

THE PORT AUTHORITY OF NY & NJ
PROCUREMENT DEPARTMENT
TWO MONTGOMERY STREET, 3RD FLOOR
JERSEY CITY, NJ 07302

Date: July 31, 2013

ADDENDUM #2

To prospective Proposers to Request for Proposals (RFP) # 34159: Aviation Application Management and Administration of Systems at John F. Kennedy, LaGuardia, and Newark Liberty International Airports

Proposals originally due August 16, 2013, no later than 2:00 PM

Proposals now due September 4, 2013, no later than 2:00 PM

CHANGES:

1. Proposal Due Date: The Proposal Due date has been changed to September 4, 2013, no later than 2:00 PM.
2. Page 86, Section 4.6 (Hours of Service) of Attachment C (Scope of Work): Renumber this subsection as Subsection 4.7.
3. Page 86, Section 4.6 (Hours of Service) of Attachment C (Scope of Work), renumbered, as explained above, as Section 4.7: Delete the following sentence from the second paragraph of this renumbered subsection: "It is understood that reductions in staff levels, may result in corresponding reductions of the Contractor's fee."
4. Page 85, Section 4.4, third bullet: Revise this bulleted sentence as follows: "Preparing simple ad hoc query reports for Class 1 and Class 2 systems within 48 hours."
5. Page 30, Section 3 (General Provisions): Add the following as Item E of Section 3: "The Contractor shall verify that its employees working under this Contract (in the United States) are legally present and authorized to work in the United States, as per the federally required I-9 Program. Furthermore, upon request of the Authority, the Contractor shall furnish, or provide access to the Authority, federal Form I-9 (Employment Eligibility Verification) for each individual hired by the Contractor, performing services hereunder. This includes citizens and non-citizens."

QUESTIONS AND ANSWERS

The following information is made available in response to questions submitted by prospective Proposers to the Port Authority of New York and New Jersey's (the "Port Authority" or the "Authority") RFP for Aviation Application Management and Administration of Systems at John F. Kennedy, LaGuardia, and Newark Liberty International Airports. It addresses only those questions that 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 Proposer does not mean or imply anything (nor should it be deemed to have any meaning, construction or implication) with respect to the terms and provisions of the Request for RFP, which will be construed without reference to such questions.

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, orally or in writing, shall impair or limit the effect of the warranties of the Proposer required by this RFP and any resulting contract and the Proposer agrees that it shall not hold the Port Authority liable or responsible therefor in any manner whatsoever.

	RFP Section	Pg.	Topic	Question	Answer
1	General	N/A	Extension	Please extend the Proposal Due Date.	See Change #1, above.
2	General	N/A	Current Resources	Who is the incumbent firm providing the services described in the RFP	The current Contractor is CMC Americas, Inc.
3	General	N/A	Current Maint. Providers	Identify the current maintenance providers for each system covered under this solicitation	ASAAC: Henry Brothers Electronics TOMS: Gentrack, Ltd. ACDTV: VERINT PRCS: 3M MorphoCheck: MorphoTrak, Inc. DataLink: Port Authority of NY & NJ CrossMatch: CrossMatch Technologies
4	1.1	11	Union Jurisdiction	Which unions would claim jurisdiction over any of the systems in place that this solicitation covers.	According to the RFP, "Proposers are advised to ascertain whether any union now represented or not represented at the facility will claim jurisdiction over any aspect of the operations to be performed hereunder" (Page 11).
5	5	14	Evaluation Criteria and Ranking	If Criteria A and B are equal in the evaluation, what is the relative importance of Criterion C in the evaluation process?	This section of the RFP sets forth the evaluation criteria in order of importance and further states that Criteria A and B are of "equal importance." Therefore, compared to Criteria A and B, Criterion C is less important. The Authority does not divulge the evaluative weights or percentages assigned to each criterion.
6	General Contract Provisions	33	Service Levels/ Liquidated Damages	What is the maximum liquidated damages that can be imposed under the terms of the contract, or are they unlimited?	There is no maximum amount of liquidated damages associated with the service levels identified on page 33 of the RFP.
7	Scope of Work (SOW)	65	System Classes	Can any system move from one class to another during the term of the Contract?	Yes.
8	SOW	74	Application Maint.	How many environments (testing, staging, production) exist by location for each system?	None.
9	SOW	85	Service Levels	Provide copies of the current performance of the systems against the stated service levels.	All applicable documentation will be provided to the selected Proposer (Contractor).

