

THE PORT AUTHORITY OF NY & NJ

**PROCUREMENT DEPARTMENT
2 MONTGOMERY STREET, 3RD FL.
JERSEY CITY, NJ 07302**

7/22/2014

ADDENDUM #4

To prospective Proposer(s) on RFP # 38391 for General Collection Services for the Electronic Toll Collection Program “(E-ZPass®)”

Due back on 8/4/2014, no later than 2:00 P.M.

I. CHANGES/MODIFICATIONS

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

- **In “Attachment E Scope of Work”, Section 6.10 “Inspection and Record Keeping” (Page 107), Paragraph a., in the first sentence, after the word “hard”, insert the words “or electronic”.**

II. PROPOSERS’ 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 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.

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<i>Question #70</i>	On the Audit Department Controls Requirement Contract Checklist (Attachment G), are all of the items listed requirements of this contract, or are they general items that the Audit Department checks for?
<i>Answer # 70</i>	All of the items listed in Attachment G are requirements of this Contract.
<i>Question #71</i>	On the Audit Department Controls Requirement Contract Checklist, is SSAE 16 SOC 2 a requirement of this contract? Would the Authority accept SSAE 16 SOC 1?
<i>Answer # 71</i>	The Contract requirement is for SSAE 16 SOC 2.
<i>Question #72</i>	Section 9. "Proposal Submission Requirements, Part 3, Technical Experience, Experience of Proposer, and the Proposer's Capability to Meet the Requirements" (Page 22) asks for all Collections Contracts performed in the last five years. Our firm has had numerous collections contracts with clients in the last five years. Would the Authority accept a representative sampling of these clients?
<i>Answer # 72</i>	The Contract requirement is for all Collections Contracts performed or currently being performed within the last five years.
<i>Question # 73</i>	When the requirement states on Page 62 in Attachment BII, "Standard Contract Terms and Conditions", "31. Contract Records and Documents – Passwords and Codes", that "the Contractor shall make available to the designated Authority representative all such passwords and codes," is that for only Authority-specific systems? Would the Authority require access to passwords and codes for our company's general, infrastructure systems?
<i>Answer # 73</i>	This would apply only to passwords and codes directly related to collections services for this Contract, if required.
<i>Question # 74</i>	On Page 99, Section 4.8, when the RFP requires "a secure lockbox specifically for this Contract," does the Authority require a completely new mail payment processing operation or simply a new Post Office Box for this contract?
<i>Answer # 74</i>	The Contract requirement is for a secure lockbox specifically for this Contract.
<i>Question #75</i>	Can separate post office box payments for PANYNJ be processed through an existing physical operation?
<i>Answer #75</i>	No.
<i>Question #76</i>	On Page 107, Part 6.10, "Inspection and Record Keeping" the RFP requires the contractor to keep a history (hard copy) of all notices, calls, etc. For notices, would the Authority accept soft copy (electronic image) of those notices.
<i>Answer #76</i>	Yes, please see "I. Changes/Modifications" above.
<i>Question #77</i>	Under 4. "Staffing Management" Items a, b, and c, (page 24) please indicate if these requests are for the one onsite (at PANYNJ) employee, collection/administrative staff located at the contractor's location, or both.
<i>Answer #77</i>	These requests are for the Sr. Collections Representative stationed at the Port Authority offices.
<i>Question # 78</i>	Under 4. "Staffing Management" (page 24), Items b and c, can the Port Authority (1)

	provide further clarification regarding a “self-assessment plan...with respect to its obligation to pay specified wages, health and other supplemental benefits”; or (2)provide a template of such an assessment?
<i>Answer # 78</i>	The self-assessment plan requires the Contractor to monitor on a monthly basis its own performance with respect to its obligation to pay the specified wages, health and other supplemental benefits as identified in the Calculation of Average Hourly Wages form in Attachment BIII (B). The self-assessment plan is subject to audit by the Port Authority. The Port Authority does not have a template for the self-assessment plan.
<i>Question #79</i>	For Section O., “Contractor Staff Background Screening”, on Page 13, are there specifications or guidelines that the Port Authority can provide regarding the specific areas a background screening should cover? Also, our agency does not currently use SWAC as a provider for background screenings. What do bidders need to do to see if the vendor they currently used could qualify as an approved vendor or if our current background checks will meet this requirement already?
<i>Answer #79</i>	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. For information about S.W.A.C. refer to their website, http://secureworker.com or S.W. A.C. may be contacted directly at (877) 522-7922.

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 DIRECTOR
COMMODITIES AND SERVICES DIVISION

PROPOSER'S FIRM NAME: _____

INITIALED: _____

DATE: _____

QUESTIONS CONCERNING THIS ADDENDUM MAY BE ADDRESSED TO MARGARET D’EMIC, WHO CAN BE REACHED AT (201) 395-3410 OR AT mdemic@panynj.gov.