

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

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

1/8/2019

## **ADDENDUM # 1**

To prospective Respondent(s) RFPQ# 55570 to Generate a Pool of Qualified Vendors for Receipt of the Port Authority of New York and New Jersey's Information Technology Managed Services Provider Solicitation.

Originally due on 1/10/2019, no later than 2:00 PM ET

Due back on 1/15/2019, no later than 2:00 PM ET

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

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

The due date for all responses is hereby extended to January 15, 2019, no later than 2:00PM ET

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

The following information is available in response to questions submitted by prospective Respondent(s). The responses should not be deemed to answer all questions, which have been submitted by Respondents 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 Respondent 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. 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 Respondent, by submitting its prequalification requirements, 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 Respondent required by the Request for Prequalification, the RFP to be issued to prequalified Respondents, or the contract resulting from the RFP and the Respondent agrees that it shall not hold the Port Authority liable or responsible therefor in any manner whatsoever.

PS11All

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

**The Port Authority acknowledges receipt of additional questions that are not addressed herein as they are not directly relevant to prequalification activities. These questions focus more on proposed scope of the contract to be awarded following the prequalification and RFP process. Many of these questions will be clarified in the subsequent documents that will be sent to prequalified firms. If prequalified respondents, upon reviewing the RFP specifics, do have further questions, they are to submit them during the RFP question and answer period.**

<i>Question #1</i>	Is there an incumbent currently providing services, how long have they been providing these services to the Port Authority and will they be precluded from responding to the RFPQ or impending RFP?
<i>Answer #1</i>	The current incumbent is Pomeroy IT Solutions Sales Co., Inc., who has been providing services for approximately 12 years. As a public entity seeking competition, any firm that meets the prequalification requirement will be prequalified. Any prequalified firm may submit a response to the subsequent solicitation.
<i>Question #2</i>	Is the Authority seeking to replace the current incumbent Vendor, or is it possible that the current incumbent Vendor's contracts be extended or re-awarded?
<i>Answer #2</i>	The current contract is set to expire on April 30, 2020. It is the Authority's intention to award a new contract via a publicly advertised competitive process, to the recommended firm, following the RFP that will be issued to pre-qualified firms.
<i>Question #3</i>	What is the current annual expenditure and the Total Contract Value of the current contract for the provision of the ITMS for the Authority?
<i>Answer #3</i>	The current contract differs significantly from what the Authority is looking for under this solicitation and any expenditures provided would not be relevant.
<i>Question #4</i>	Will the Authority provide the list of interested M/WBE firms well in advance of the issuance of the actual RFP? This would facilitate introductions, preparations, and establishing relationships.
<i>Answer #4</i>	It is the intention of the Authority to provide the M/WBE list to all pre-qualified firms, prior to or concurrent with the release of the RFP.
<i>Question #5</i>	Is it required for Vendors responding to this RFPQ solicitation to register as vendors in the Authority's online registration system?
<i>Answer #5</i>	No it is not a requirement, however, any vendor that does business with the Authority is required to register as a vendor.
<i>Question #6</i>	For confirmation, any and all respondents to the RFPQ will be notified by the Authority regardless of determination of prequalification with the determination conclusion, correct?
<i>Answer #6</i>	Please refer to section 1.7 of the RFPQ - Prequalification.

