

# **THE PORT AUTHORITY OF NY & NJ**

**PROCUREMENT DEPARTMENT  
4 WORLD TRADE CENTER  
150 GREENWICH STREET, 21<sup>ST</sup> FL.  
NEW YORK, NY 10007**

1/12/2016

## **ADDENDUM # 3**

To prospective Proposer(s) on RFP # 44310 for ADMINISTRATION AND MAINTENANCE OF THE GROUND TRANSPORTATION INFORMATION SYSTEM AT JOHN F. KENNEDY INTERNATIONAL AIRPORT, NEWARK LIBERTY INTERNATIONAL AIRPORT, LAGUARDIA AIRPORT AND STEWART INTERNATIONAL AIRPORT

Due back on 1/21/2016, no later than 2:00 PM

Originally due on 1/14/2016, no later than 2:00 PM

### **I. CHANGES/MODIFICATIONS**

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

- **Proposal Due Date:**  
The proposal due date has been rescheduled to January 21, 2016, and will be due no later than 2:00 PM.
- **The Section E. “Submission of Proposals” provided below replaces the language for “Submission of Proposals” provided in page 7, Section E.**

#### **E. Submission of Proposals**

One reproducible original (containing original signatures and clearly designated as such) and six (6) double-sided copies of the proposal must be submitted on or before the due date and time in accordance with the information on the cover page of this RFP and sent or delivered to the RFP Custodian at the address specified on the cover page. Each copy of the proposal as well as the parcel(s) used for shipping must be conspicuously marked with the Proposer’s name and address as well as the Proposer’s Vendor Number, if available. In addition, the outside of the package must clearly state the title of this RFP, the number of this RFP and the

Proposal Due Date. Failure to properly label proposal submissions may cause a delay in identification, misdirection or disqualification of proposal submissions.

Express carrier deliveries by commercial vehicles can be made via vendors approved by Silverstein Properties, the 4 World Trade Center (4 WTC) Property Manager, through the Vehicle Security Center (VSC). Presently, UPS is the only delivery vendor with approved recurring delivery times.

There is extensive security at the World Trade Center Site. Individuals must present a valid government-issued photo ID to enter 4 WTC. Individuals without valid identification shall be turned away and their packages not accepted. Individuals without packages or carrying small packages or boxes that can be conveyed by hand or on a hand truck may enter through the lobby. All envelopes, packages and boxes may be subject to additional security screening.

There is no parking available at 4 WTC/150 Greenwich Street, and parking in the surrounding area is extremely limited.

The Port Authority assumes no responsibility for delays caused by any delivery service.

Consistent with environmentally preferable procurement practices, the Port Authority requests all documents submitted to be in a form that can be easily recycled (i.e., no plastic covers or binding) and to provide only supporting literature which directly relates to the proposal being submitted.

- Insert the following Section K, “Contractor Staff Background Screening” and Section L, Automated Clearing House Enrollment provided below after Section J. “Pre-Proposal Meeting(s)/Site Inspections(s), on page 9 of the RFP.

**K. Contractor Staff Background Screening**

The Contractor awarded this contract will be required to have its staff, and any subcontractor’s staff working under this Contract, authorize the Authority or its designee to perform background checks. Such authorization shall be in a form acceptable to the Authority. The Contractor (and subcontractor) may also be required to use an organization designated by the Authority to perform the background checks. The cost for said background checks for staff that pass and are granted a credential shall be reimbursable to the Contractor (and its subcontractors) as an out-

of-pocket expense as provided herein. Staff that are rejected for a credential for any reason are not reimbursable.

As of January 29, 2007, the Secure Worker Access Consortium (S.W.A.C.) is the only Port Authority approved provider to be used to conduct background screening, except as otherwise required by federal law and/or regulation. Information about S.W.A.C., instructions, corporate enrollment, online applications, and location of processing centers can be found at <http://www.secureworker.com>, or S.W.A.C. may be contacted directly at (877)522-7922.

#### **L. Automated Clearing House Enrollment**

The Port Authority of New York and New Jersey is transitioning to an all electronic method of paying its vendors and contractors via an Automated Clearing House (ACH) funds transfer. The Contractor must complete the Port Authority's "Authorization Agreement For Direct Deposits And Direct Payments (ACH Credits)" form, which is available at <http://www.panynj.gov/business-opportunities/pdf/ach-authorization-form.pdf>, in order to receive payment. To avoid delays in payments for commodities and services provided, vendors and contractors must be enrolled in ACH. **Printed accounts payable checks will not be issued.** The Authorization Agreement shall remain in full force and effect until the Port Authority has received written notification from the Contractor of its termination in such time and in such manner as to afford the Port Authority and the depository financial institution(s) a reasonable opportunity to act on it. Any questions on this initiative may be directed to the ACH Enrollments contact line at 201 216-6002 or emailed to [ACHENROLLMENT@PANYNJ.GOV](mailto:ACHENROLLMENT@PANYNJ.GOV).