10	Cost Proposal	98-99	Est. Extra Work Schedule	Are these the total number of hours the Authority anticipates will be needed in a one-year period for these services?	Yes.
11	General	N/A	References	When do you expect contacting the proposer's references? What will be the manner in which the references will be contacted?	The Authority will determine the timing and manner for contacting the Proposers' references.
12	1.C	9	Current Staffing	Confirm the current support headcount consists of: 1. Account Manager (not dedicated) 2. Program Manager (dedicated-full time) 3. 9 Support Personnel (Dedicated-full time)	Under the current Contract: 1. There is one (1) Account Manager (not dedicated). 2. There is one (1) Program Manger (dedicated). 3. There are nine (9) support personnel overall (dedicated, full time).
13	1.C	9	Current Staffing	Describe the role, responsibilities, and daily activities of the Program Manager.	Presently, the Program Manager is responsible for managing Contractor staff at the airports.
14	1.C	9	Systems	Confirm that CrossMatch and MorphoCheck are no longer within scope of this response.	CrossMatch and MorphoCheck are still included in this RFP.
15	General	N/A	N/A	Confirm that the RFP does not include support of systems at Teterboro Airport and Stewart International Airport.	The RFP does not require services for systems at Teterboro and Stewart International Airports.
16	SOW	General	Workflow	How are tickets communicated to the application support team?	Presently, tickets are not used to convey issues from the end-users to the Contractor's staff. Such issues are usually conveyed telephonically or in person.
17	SOW	General	Level 1 Call Desk	Is the Contractor responsible for Level 1 support (answering phone calls) or is this performed by another organization within the Port Authority?	For Class 1 and 2 Systems and for TOMS, the Contractor will provide all levels of support. For Class 3 Systems (excluding TOMS), Level 1 support calls will be managed through another contract.
18	SOW, Section 4.6	87	Hours of Service	What after-hours support or weekend support is required? What is the frequency?	According to the RFP, "In some instances, specific and ongoing schedule requirements may necessitate the temporary assignment of support staff outside these standard times, e.g. 6:01 PM to 6:59 AM" (pg 86). Because such temporary reassignment will likely result from unanticipated circumstances, it is impossible to anticipate the regularity of such instances and to predict their correlation to specific applications.

19	Attachment D	87-94	Application Support Vendor	<ol style="list-style-type: none"> 1. For each vendor-provided application, is the application still under support? 2. Are you receiving regular updates/releases? 3. Do you receive support from vendors when needed? 	<ol style="list-style-type: none"> 1. Yes. 2. Yes, with the exception of Datalink, which is a Port Authority-written program. 3. Yes.
20	1.C	10	Intensity of Support	Should we assume that the "intensity" metrics are consistent across airports (i.e. the staff at each airport would have a similar allocation)?	Yes
21	Attachment EE.1	102	Pricing Sheet without System Admin.	Provide the level of effort for systems administration required for each application at each airport?	For system administration, the level of effort is equal at each airport. Refer to Section C (pages 9-10) for a description of the anticipated level of intensity per system.
22	1.C	9	Effort Allocation by Work Type	Identify the work breakdown (i.e. application support, database support, systems administration, and user application support) in FTE terms by application over the past 12 months.	<p>Based on one FTE (full-time equivalent):</p> <ul style="list-style-type: none"> • Application Support: 30% • Database Support: 5% • System Admin Support: 20% • End-User Support: 25% • Report Writing: 15% • Programming: 5% <p>The above percentages are approximates.</p>
23	General	N/A	N/A	Are Proposers required to be a Value Added Resellers for Lenel and Verint at the time of submittal, or at the time of award?	The RFP does not require the selected Proposer to be a Lenel- and/or Verint-authorized reseller.
24	General	N/A	N/A	Based solely on the confidential and critical nature of these systems and data, is proposed or actual staff required to be U.S Citizens?	See "Change 5" on Page 1 of this Addendum.
25	SOW	66	User Application Support	Does TOMS support require visiting a field monitor at each terminal?	Yes
26	Attachment D	90	Morpho-Check handheld devices	What are the expectations of the Contractor's comprehension of these handheld devices?	The Authority expects the Contractor to understand the handheld devices' application and to be able to convey and explain a problem to the devices' maintenance provider
27	Attachment D	88	Environment	Is hardware and network maintenance part of the SOW?	No.