<b>Question #7</b>	The prerequisites are based seemingly entirely on the number of desktop devices, servers, peripherals, and SANs. In this age of modern hardware consolidations and cloud deployments, would it be acceptable to the Authority to consider additional capabilities and expertise to compliment or enhance the number of hardware components that are being supported in any one contract? In other words, if a respondent currently services a contract for the support of 800 desktop devices, for example, but includes additional higher-order IT Management Services to the tune of tens of millions of dollars, would that combination be acceptable to the Authority to meet prerequisites?
<b>Answer #7</b>	No, The Authority developed the Prequalification criteria after careful consideration of our current and anticipated requirement(s). In order to be deemed prequalified, firms must meet the prerequisites as stated.
<b>Question #8</b>	Does the Authority have a preference for a single Vendor/Subcontractor(s) providing all desired services, or a Joint Venture?
<b>Answer #8</b>	There is no preference. .
<b>Question #9</b>	Would it be possible to obtain the RFPQ document itself in a Microsoft Word format or is searchable PDF available?
<b>Answer #9</b>	The Authority is not distributing versions of RFPQ #55570 except as posted on the Port Authority's website.
<b>Question #10</b>	Will the Authority distribute to all Vendors who submit questions the answers to all the questions that are submitted by all prospective Vendors?
<b>Answer #10</b>	Please refer to Section 4.1 of the RFPQ. Additionally, addenda are publicly available at: <a href="http://www.panynj.gov/business-opportunities/bid-proposal-advertisements.html">http://www.panynj.gov/business-opportunities/bid-proposal-advertisements.html</a>
<b>Question #11</b>	Is the Port Authority open to granting an extension to the due date?
<b>Answer #11</b>	The due date has been extended as described herein, on Page 1 of this Addendum No. 1.
<b>Question #12</b>	In Attachment B – Prequalification Requirements, Sections A & C do not mention use of a subcontractor to fulfill the stated prerequisite. Sections B & D allow for a subcontractor's experience to fulfill the stated requirements. Can a subcontractor be used to fulfill any of these sections or only those stated herein?
<b>Answer #12</b>	Subcontractor experience may be used to fulfill the stated requirements set forth in Sections B & D of Section 2 of the RFPQ, not Sections A & C.
<b>Question #13</b>	In Attachment C – IT Landscape, Section Current Vendor Information Across IT Services, ID 15. Hardware Acquisition is listed as “No” for Contractor to provide. Will the Authority need those services under the new contract? How does the Authority intend to procure hardware currently purchased under RFP #11785 Network Computing Resources Management Services?
<b>Answer #13</b>	The Port Authority anticipates that a separate contract will be issued for the hardware and related services.
<b>Question #14</b>	Can the Authority share the list of organizations who have downloaded this procurement – RFPQ NO: 55570?
<b>Answer #14</b>	This information is not available.
<b>Question #15</b>	Can the Authority share the list of M/WBE firms who have downloaded the “Expressions of Interest by an MBE/WBE firm”, which is RFPQ NO: 55571?
<b>Answer #15</b>	This information is not available.
<b>Question #16</b>	Will the Authority consider extending the Q and A period after the initial release of the answers to this question period?

<b>Answer #16</b>	Although the formal question and answer period has expired, the Authority will consider additional questions. However, no further extension of the due date is currently envisioned.
<b>Question #17</b>	Please confirm the total number of references required? We believe three references are required. Please confirm.
<b>Answer #17</b>	There is no specific number of reference contracts required. Each section of Section 2 - Respondent Prerequisites (A-D) has requirements around the respondents' experience and how they can fulfill that prerequisite. The amount of reference contacts required are dependent on the amount of contracts submitted by the respondent as proof of meeting the prerequisite.
<b>Question #18</b>	When and how will the Port Authority contact references?
<b>Answer #18</b>	The Port Authority will contact provided references after responses to this RFPQ are received but prior to issuance of determinations of prequalification. The Port Authority may use multiple mediums of communication to contact references.
<b>Question #19</b>	Is it acceptable to provide two out of three reference in order to qualify to receive the RFP?
<b>Answer #19</b>	Respondents must meet all minimum prerequisites as stated. See the Authority's response to Question #17.
<b>Question #20</b>	Are the vendors required to have experience (supported by references) for <u>all</u> the areas indicated in section "1.2.1 Scope" for all the I.T. Catalog Service Towers and I.T. Business Practices?
<b>Answer #20</b>	Please refer to Section 2 of the RFPQ - Respondent Prerequisites.
<b>Question #21</b>	We have done this work for a number of years, but at this point we would be unable to scale out to the number of desktops, servers, etc. that are required. With that being said, if we were to submit a response and ultimately be the chosen vendor, we would have the capability to scale out our Managed Service staff by hiring a number of new employees. We would hire capable resources based specifically on your needs so that we can best serve the Port Authority. With all of this information, would we still be seriously considered if we were to respond to the solicitation, with Port Authority decision makers knowing this information before hand?
<b>Answer #21</b>	The Authority is seeking respondents that meet the prerequisites as outlined under the RFPQ as of the date of RFPQ response.
<b>Question #22</b>	Will the decision to issue the RFP in 1 <sup>st</sup> Quarter 2019 be solely based on the reference information provided as part of the RFPQ response or will there be some other parameters also considered? What would be those parameters?
<b>Answer #22</b>	The decision to release the RFP to prequalified vendors will be based on the Authority's schedule.
<b>Question #23</b>	If a firm is not a minority owned company but works with several minority-owned companies to deliver projects, can the Authority confirm that this is fine since a firm may invest/engage MBE companies for 20% of the awarded contract, and 10% for WBE (item 1.3).
<b>Answer #23</b>	The prime contractor will be required to submit a plan for meeting the Authority's participation goals, which are currently 20% for MBEs and 10% WBEs, in the contract resulting from the RFP, which is to be issued to prequalified respondents.
<b>Question #24</b>	What ITSM platform is used today and is Port Authority looking for a single ITSM platform for this scope as well as all other IT initiatives?

