production?
 44. How many Downstream systems do we have currently?
 45. How is the data been sent to the downstream systems from DB application layer?
 46. How many Active reports? How many scheduled reports?
Any other kind of reports?
 47. What kind of Users Groups and User level security in place?
 48. What is the road map towards "Technology Implementation and Integrations Services (TIIS)"?
 49. How many potential Work orders, enhancements in scope that we would see for the next 3 Years?
 50. What is the code migration process followed to higher environment?
 51. What will be the types of data sources (e.g. RDBMS, Files, etc.)?
 52. What is the Historical Size in GB?
 53. What is the Incremental size in GB?
 54. What will be the Landing Layer?

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

STACEY WILLNER,
MANAGER
TECHNOLOGY DIVISION
PROCUREMENT DEPARTMENT

PROPOSER'S FIRM NAME: _____

INITIALED: _____

DATE: _____

QUESTIONS CONCERNING THIS ADDENDUM MAY BE ADDRESSED TO SRIVIDYA DESHPANDE, AT (212) 435-4637 or at sdeshpande@panynj.gov.