- The "STATEMENT OF PAYMENTS TO MBE/WBE/DBE SUBCONSULTANTS / LESSORS / SUPPLIERS" attached hereto shall be submitted proposal response for the MBE/WBE Subcontracting plan.

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

The following information is available in response to questions submitted by prospective Bidders. The responses should not be deemed to answer all questions, which have been submitted by Bidders 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

Bidders 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 Bidder, by submitting its Bid, 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 Bid or Contract and the Bidder 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.

**See Attached Responses to Questions.**

<i>Question # 1</i>	<b>Sec 1, Pg 8: The Contractor will not be responsible for installation, administration and maintenance of the hardware, (excluding hardware that Contractor furnishes), operating system, network LAN System comprising GTIS after System is migrated to PAWANET. When do you expect the GTIS system to be migrated to PAWANET?</b>
<i>Answer # 1</i>	<b>GTIS system will be migrated to PAWANET once communication lines are upgraded by Verizon at the airports. Time frame unknown at this time.</b>
<i>Question # 2</i>	<b>Sec 2, Pg 94, Section 2.5.1: System administration and on-call Work (provided through the toll-free number) shall be provided 24 hours per day, 7 days per week as needed to ensure the System performs to the requirements of this Contract? Is it mandatory to provide a toll free number?</b>
<i>Answer # 2</i>	<b>Yes. Provision of a Toll-free number is mandatory.</b>
<i>Question # 3</i>	<b>Sec 3, Pg 93, Section 2.5.1: The Contractor shall provide the Authority with an annual inventory of all hardware, System software, COTS software, and a monthly inventory of all patches or other changes applied to COTS software. In the event that any operating system, network, database, middleware, or other COTS software is no longer supported by its manufacturer, the Contractor shall be responsible for replacement and associated testing (to the Authority's satisfaction) of said software, at no cost to the Authority, for the duration of this Contract</b>

	<b>Application Upgrade has 2 components -Operating Systemware/Database Upgrade. 2nd is GTIS Application Upgrade (Visual Studio upgrade). Do we need to include the cost as part the solution or would PANY&amp;NJ be providing the software since the duration of this contract is 3 +2+2?</b>
<i>Answer # 3</i>	<b>All Port Authority third party Microsoft standard software will be provided by the Port Authority at no cost to the Contractor.</b>
<i>Question # 4</i>	<b>Sec 4, Pg 68, Section G: Backups and Archiving: At the end of each day, the Contractor shall ensure that all GTIS data from the airports will be automatically copied to the central server using customized software scripts written by the Contractor. This data shall then be manually copied onto CDs at regular intervals. Is it reasonable to assume that the PANY&amp;NJ would provide the backup medias?</b>
<i>Answer # 4</i>	<b>The Port Authority will provide backup media at no cost to the Contractor.</b>
<i>Question # 5</i>	<b>What is the weights in evaluation of MBE/WBE (ATTACHMENT N) ? In the site visit it was mentioned that it is mandatory and will be a criteria for evaluation.</b>
<i>Answer # 5</i>	<b>Evaluation weights will not be disclosed. Refer to Section 5, "Evaluation Criteria and Ranking.</b>
<i>Question # 6</i>	<b>What is the weights in evaluation of Environmental product and services (ATTACHMENT N)? In the site visit it was mentioned that it is mandatory and will be a criteria for evaluation?</b>
<i>Answer # 6</i>	<b>Evaluation weights will not be disclosed. Refer to Section 5, "Evaluation Criteria and Ranking.</b>
<i>Question #7</i>	<b>Will Port Authority provide the mobile development platform?</b>
<i>Answer #7</i>	<b>No, Contractor is free to use the platform of his choice but Contract must adhere to the requirements provided in Attachment I Standard Guidelines for Port Authority Technology.</b>
<i>Question #8</i>	<b>Is the RFP submission date going to be postponed? Since once we get the answers to the queries. we might not have sufficient time to prepare our response and make adequate amendments to our proposal.</b>
<i>Answer #8</i>	<b>Proposal Due is extended from 1/11/2016 to 1/21/2016, no later than 2:00 PM</b>
<i>Question #9</i>	<b>Are the Service Level areas and metrics identified in Section 9 negotiable?</b>