28	SOW	66	Class1,2 and 3 Systems and user application support systems	Will the Authority provide the Data Integration or migration tools?	No.
29	Attachment B, Attachment G	52, 105	SSAE & ISO 27001 Certification	<p>The Contractor is required to conduct SSAE SOC2 Audits every year.</p> <p>A. Is this audit to be conducted internally by the Contractor or does the Authority expect the Contractor to engage an external agency to conduct the audit or will the Authority's Audit Department conduct it?</p> <p>B. What is the relevance of the audit to the systems under scope of work? Does the Authority expect SOC2 Audit to be conducted for all Class 1, 2, and 3 systems?</p> <p>C. Will audit-related expenses be billable to Port Authority separate from the Pricing Schedule of Attachment E Cost Proposal?</p> <p>D. Will the Port Authority consider changing the SSAE SOC2 Audit requirement from 'once a year', to 'once in 5 years'?</p>	<p>A. The Contractor shall perform the referenced Audit through a vendor chosen and compensated directly by the Contractor.</p> <p>B. SOC2 Audits shall be performed by the Contractor's designated firm to ensure the integrity and standards of methodologies, services, and procedures employed by the Contractor in providing services under the Contract.</p> <p>C. No.</p> <p>D. No.</p>
30	SOW	85	Operational requests	Will the Authority consider providing more time to generate the requests specified within this section?	For only the reports referenced in the last two bullets in this Section (4.4), the Authority may consider revising the time requirements on a case-by-case basis, but only upon approval by the Authority's Contract Manager or designee of the Contractor's written request for more time to produce the reports.
31	SOW	66	User Application Support (Class 3): Verint and Lenel user	<p>We understand that the Authority has approximately 1480 cameras across the three airports.</p> <p>a. Elaborate on the current process to ensure that the camera has not moved from the stated position?</p>	<p>a) The Contractor's staff looks at the "View" position of the camera to determine if it has moved.</p> <p>b) Looking at the "recording" to review the last five minutes of the recording to validate that the</p>

			application support	<p>b. What is the current process to verify that the camera is recording the actual video correctly?</p> <p>c. What is the approximate time to complete each activity?</p>	<p>recording is working.</p> <p>c) Approximately six hours for all of the cameras.</p>
32	SOW	66	User Application Support (TOMS)	What is the approximate expected number of changes per month or over last year? In addition, what is the size of those changes in terms of effort (hours or days)?	Approximately 10 changes per month, with one hour of effort per change.
33	SOW	66	Class1, 2 and 3 Systems and User Application Support Systems	<p>The Authority expects the Contractor to perform 10 validation programs per year. What is the exact scope of work or functionality of these programs? Provide example(s) to help us understand.</p> <p>We assume these validation program will be distributed over the year, and not happen all together or in a bunch. Please confirm and elaborate.</p>	<p>An example: taking information from an ASAAC-generated report and comparing it to a CrossMatch-generated report.</p> <p>The Port Authority cannot predict the distribution of the validation programs over a year.</p>
34	SOW	69	Application System Administration	For Class 1 & 2 Systems, what would be the approximate number expected annual application changes?	With the exception of DataLink, no application changes to these systems are permissible.
35	SOW	85	Service Levels	<p>Regarding the requirement to prepare "simple ad hoc query reports for Class 1 and 2 systems within 1 day," we understand that current service level is 48 hours (not one day).</p> <p>Would the Authority reconsider revising the RFP's requirement to 48 hours?</p>	See Change 4 on page 1 of this Addendum.
36	1.C	9	Back-ground	<p>How many people are providing application management and administration of the following systems at each airport:</p> <ol style="list-style-type: none"> 1. CCTV? 2. Morphocheck? 3. Crossmatch? 4. IMCS? 5. Datalink? 6. TOMS? 	<ol style="list-style-type: none"> 1. None 2. None 3. None 4. As of the date hereof, the Authority has not purchased an Identity Management Credential System (IMCS). 5. None 6. None
37	SOW	84	Workspace Requirements	<ol style="list-style-type: none"> 1. Shall the Contractor bring computers to perform daily activities and to connect to the Authority network? 2. Will the Authority provide pager, 	<ol style="list-style-type: none"> 1. The Authority will provide the Contractor with computers needed to perform the contractual responsibilities. 2. No.