<b>Answer #24</b>	<b>Yes, the Authority is seeking a single ITSM platform. Additional information regarding ITSM solution requirements will be provided in the RFP to be issued to the prequalified respondents.</b>
<b>Question #25</b>	If MBE/WBE are used, do they need to be certified and or registered by NY / NJ?
<b>Answer #25</b>	<b>In order for the selected vendor to receive credit toward meeting the goals that will be included in the RFP to be issued to prequalified respondents, proposed MBE/WBE firms must be certified by the Port Authority.</b>
<b>Question #26</b>	As per section 1.5 of the RFPQ, the vendor/respondent needs to submit one reproducible original (containing original signatures and clearly designated as such), three (03) compact discs (CD) and 12 double sided copies of the response. Can we submit 3 USB or pen drives in lieu of Compact Discs (CD)?
<b>Answer #26</b>	<b>No, CDs must be submitted.</b>
<b>Question #27</b>	As it relates to 3.1. Statement of Prequalification; Can we submit experience summary in presentation format (PPT) with 9-10 slides instead of word format, it will help showcase our capability better.
<b>Answer #27</b>	<b>The submission must be as outlined under Section 3 - RFPQ Response Submission Requirements. Failure to adhere to requirements may result in response not being reviewed.</b>
<b>Question #28</b>	As it relates to 2. RESPONDENT PREREQUISITES - SEC: A; Our understanding of PAGE 17 (A) is that respondent needs to provide a signed letter stating that the respondent has been in the business of providing services similar to those requested in the PANYNJ RFPQ.  The list of contracts to which we are attesting to should be all executed in the last 5 years prior to Jan 10th (RFPQ submission date) and the total length of all contracts should be 5 years. (with no more than 6 months' gap)  Or are you looking for one contract which lasts for 5 years.
<b>Answer #28</b>	<b>This requirement can be achieved with one or multiple contracts, provided that the parameters of the particular prerequisite are met.</b>
<b>Question #29</b>	As it relates to Attachment B, item A; Is the Primary and Alternate Contact asked for Item A., the Primary and Alternate Contact of the Respondent or is it the Customer of the Respondent associated with the Contract being referenced?
<b>Answer #29</b>	<b>Alternate contact is for the reference being provided by the respondent.</b>
<b>Question #30</b>	Can you provide additional information on your current Cloud environment or future expectations on Cloud infrastructure and applications? Would you be looking for the supplier to provide Cloud infrastructure or are you just looking for the supplier to manage the Cloud infrastructure that you procure from Cloud service providers? Additional information on your definition and objectives for Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) would also be helpful.
<b>Answer #30</b>	<b>The selected vendor will manage Cloud Infrastructure provided from a Cloud Service Provider. Additional information regarding the Authority's current and expected use of cloud services will be provided in the RFP.</b>
<b>Question #31</b>	With regards to references is it fine if we provide mix of both US based customers and outside US based global customers?

<b>Answer #31</b>	<b>Yes, the Authority will allow the use of global companies for responding to prerequisites.</b>
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This communication should be initialed by you and annexed to your submission.

In case any respondent fails to conform to these instructions, its response 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 Procurements  
Procurement Department

RESPONDENT'S FIRM NAME: \_\_\_\_\_

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

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

QUESTIONS CONCERNING THIS ADDENDUM MAY BE ADDRESSED TO MIGUEL A. MARTINEZ, WHO CAN BE REACHED AT 212-435-4648 or at: [migumartinez@panynj.gov](mailto:migumartinez@panynj.gov).