<i>Answer #9</i>	<b>No. However, if the Proposer has any specific exceptions, such exceptions should be set forth in a separate letter included with its response to this RFP. After the proposal due date, the Proposer will be precluded from raising any exceptions unless such exceptions are justified by and directly related to substantive changes made by the Port Authority to the project's business or technical requirements and are agreed to by the Proposer and the Port Authority.</b>
<i>Question #10</i>	<b>Is the current contractor and infrastructure fully compliant with Authority Standards, Guidelines and Controls?</b>
<i>Answer #10</i>	<b>Not Applicable at this time. Refer to Attachment D: Description of GTIS And The Authority's Technical Infrastructure</b>
<i>Question #11</i>	<b>The Authority expressed an interest in developing for mobile platforms. How much of the current system is accessible from mobile devices? Is/are there preferred platforms?</b>
<i>Answer #11</i>	<b>Refer to Attachment D: Description of GTIS And The Authority's Technical Infrastructure</b>
<i>Question #12</i>	<b>Should the mobile computing option be quoted separately as an option?</b>
<i>Answer #12</i>	<b>No. See Attachment F "Sample of Work Order," but nothing regarding mobile computing. Under our current infrastructure the Port Authority does not mobile compute.</b>
<i>Question #13</i>	<b>Please elaborate on "data currency" and how it's measured.</b>
<i>Answer #13</i>	<b>Refer to Attachment C: "Contract Specific Terms and Conditions," Paragraph 9, "Required Service Levels and Liquidated Damages for Non-Performance," Subparagraph C: "System Accuracy." It is measured by running daily query reports of database.</b>
<i>Question #14</i>	<b>With respect to End-to-End response time. (A) How is it monitored? (B) As there are users at many points in the infrastructure, from where is it measured? (C) There are infrastructure components outside contractor control, how is this accounted for?</b>
<i>Answer #14</i>	<b>Refer to Attachment C: "Contract Specific Terms and Conditions," Paragraph 9, "Required Service Levels and Liquidated Damages for Non-Performance." For information regarding infrastructure refer to Attachment D: "Description of GTIS And The Authority's Technical Infrastructure 2.1 Network." End to End response time is in the Required Service Levels. Infrastructure components are listed in Infrastructure Attachment.</b>
<i>Question #15</i>	<b>What is the current disaster recovery infrastructure and plan?</b>
<i>Answer #15</i>	<b>Non-existent at this time.</b>
<i>Question #16</i>	<b>Can historical data on help desk/service desk tickets and also on monitoring alerts be provided?</b>

<i>Answer #16</i>	<b>Historical data on help desk service tickets and monitoring alerts are not available</b>
<i>Question #17</i>	<b>Would the Authority be open to a separate contract line item for emergency after hours calls/support?</b>
<i>Answer #17</i>	<b>No.</b>
<i>Question #18</i>	<b>S. No 1, Page 6/1B System administration - until such time GTIS is migrated to PAWANET. What is the plan to migrate to PAWANET? By which date migration is expected to complete? What would be Contractor's role in this migration?</b>
<i>Answer #18</i>	<b>As soon as communication lines are updated. Contractor's role will be to modify application if necessary.</b>
<i>Question #19</i>	<b>S. No 2, Page 6/1B It is mentioned that the Contractor should "Furnish any required hardware that is not provided by Port Authority" - What additional hardware does the Contractor need to provide?</b>
<i>Answer #19</i>	<b>Refer to Attachment D Table 1.C.1 - GTIS Ticket Printer</b>
<i>Question #20</i>	<b>S. No 3, Page 6/1B What is the level and extent of documentation, process manuals, disaster recovery plans, etc. on the GTIS currently available?</b>
<i>Answer #20</i>	<b>Documentation that are available will be provided to awarded Contractor during transition. Currently, there is no disaster recovery plan.</b>
<i>Question #21</i>	<b>S. No 4, Do you have ticket alerting mechanism/tools in place? If yes what is the tools/mechanism? If not what is the expectation from the Contractor?</b>
<i>Answer #21</i>	<b>Not at this time. Refer to Attachment E: Scope of Work, Section 8.4.2 Management Reports</b>
<i>Question #22</i>	<b>S. No 5, Please confirm that hours of operation for the Application Management Services is 8:00 am to 7:00 pm Monday to Friday only or whether 24x7 on-call support is required</b>
<i>Answer #22</i>	<b>Refer to Attachment C - Contract Specific Terms &amp; Conditions Paragraph H- Hours of Service</b>
<i>Question #23</i>	<b>Page 67 / 9 B, Kindly share the current response time for the GTIS application</b>
<i>Answer #23</i>	<b>According to current agreement Contractor shall acknowledge(by email) all Authority generated requests regarding issues affecting the operation and use of the systems within one hour of notification by the Authority to the Contractor.</b>
<i>Question #24</i>	<b>S. No 7, Kindly share response time and resolution time for the GTIS application support.</b>

