

SRTA RFQ # 48499-09-00001

Questions and Answers

12/23/08

The following are the questions and answers regarding SRTA RFP #48499-09-00001 Toll Collection System Hardware Maintenance Services

1. Can you tell me who the existing incumbent is for this contract?

Answer: Transcore is currently providing maintenance personnel.

2. Section 6.1 States that "Lighting within the plaza structure" is within the scope of services. From the site visit, we understand that to include all office lighting with plaza building and tunnel. Does this requirement mean that the lighting on and around the plaza/lanes meant to illuminate the roadway, toll lanes and signage is not within the scope of services?

Answer: All lighting that originates from the plaza electric service is within scope. Highway lighting on the center barrier walls and roadway edges of the approaches and exists to the plaza are out of scope for this RFP.

	RFP Reference		
	Section	Page	
3.	2.6	4 and 5	Section 2.6, Submittals excludes "MOMS Documentation" from the 25-page limit. Is "Section E" from the Technical Proposal list excluded in its entirety, or is the exclusion only for sample MOMS documentation? Answer: Section E is excluded in its entirety from the 25 page limit.
4.	2.6	4	The list of exclusions from the 25-page limit seems to include front matter. Can SRTA verify that the inside title page and the (single) foreword page also do not count toward the 25-page limit? Answer: The inside title page and single forward page do not count toward the 25 page limit.
5.	6.1	15	Is there any hardware equipment detailed in Section 6.1 that is either obsolete (replacement and/or spares not available) or non-functioning. If so, does SRTA intend to provide alternate or upgraded equipment? Answer: The treadles in the ACM and booth lanes are non-operational and the patron fare displays are obsolete, however section 6.9 will apply.
6.	6.1	15	Can SRTA provide any as-built drawings and verify existing conduit paths? Answer: SRTA will post the original plaza design plans. SRTA does not have as-built drawings.

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7.	6.1	15	<p>Can SRTA confirm that VMS signs are excluded as was discussed at the Pre-Bid meeting?</p> <p>Answer: The changeable message signs above the lanes are excluded from this RFP.</p>
8.	6.1	15	<p>As VES cameras are included in the scope of this RFP, are non-operational cameras identified during the Pre-Bid meeting excluded?</p> <p>Answer: Non-operational cameras in the ACM and booth lanes are excluded from this RFP, however section 6.9 will apply.</p>
9.	6.2	16	<p>Are all three communications devices listed required or can alert and communications functions be handled with only a cell phone?</p> <p>Answer: SRTA anticipates that the contract will have mobile phone and messaging capability.</p>
10.	6.3	17	<p>Assuming that lane controller software is outside the scope of this RFP and another contractor provides lane controller software maintenance, will the other contractor be available for diagnostic and repair testing in order to meet response and repair time requirements?</p> <p>Answer: SRTA contractors will be available for diagnostic and repair testing with prior approval from SRTA management.</p>
11.	6.5	19	<p>Can SRTA provide an interface specification document detailing the current alarm messages from the various peripheral devices to plaza and host computers?</p> <p>Answer: SRTA does not currently have a MOMS system and we anticipate that the proposed MOMS system will have the ability to be integrated with the current peripheral devices in order to facilitate alarms.</p>
12.	6.5	19	<p>Can SRTA confirm access to lane controller software to facilitate installations of the MOMS?</p> <p>Answer: SRTA will facilitate coordination between contractors to ensure the successful installation of the MOMS.</p>

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13. Due to the proposal page limitation, would SRTA accept an abbreviated version of a maintenance plan within the proposal page count addressing the RFP requirements and a more in-depth sample maintenance plan as an attachment not subject to the page limitations?

Answer: SRTA will accept an abbreviated version of a maintenance plan within the 25- page count limitation and a more in-depth maintenance plan as an attachment not subject to the page limitation.

14. During the mandatory pre-bid conference SRTA stated that a list of equipment will be provided. When the list is provided, would SRTA please include all equipment that requires maintenance actions under this contract and for each piece of equipment include the equipments' make, model number, quantity, location, and age?

Answer: All equipment related to the toll plaza maintenance is subject to maintenance actions under this RFP and subsequent contract. SRTA has posted a spare parts list that includes the manufacturer and model number. Additional inventory information is not available

15. Would SRTA provide a list of its proprietary equipment and software requiring maintenance to proposers?

Answer: SRTA's lane controller software is proprietary but software maintenance is beyond the scope of this contract.

16. After the notice to proceed, will SRTA provide all available manuals for its proprietary equipment and software requiring maintenance? When will these manuals be available for review?

Answer: All available maintenance manuals will be delivered with the notice to proceed.

17. Does SRTA maintain a spare parts inventory to support the equipment covered by this contract? If yes, would SRTA provide this list?

Answer: The spare parts inventory has been posted on SRTA's website.

18. Is there a current software contractor responsible for maintaining and upgrading the lane controller software? If yes, would SRTA please confirm that any system downtime due to software failures, bugs, etc., are not applicable to the maintenance contractor's Mean Time to Respond requirements? Additionally, would SRTA please confirm that any time spent waiting for a software 'fix' is not applicable to the maintenance contractor's Mean Time to Repair requirements?

Answer: Any incidents related to lane controller software failure are not applicable to the contractor's Mean Time to Repair requirements.

19. Please provide a list of the current/available alarms produced by the lane system? Where are these alarms captured (e.g., on the lane controller, in the plaza system, elsewhere)?

Answer: SRTA does not currently have a MOMS system and we anticipate that the proposed MOMS system will have the ability to be integrated with the current peripheral devices in order to facilitate alarms.

20. In what format are the lane alarms provided?

Answer: SRTA does not currently have a MOMS system and we anticipate that the proposed MOMS system will have the ability to be integrated with the current peripheral devices in order to facilitate alarms.

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21. Who is maintaining the system source code? Would the maintenance contractor be responsible for making any necessary software modifications to the existing system themselves or will they have to work through the contractor providing lane software maintenance?

Answer: SRTA has a separate contractor that maintains the system source code and SRTA will coordinate all activities between contractors to implement a MOMS. SRTA does not anticipate nor desire substantial systems/software modifications to implement any solution related to this RFP.

22. If the maintenance contractor is responsible for code changes, will the maintenance contractor have access to the system source code for MOMS interface purposes?

Answer: SRTA has a separate contractor that maintains the system source code and SRTA will coordinate all activities between contractors to implement a MOMS.

23. Would SRTA please provide historical data on corrective maintenance calls over the past six months? Please include the Mean Time to Respond and Mean Time to Repair data for these calls if available.

Answer: Relevant historical information is not available.