				blackberry to the Contractor's staff?	
38	SOW	73, 74	2.A.12 Coordinate with Application Hardware/ Software Service Providers : Software Maintenance/Support	Confirm that the following will be billable as extra work? 1. Write/develop needed applications. 2. Assist, manage, run pilot projects 3. Develop, implement, test systems on New Technology 4. Provide any diagnostic software and hardware tools.	The Scope of Work includes the tasks specified in the question, thus they will not be payable according to the Extra Work provisions of the Contract.
39	SOW	73	Tracking Licenses	1. Will the Authority provide tools for performing the McAfee updates and MS Operating patches? 2. Will the Contractor be responsible for procuring the patch deployment tool?	1. The Authority will not provide the Contractor with tools for performing the McAfee updates and MS Operating patches. 2. Yes.
40	SOW	73	Tracking Licenses	Will the Authority provide any additional required hardware, software, tools for operational support for in scope activities advised by the Contractor?	The Authority will not provide any additional required hardware, software or tools for such operational support.
41	SOW	86	Service Levels	The SOW states that the Authority may reduce the Contractor's fee in the event there is reduction in staffing level. We understand that this is a fixed price, SLA- driven contract and the Contractor reserves the right to staffing to meet the RFP-defined SLAs. Also, the prices will be quoted per month by application (not Time and Material), so the Contractor can decide the staffing level to maintain the SLA from time-to-time based on the experience and expertise of the staff and the amount of work expected in month. Clarify if this understanding is correct.	See "Changes" 2 and 3 on page 1 of this Addendum.
42	SOW	66	User Application Support: TOMS	1. Does the support include visiting Field monitors? 2. Is the TOMS Applications available through the web or only accessible to a confined network at Newark Airport? 3. Who is current vendor maintaining these systems?	1. Yes. 2. TOMS is available only through the Authority's network. 3. Gentrack, Ltd.
43	Attach-	90	Morpho-	Shall the Contractor provide support on	The Authority expects the Contractor

	ment D		Check	Handheld devices along with server?	to understand the handheld device's application and to be able to convey and explain a problem to the device's maintenance provider.
44	Attachment D	90	DataLink	Shall the Contractor establish/develop the interface or application to exchange the cardholder information? How many interfaces shall be built?	The application is already established. It is unknown at this time if any other exchanges will be necessary.
45	Attachment D	89	Identity Management Credential System (IMCS)	<ol style="list-style-type: none"> 1. Provide the technology stack of the proposed IMCS solutions. 2. Is IMCS systems a 3 tier or 2 tier architecture? 3. When is this application expected to go live? 4. Who is the vendor who has supplied the IMCS system? 	As of the date hereof, the Authority has not purchased an Identity Management Credential System (IMCS).
46	SOW	66	Data Mining	<ol style="list-style-type: none"> 1. Is there any Data warehouse/mart or Business Intelligence system (existing or proposed) to achieve data mining purposes? 2. Are there specific Data Mining technologies or tools in place (or proposed)? 	<ol style="list-style-type: none"> 1. No. 2. No.
47	SOW	66	Data Mining	<ol style="list-style-type: none"> 1. What are data integration tools in place to acquiring data from multiple systems for analysis purpose? 2. Would the Authority be willing to buy these data integration tools? 	<ol style="list-style-type: none"> 1. At this time, the Authority does not use such tools. 2. At this time, no.
48	SOW	68	Platform Migration	<ol style="list-style-type: none"> 1. Migration / Upgrade of application or database or platform is a kind of major project/service. <ul style="list-style-type: none"> • What are the support services expected from the Contractor? • Is there a test environment existing in the Authority to perform these kind of services? 2. The SOW requires Big Data and predictive analytical tools and platform. Will the Authority provide these tools? 	<ol style="list-style-type: none"> 1. The Contractor shall review scripts and provide oversight of the upgrade. There is no test environment. 2. The Authority will not provide these tools.
49	1.B	7-8	Brief Summary	What is the intention for classifying systems into Class 1, Class 2 and Class 3?	The RFP divides the systems into classes based on their characteristics and needed support. For instance, Class 1 systems are large whereas