<i>Answer #24</i>	<b>According to current agreement, Contractor shall be responsible for: Resetting an application user password within 2 hours. Routine operational requests within 2 working days (e.g. adding new application user, granting a user access to an existing application). Preparing simple ad hoc query reports within 1 working day. For reports requiring more than one day of development, the Contractor shall provide the Authority with an estimate of the duration for developing such report. The Contractor's duration estimate shall be provided to the Authority within 1 day of the Authority's written request for such report.</b>
<i>Question #25</i>	<b>S. No 8, Page 69 / 11.1, Liquidated damages for non-performance - Please specify the current uptime of application / servers and SLAs</b>
<i>Answer #25</i>	<b>Current application has 100% uptime.</b>
<i>Question #26</i>	<b>S. No 9, Page 72 / 11, SSAE 16 audit - what is the cost of performing SSAE audit? Is the contractor expected to perform Type 1 audit (\$15,000 - \$25,000) or Type 2 audit (\$20,000 - \$50,000)? Is this audit being done currently?</b>
<i>Answer #26</i>	<b>Refer to Attachment K: Controls Requirement Contract Checklist -</b>
<i>Question #27</i>	<b>S. No 10, Page 82 / 1.1, Current software - All third party commercial software list is given here. Can The Port Authority of NY &amp; NJ share expiry date of these components?</b>
<i>Answer #27</i>	<b>No expiration dates. As versions become obsolete new versions will be purchased by Port Authority.</b>
<i>Question #28</i>	<b>S. No 11, Page 88 / 1.3, Immediate triage of end user calls, questions, problems, password reset and troubleshoot etc. - This falls under L1 support? Is L1 support currently being done by another vendor and what is the team size?</b>
<i>Answer #28</i>	<b>Refer to Attachment C - "Contract Specific Terms &amp; Conditions," Paragraph 9- "Required Service Levels and Liquidated Damages for Non-Performance." The Port Authority does not differentiate between level 1 or other level supports.</b>
<i>Question #29</i>	<b>S. No 12, Page 88 / 1.3, Problem tracking system - which tool is currently used for problem tracking? Can the same system/tool be continued to be used?</b>
<i>Answer #29</i>	<b>No, Contractor must provide his own tracking system.</b>
<i>Question #30</i>	<b>S. No 13, Page 88 / 1.3, Contractor shall provide a tracking system to monitor activities - Do we need to use different tracking system than the one used by The Port Authority of NY &amp; NJ?</b>
<i>Answer #30</i>	<b>The only system used will be one provided by Contractor.</b>
<i>Question #31</i>	<b>S. No 14, Page 89 / 2.2, Production support - Synchronization and database refresh - How is this happening? Is it not once a day every night?</b>
<i>Answer #31</i>	<b>Master Server is refreshed once every 24 hours and sent out to Local Servers.</b>

<b>Question #32</b>	<b>S. No 15, Page 95 / 3.1, Contractor shall correct all production problems affecting normal operations of GTIS - Can The Port Authority of NY &amp; NJ provide us with list of production problems encountered until now? What is the frequency of such problems?</b>
<b>Answer #32</b>	<b>This is a mature application that has not had any production problems within the last 4 years.</b>
<b>Question #33</b>	<b>S. No 16, Page 96 / 3.2, Application Management Methodology - What is the current application management methodology? This seems to be similar to Problem Management of ITIL term and CCB.</b>
<b>Answer #33</b>	<b>Port Authority requires Contractor to follow SDLC process.</b>
<b>Question #34</b>	<b>S. No 17, Page 97 / 3.4.1, Error correction - Upon notification - How the contractor is notified? Contractor shall dispatch trained professional - Our assumption is this is not on-call support but technical resource will go to designated site (airport from The Port Authority of NY &amp; NJ premise). Is this correct?</b>
<b>Answer #34</b>	<b>Notification shall be through a toll-free number provided by Contractor. Contractor shall dispatch technical resource to affected facility.</b>
<b>Question #35</b>	<b>S. No 18, Page 99 / 3.8, Best practices - ACL is already in place. Is this assumption correct?</b>
<b>Answer #35</b>	<b>Yes.</b>
<b>Question#36</b>	<b>S. No 19, Page 102 / 5.3, The Port Authority of NY &amp; NJ has all the different stages of environment for development, testing, quality assurance and production. Please confirm</b>
<b>Answer #36</b>	<b>Yes, Server for development is provided.</b>
<b>Question#37</b>	<b>S. No. 20, Page 102 / 5.4, Controlling Software Migrations - Who is the performing the role of source safe manager? Is this someone from Contractors team or The Port Authority of NY &amp; NJ?</b>
<b>Answer #37</b>	<b>Refer to Attachment D Scope of Work Paragraph 3.4.2 Software Updates</b>
<b>Question#38</b>	<b>S No. 21, Page 102 / 5.4, Which tool is being used for versioning? Is it VSS?</b>
<b>Answer #38</b>	<b>No tool is being used for versioning it is being processed manually. Contractor to provide one with his Proposal submission..</b>
<b>Question#39</b>	<b>S No. 22, Page 104 / 6.1.1., Is archiving of MS-Access at airport terminals part of scope? Is archiving / backup / restoration done at airport for MS-Access and SQL DB at airports?</b>
<b>Answer #39</b>	<b>Refer to Attachment B Contract Provisions 12. Required Service Level and Liquidated Damages, subparagraph G. Backup and Archiving.</b>

<b>Question#40</b>	<b>S No. 23, Page 105 / 6.3, Is User Acceptance Testing for enhancements part of Contractors scope?</b>
<b>Answer #40</b>	<b>Refer to Attachment D Scope of Work Paragraph 6.3 Maintaining Test Plans</b>
<b>Question#41</b>	<b>S No. 24, Page 108 / 8.4.2. Management reports - contractor must be able to generate ad-hoc reports from GTIS. Do we have templates ready? Are they fetched from MS-Access or Sell Server?</b>
<b>Answer #41</b>	<b>Reports are created through Crystal Reports; however application must send variable to Crystal.</b>
<b>Question#42</b>	<b>S No. 25, Page 110 / 8.5.4, Intrusion detection software - is this already at place or contractor needs to install one?</b>
<b>Answer #42</b>	<b>GTIS is currently a closed system. Once migrated to PAWANET Port Authority will assume responsibility.</b>
<b>Question#43</b>	<b>S No. 26, Could you please provide ticket volume data for last 2 years?</b>
<b>Answer #43</b>	<b>Year 2014 total ticket volume is 396,000 and Year 2014 total ticket volume is 385,596.</b>
<b>Question#44</b>	<b>S No 27, Are the application enhancements in scope. If yes, kindly specify if all types - Minor and Major- of enhancements will be in scope</b>
<b>Answer #44</b>	<b>Currently, there are no specific enhancements. Refer to Attachment D "Scope of Work," Paragraph 3.3 "Application Enhancements/Upgrades."</b>
<b>Question#45</b>	<b>S No 28, How many enhancements does The Port Authority of NY &amp; NJ expect and their complexity? Can The Port Authority of NY &amp; NJ provide enhancements data for last 2 years?</b>
<b>Answer #45</b>	<b>None at this time. We anticipate application enhancements once GTIS is migrated to PAWANET</b>
<b>Question#46</b>	<b>S No 29, How old is the GTIS?</b>
<b>Answer #46</b>	<b>System was created in 2005.</b>
<b>Question#47</b>	<b>S No 30, Do you need a stationed Desktop, Network, Database, Windows Engineers at each of the airports?</b>
<b>Answer #47</b>	<b>Refer to Attachment D, Description of GTIS and the Authority's Technical Infrastructure. Table 1.C.2 GTIS Hardware Inventory Details.</b>
<b>Question#48</b>	<b>S No 31, Do we have an option to have shared resources for the above technologies to minimize the resource foot print and save costs for The Port Authority of NY &amp; NJ ?</b>

<i>Answer #48</i>	<b>No requirement specified regarding number of Contractor's resources. Refer to Attachment C - "Contract Specific Terms And Conditions," Paragraph 9 "Required Service Levels and Liquidated Damages."</b>
<i>Question#49</i>	<b>S No 32, What is the expectation of monitoring services ? Do you require a manned monitoring support during the hours of operation or 24 x 7 ? Also can we assume that the monitoring tools are in place to perform the monitoring</b>
<i>Answer #49</i>	<b>Refer to Attachment C - "Contract Specific Terms And Conditions," Paragraph 9, Subparagraph H. "Hours of Service."</b>
<i>Question#50</i>	<b>S No 33, As per our understanding only following Activities are in Scope of this RFP 1.Operational Support 2.Applicaiton Technical Maintenance and Support 3.Database Administration 4.System Administration Are the Work Orders - 1, 2, 3 in scope of the RFP response?</b>
<i>Answer #50</i>	<b>Refer to Attachment E Scope of Work Paragraph 3.5 Specific Work Order Modifications</b>
<i>Question#51</i>	<b>S No. 34, Attachment D Section 1, What kind of carriers is GTIS catering to? - Taxis/Cabs? - Public Transportation (Buses/Train/Metro)? - Self Drive options?</b>
<i>Answer #51</i>	<b>GTIS processes reservations for customers and private shared-ride providers who have permits to operate at Port Authority Airports. Currently, there are 7 different carriers who are our shared-ride permittees.</b>
<i>Question#52</i> <i>Answer #52</i>	<b>S No. 35, Attachment D Section 1, Does GTIS have any interface with other systems (The Port Authority of NY &amp; NJ or 3rd party systems/ transportation service providers)? Refer to Attachment D: Description of GTIS And The Authority's Technical Infrastructure.</b>
<i>Question #53</i>	<b>S No. 36, Attachment D Section 1,"When the driver arrives at the counter, he/she signs a copy of the reservation ticket, departs with the customer and thereservation is closed out by the CCR through keyboard commands or by using a barcode scanner. No money transactions are conducted at the counters. Customers pay the drivers directly for the transportation." (i) Does GTIS maintain any record of invoices/monetary transactions?(ii) How is the booking of public transportation handled (if handled through GTIS)? Where would the customer pay for a bus/train/metro service?(iii) How is it made sure that the customer catches the right bus/train in case of public transportation? No drivers would arrive at the CCR counter in this case. How is the reservation closed?</b>