				Can the vendor assume that Class 3 systems DO NOT require Application Support, Database Support, and System Administration Support?	Class 2 systems are comparatively smaller (e.g., the system resides on a workstation); both Class 1 and 2 systems require full application support and system administration. On the other hand, Class 3 systems are large, but they require only application support.
50	SOW	65	User Application Support (Class 3)	What is the approximate number of requests the Contractor can expect for download of videos in a month?	The Authority anticipates (but does not guarantee) approximately five (5) such requests per month.
51	SOW	65	User Application Support (Class 3)	What is the current method to determine if the camera is recording the actual video?	The current method: Opening <i>Verint Review</i> (the application itself) to determine if the recording is occurring.
52	SOW	65	User Application Support (Class 3)	Does the Verint application have capability to report the list of cameras not recording actual video?	No.
53	SOW	68	Training	What kind of training is expected in Limited Group Training?	Individual end-user training.
54	SOW	68	Training	Specify the number of users role-based training.	Four or five users per airport.
55	SOW	68	Web Application	Clarify if the codebase will be available.	The Codebase will not be available.
56	SOW	72	Capacity Management	Do you have software to monitor application performance, resource usage, user response time, etc.? Also, specify if the Contractor's resources would have access to this software.	Presently, the Authority does not use software to monitor the tasks specified in the question.
57	SOW	72	Capacity Management	Is the Authority using any software for Performance testing/load testing?	Presently, the Authority does not use software for performance testing/load testing.
58	SOW	76	Informing Management of new software platforms	Confirm that maintenance and upgrade support will be available from the OEMs and applications providers for all systems and the associated hardware specified under Class 1, 2 and 3?	Maintenance will be provided by the application maintenance providers, under separate contracts with the Port Authority, not by the Contractor.
59	SOW	85	Service Levels	Provide the current age, make, and model of the Servers currently being used.	This information will be provided to the selected Proposer (Contractor).
60	SOW	85	Service Levels	Provide the current server configuration including operating systems, memory, RAID, HBA, etc.	This information will be provided to the selected Proposer (Contractor).
61	SOW	85	Service Levels	As each system is a unique entity, clarify all queries and reports created.	This information will be provided to the selected Proposer (Contractor).
62	SOW	65	Warranty	Is the ASAAC System is under a current	Yes.