<i>Answer #53</i>	<b>Refer to Attachment D: “Description of GTIS And The Authority's Technical Infrastructure. GTIS System” – “General Overview”</b>
<i>Question#53</i>	<b>S No. 37, Attachment D Section 1, What is the current process of updating the reference data pertaining to carriers/routes/fares in the central server? From where is such a data obtained?</b>
<i>Answer #53</i>	<b>Two GTIS Administrators input data into system from 4 WTC. That data is obtained via email from the permitted shared-ride providers.</b>
<i>Question#54</i>	<b>S No. 38, Attachment D Section 1, "Changes to reference data are downloaded to the airport servers on a nightly basis and then distributed to the counter workstation databases." This means that there is no real-time information exchange between central server and airport servers. But do we have real-time exchange between airport servers and the counter workstations? "These workstations are equipped with local databases that contain all reference data necessary to operate in "standalone mode"." What is the frequency of information exchange between local databases and airport servers?</b>
<i>Answer #54</i>	<b>Yes, information flows in real-time between airport server and counter workstations.</b>
<i>Question #55</i>	<b>S No. 39, Attachment D Section 1, How do we services the routes/stops that are already not there in the database?</b>
<i>Answer #55</i>	<b>If there is a location not in system the user emails the GTIS Administrators at 4 WTC and they input it into system</b>
<i>Question #56</i>	<b>S No. 40, What all Mobile OS are in scope iOS Windows, Android? Please list</b>
<i>Answer #56</i>	<b>Currently, not applicable. Refer to Attachment D: "Description of GTIS and the Authority's Technical Infrastructure."</b>
<i>Question #57</i>	<b>S No. 41, What is preferred Native App or Hybrid App</b>
<i>Answer #57</i>	<b>See Answer to Question #56</b>
<i>Question#58</i>	<b>S No 42, Does The Port Authority of NY &amp; NJ use or have preference for MADP (Mobile App Development Platform) environment</b>
<i>Answer #57</i>	<b>No, Contractor may use any platform as long as it complies with Attachment I Standard Guidelines for Port Authority Technology.</b>
<i>Question #57</i>	<b>S No 43, Does GTIS have API's or Webservices enabled? and if any of them are RESTFul? Please provide list</b>
<i>Answer #57</i>	<b>See Answer to Question #56</b>
<i>Question #58</i>	<b>S No 44, Is there plan to convert current GTIS online application for responsive web design</b>

<i>Answer #58</i>	See Answer to Question #56
<i>Question#59</i>	S No 45, Mobile app will for Passengers and not for CCR's kindly confirm?
<i>Answer #59</i>	See Answer to Question #56
<i>Question#60</i>	S No 46,Is there any Plan to Sunset the GTIS current application and replace it with a new system
<i>Answer #60</i>	Please refer to Attachment E: "Scope of Work 1.2 Contractor Responsibilities: 2) Application Technical Maintenance and Support; Rewrite Application." For additional information refer to Paragraph 3.3 "Application Enhancements/Upgrades" (same Attachment).
<i>Question #61</i>	S No 1, Does the current scope includes usability study, information architecture, wireframe creation, visual design and XHTML-CSS development? Please confirm.
<i>Answer #61</i>	No, not at this time.
<i>Question #62</i>	S No 2, Request you to confirm the different types of devices/screen sizes (range of form factors) for which the site will designed/redesigned and developed. Example: Platform: Desktop, Tablet, SmartPhone; OS: iOS, Android, Blackberry, Symbian etc. Device: iPad 3; iPhone 4S, 5; Samsung Galaxy S2,S3; etc. Screen Size: 1024 X 768, 320 x 480, 640 x 960 etc.
<i>Answer #62</i>	Yet to be determined.
<i>Question #63</i>	S No 3, Branding consistency ensures recognition and faster adoption through User acceptance. The look and feel is a part of the branding. Request to share the branding guidelines, style guide if any currently exist and need to be followed.
<i>Answer #63</i>	Branding guidelines and style guide do not currently exist.
<i>Question #64</i>	S No 4, We recommend that the website/portal be made accessible universally for users with special needs. Accessibility - ADA/DDA/508 compliance is advised. Pls confirm whether this would be in scope.
<i>Answer #64</i>	Refer to Attachment E Scope of Work. GTIS is stand-alone system
<i>Question #65</i>	S No 5, Is web content development in scope? (Example: Instructional/information on the webpages, help, training materials, etc.)
<i>Answer #65</i>	Refer to Attachment E Scope of Work
<i>Question #66</i>	S No 6, The website/portal/application will be in which language/s? Is multiple language support required? If so, how many languages?  Will the website be multi-lingual? If yes, which languages ?

	<b>We assume that all the content in the regional language will be provided by client. Please confirm.</b>
<i>Answer #66</i>	<b>Refer to Attachment D, "Description of GTIS And The Authority's Technical Infrastructure."</b>
<i>Question #67</i>	<b>S No 7, Does client have Functional Specifications document for the website/portal/application? This would help in better understanding of the functionality.</b>
<i>Answer #67</i>	<b>Refer to Attachment D Description of GTIS And The Authority's Technical Infrastructure</b>
<i>Question #68</i>	<b>S No 8, What user goals, user journeys and scenarios is the new portal expected to support?</b>
<i>Answer #68</i>	<b>Not Applicable.</b>
<i>Question #69</i>	<b>S No 9, Existing GTIS apps seem to be installed applications as per screenshots (Pg.116, Pg. 118, more)  Does PANYNJ expect the rewritten GTIS app to be browser-based software app OR installed on CCR systems. If browser-based, which browsers are supported?</b>
<i>Answer #69</i>	<b>Latest browser supported by PA is Internet Explorer 11</b>
<i>Question #70</i>	<b>S No 10, Pg. 87, 1.2 , 2nd Point - Rewrite Application: Is the GTIS project to be re-designed and re-developed around following modules? - RESERVATION ADMINISTRATION MODULE - AIRPORT ADMINISTRATIVE UPDATE MODULE - DESTINATION/STOP, CARRIER, FARE &amp; PUBLIC/TAXI UPDATE MODULE - REPORTS MODULE - AD HOC REPORTING MANUAL</b>
<i>Answer #70</i>	<b>Refer to Attachment E Scope of Work, Section 1.2 Contractor Responsibilities</b>
<i>Question #71</i>	<b>S No 11, Pg. 88, 1.3, The Contractor shall provide a tracking system to monitor activities related to reported problems, issues, service requests and their resolution. Is this an additional tracking system to be developed ? Can you pls clarify.</b>
<i>Answer #71</i>	<b>The contractor will need to provide his own tracking system.</b>
<i>Question #72</i>	<b>S No 12, Pg. 89, 2.2, Performing adjustments to hierarchical structures and reports due to reorganizations; Can you pls clarify ?</b>
<i>Answer #72</i>	<b>This relates to reorganizing Database due to any changes to business requirements</b>

<b>Question #73</b>	<b>S No 13, Pg. 90, 2.3, "The Contractor will have the discretion to rewrite the application, if deemed necessary, with written approval from the Contract Manager and must follow SDLC (see Attachment M, Application and SDLC Controls Checklist) and meet at a minimum the current functionality of present application.". Can you pls elaborate?</b>
<b>Answer #73</b>	<b>Refer to Attachment E "Scope of Work," 3.3 "Application Enhancements/Upgrades"</b>
<b>Question #74</b>	<b>S No 14, Are the Customer Care Representatives (CCR's) or other staff going to use these applications/systems on-the-go / in mobility ? (Tablets, Mobile) kindly list down all the devices pls.</b>
<b>Answer #74</b>	<b>Yet to be determined. The RFP requirement is to maintain the current system.</b>
<b>Question #75</b>	<b>S No 15, Are there any particular already existing brand guidelines/interaction/visual style guidelines to be followed during the project ?</b>
<b>Answer #75</b>	<b>Not Applicable.</b>
<b>Question #76</b>	<b>S No 16, Upon redesigning/rewriting would the real users be available for user/usability testing</b>
<b>Answer #76</b>	<b>Yes, end users will be made available for testing.</b>
<b>Question #77</b>	<b>S No 17, Total no. of screens approximately for each existing app modules?</b>
<b>Answer #77</b>	<b>Refer to Attachment F "GTIS User's Manual"</b>
<b>Question #78</b>	<b>S No 18, Is there any Specific technology framework that needs to be considered ?</b>
<b>Answer #78</b>	<b>Refer to Attachment D: "Description of GTIS And The Authority's Technical Infrastructure"</b>
<b>Question #79</b>	<b>S No 19, Is this a Web application or App development?</b>
<b>Answer #79</b>	<b>Refer to Attachment D: "Description of GTIS And The Authority's Technical Infrastructure"</b>
<b>Question #80</b>	<b>S No 20, If it is a Web application, Is Responsive Web Design (RWD) in scope?</b>
<b>Answer #80</b>	<b>Not Applicable.</b>
<b>Question #81</b>	<b>S No 21, If the answer to the above question is yes then what all are the break point that we needs to considered for different handled devices?</b>
<b>Answer #81</b>	<b>Not Applicable.</b>
<b>Question #82</b>	<b>S No 22, Is there any third party integration that needed to be considered in scope?</b>