				support contract?	
63	SOW	65	MFG Support	What is supported under the Support Contract for ASAAC (e.g. hardware, support, length of support term, etc.)?	The entire system.
64	SOW	65	Warranty	Is TOMS under a current support contract?	Yes.
65	SOW	65	MFG support	What is supported under the Support Contract for TOMS (e.g. hardware, support, length of support term, etc.)?	The entire system.
66	SOW	65	Warranty	Is the PRCS under a current support contract?	Yes.
67	SOW	65	MFG Support	What is supported under the Support Contract for PRCS (e.g. hardware, support, length of support term, etc.)?	The entire system.
68	SOW	65	Warranty	Is the CrossMatch Workstation under a current support contract?	The support contract will be in effect in the latter half of 2013.
69	SOW	65	MFG Support	What is supported under the Support Contract for the CrossMatch Workstation (e.g. hardware, support, length of support term, etc.)?	The entire system will be supported.
70	SOW	65	Hardware	Specify the hardware, make, model, and configuration, and age of the CrossMatch Workstation equipment.	This information will be provided to the selected Proposer (Contractor).
71	SOW	65	Morpho-Check	Is the MorphoCheck Handheld Terminal under a current support contract?	Yes.
72	SOW	65	Morpho-Check	What is supported under the Support Contract for MorphoCheck (e.g. hardware, support, length of support term, etc.)?	The entire system.
73	SOW	65	Hardware	Specify the hardware, make, model, and configuration, and age of the MorphoCheck Workstation equipment.	This information will be provided to the selected Proposer (Contractor).
74	SOW	65	Datalink	Is Datalink under a current support contract?	No.
75	SOW	65	Datalink	What is supported under the Support Contract for Datalink (e.g. hardware, support, length of support term, etc.)?	Datalink is not under a support contract.
76	SOW	65	IMCS	Provide a current Identity Management Credential System (IMCS) design for review.	As of the date hereof, the Authority has not purchased an IMCS.
77	SOW	66	Analysis	Provide the latest Business Application Analysis based on the current system configuration.	Currently, the Authority does not perform business application analysis.
78	SOW	66	Data Mining	What data-mining framework or tools are in use?	At this time, the Authority does not use such tools.
79	SOW	66	Data Mining	Does the Authority own the data mining framework and tools?	See the answer to Question 78.
80	SOW	67	Hardware	Which hardware tools are in use?	Standard Microsoft and Solaris tools.

81	SOW	67	Hardware	Does the Authority own the hardware tools?	No. The tools belong to the application maintenance provider, but they are available upon request.
81	SOW	67	Monitoring	Which monitors are in use?	There are no such monitors. Instead, the Authority opens the application and reviews all configurations.
82	SOW	67	Monitoring	Does the Authority own the monitors?	See the answer to question 81.
83	SOW	68	Training	Provide the current training material.	This information will be provided to the selected Proposer (Contractor).
84	SOW	68	Training	Does the Authority develop and create training material?	No.
85	SOW	70-71	Backups	How are systems backed up?	Tape or DVD media.
86	SOW	70-71	Backups	Where offsite are the current backups kept?	This information will be provided to the selected Proposer (Contractor).
87	SOW	70-71	Archive	How are the systems archived?	Tape or DVD media.
88	SOW	70-71	Archive	Where are the archives kept?	This information will be provided to the selected Proposer (Contractor).
89	SOW	76	Change Control	Explain the current change control process.	This information will be provided to the selected Proposer (Contractor).
90	SOW	77	System Test	Does the Authority maintain a fully functional test environment?	No.
91	SOW	77	Prior Versions	Does the Authority maintain a legacy system to support version rollback?	No.
92	Attachment D	88	Hardware	Define the exact model, make, age and configuration of the PRCS.	This information will be provided to the selected Proposer (Contractor).
93	Attachment D	88-93	Software	Windows XP is listed as the operating system that will be used. Will these systems will be migrated to Windows 7 before Contract commencement.	CrossMatch is Windows 7-based. The other applications are Microsoft XP-based. Currently, there are no concrete plans to migrate these applications to Windows 7 before Contract commencement.
94	Attachment D	93	Hardware	Are all ACDTV cameras operational (in service)?	Yes.
95	Attachment D	93	Support	Provide all the ACDTV Camera makes, models, ages and configurations.	This information will be provided to the selected Proposer (Contractor).
96	Attachment D	93	Support	Are all the ACDTV cameras currently under support?	Yes.
97	Attachment D	93	Support	Specify the support terms of the ACDTV Cameras (e.g. hardware, support, length of support term, etc.)?	All of the cameras are supported in their entirety.
98	SOW	69	Business Task Analysis	Does the Authority expect Proposers to propose one resource per airport dedicated solely to providing business task analysis? Or does the Authority expect only one person to provide business task analysis at all three airports?	Proposers should propose staffing plans that, in their opinion, address the requirements specified in the RFP, including but not limited to the provision of business task analysis.

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 NEW YORK & NEW JERSEY

CARMEN REIN
GENERAL MANAGER

PROPOSER'S NAME: _____

INITIALED: _____

DATE: _____

QUESTIONS CONCERNING THIS ADDENDUM MAY BE ADDRESSED TO JAMES SUMMERVILLE:
JSUMMERVILLE@PANYNJ.GOV, 201-395-3454