<b>Answer #82</b>	<b>Refer to Attachment D: "Description of GTIS And The Authority's Technical Infrastructure," Table 1.E.1 - "Current GTIS Software"</b>
<b>Question #83</b>	<b>S No 23, Did Localization needs to be considered in scope? If yes then apart from English what all language are in scope?</b>
<b>Answer #83</b>	<b>Not Applicable.</b>
<b>Question #84</b>	<b>S No 24, Is there any Restful web service available ? If yes then is the response is in JSON format?</b>
<b>Answer #84</b>	<b>Not Applicable.</b>
<b>Question #85</b>	<b>S No 25, What is the Number of Web Pages are there in the Web Application</b>
<b>Answer #85</b>	<b>Not Applicable.</b>
<b>Question #86</b>	<b>S No 26, What is the deviation of the application from a Desktop to Mobile?</b>
<b>Answer #86</b>	<b>Not Applicable at this time. Refer to Attachment E: "Scope of Work," 3.5 "Specific Work Order Modifications"</b>
<b>Question #87</b>	<b>S No 27, From a UI perspective, while developing, should we use any tools like YSlow to ensure the Quality of page load ?</b>
<b>Answer #87</b>	<b>The Port Authority has no preference. Contractor must adhere to Attachment I, "Port Authority Technology Standards and Guidelines."</b>
<b>Question #88</b>	<b>S No 28, Can we use any CSS frameworks like Twitter Bootstrap , foundation etc. ?</b>
<b>Answer #88</b>	<b>Not Applicable.</b>
<b>Question #89</b>	<b>S No 29, Can we use any Plugins from jQuery UI for building components like Slider, Accordions?</b>
<b>Answer #89</b>	<b>Not Applicable.</b>
<b>Question #90</b>	<b>S No 30, Is there any client specific fonts to be used?</b>
<b>Answer #90</b>	<b>No.</b>
<b>Question #91</b>	<b>S No 31, Does GTIS have any interface with other systems (The Port Authority of NY &amp; NJ or 3rd party systems/ transportation service providers)?</b>
<b>Answer #91</b>	<b>No.</b>

**STATEMENT OF PAYMENTS TO MBE/WBE/DBE SUBCONSULTANTS / LESSORS / SUPPLIERS**

Ver. 11-18-15

Agreement No _____	Award Date _____	Agreement Amount _____	<b>( C )</b>	To _____	Reporting Period From _____	Payment No. _____	Payment Info Total Paid to Date. _____	The Port Authority of NY & NJ - For Office Use Only			
Agreement Title _____								Date Received: _____			
Contractor _____ % Complete _____								Reviewed By: _____			
								Title: _____			

<p><b>MBE/ WBE Participation</b></p> <p>Number of MBE/WBE Subs/Suppliers _____ MBE/WBE Invoices to Date _____</p> <p>Total Value of MBE/WBE Subcontracts \$ _____ MBE/WBE Paid to Date _____ <b>( A )</b></p> <p>Total Value of MBE/WBE Suppliers \$ _____ MBE/WBE Suppliers Paid to Date _____ <b>( B )</b></p> <p>MBE/WBE % Agreement Amount to Date _____ = <b>(( A ) + (( B ) x .6)) / ( C )</b></p>	<p><b>DBE Participation:</b></p> <p>Number of DBE Subs/Suppliers _____ DBE Invoices to Date _____</p> <p>Total Value of DBE Subcontracts _____ DBE Paid to Date _____ <b>( D )</b></p> <p>Total Value of DBE Suppliers _____ DBE Suppliers Paid to Date _____ <b>( E )</b></p> <p>DBE % Agreement Amount to Date _____ = <b>(( D ) + (( E ) x .6)) / ( C )</b></p>
Column A + Column B = Column C	

Subconsultant's / SUPPLIER NAME	S = SUB P = SUPPLIER	DESCRIPTION OF WORK / MATERIAL SUPPLIED	MINORITY STATUS M / W / DBE	STATUS THIS PERIOD ACTIVE - (A) INACTIVE - (I) COMPLETE - (C)	SAR AMOUNT	START DATE	SUB % COMPLETE	PROJECTED COMPLETION DATE	Work Order No.	AMOUNTS PAID		
										Total of All Prior Statements	Paid This Statement	Cumulative To Date

- IF NECESSARY, USE A SEPARATE SHEET**
1. Did any of the MBE/WBE/DBE Subconsultants rent/lease equipment from the prime contractor or an affiliate company during the report period? If yes, explain the arrangement, including a description of the equipment and the cost. Y / N

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  2. Did any of the MBE/WBE/DBE Subconsultants utilize employees or former employees of the prime contractor or an affiliate company during the report period? Y / N

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  3. Did any of the MBE/WBE/DBE Subconsultants subcontract any portion of its work to a non-MBE/WBE/DBE during the report period? If yes, explain fully. Y / N

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  4. Has the scope of work or the subcontract amount for any of the MBE/WBE/DBE Subconsultants changed since the last report? If yes, explain fully. Y / N

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  5. Has the MBE/WBE/DBE Subconsultant(s) listed performed a commercially useful function consistent with their trade or business? If No, fully explain. Y / N

Date Prepared: \_\_\_\_\_ Phone: \_\_\_\_\_

Prepared by: \_\_\_\_\_

Title: \_\_\_\_\_

**An Officer of the Prime Contractor must complete the Certification on The Reverse Side**

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

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

THE PORT AUTHORITY OF NY & NJ

CARMEN REIN  
GENERAL MANAGER OF OPERATION  
PROCUREMENT DEPARTMENT

PROPOSER'S FIRM NAME:

\_\_\_\_\_

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

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

QUESTIONS CONCERNING THIS ADDENDUM MAY BE ADDRESSED TO  
Jeanette Anderson, WHO CAN BE REACHED AT (212) 435-4624 or at  
Jeanette.anderson@panynj.gov.