

January 6, 2023

ADDENDUM #1

**REQUEST FOR PROPOSAL:
TRANSPORTATION ON-CALL IT SERVICES**

To All Interested Parties:

PLEASE BE ADVISED that the New Jersey Sports and Exposition Authority (“NJSEA”) is providing this addendum to the Request for Proposal (“RFP”) for the purpose of providing responses to questions from Interested Parties.

The NJSEA is providing the following written responses to questions submitted by various Interested Parties:

Q1: Regarding the two-hour on-site SLA, is this a hard requirement or is NJSEA flexible with this SLA?

A1: Yes. It is a hard requirement for the IT Consultant to be available immediately remotely or on site, within 2-hour period, in case of emergency and/or power outage, to avoid jeopardizing the safety of public.

Q2: Could NJSEA give us a device inventory provide Device Inventory to include:

- Physical servers (mfg. & model)
- Server operating system & version running
- vCenter and ESX hosts - version details
- SAN (mfg. & model)
- Other devices
 - UPS
 - Switches
 - iSCSI

A2: Transportation Systems include 6 physical servers, 10 virtual machines, 2 UPS, one SCSI, and one Cisco switch. Note that one of the initial work items of the selected IT Consultant would be to replace all these systems with new upgraded systems, which are located at the NJSEA site. As stated in RFP, MASSTR servers are working under Windows and Linux Operating system (OS). Due to security concerns, the NJSEA prefers not to provide additional details about current “Device Inventory” in this document.

Q3: What type of software/hardware device is in use for Backups?

A3: Currently, one physical server working under Windows OS performs backup of 10 virtual

machines.

Q4: What is the NJSEA Retention policy for backup data/information?

A4: Currently, backups are performed every week with a 4-week retention period.

Q5: What is the retention policy for backups? How long does NJSEA need to retain traffic data?

A5: Please see above responses (A3 and A4).

Q6: Can NJSEA provide details on level of maintenance agreements (SLA's) in place for all the above?

A6: NJSEA believes that sufficient information on the scope of work is provided under Section 1 of the RFP to develop the Cost Proposal. If the information provided on Section 1 is not sufficient, please make and note your own assumption and provide a quote based on that assumption.

Q7: What frequency is needed for Operating Systems and VMware patching?

A7: As soon as they become available and after consulting with the NJSEA Chief of Transportation.

Q8: Regarding software updates, what is frequency of software updates/patching of SAN, UPS, and network devices?

A8: As soon as they become available and after consulting with the NJSEA Chief of Transportation.

Q9: Regarding 24x7 monitoring and on-call IT services, what are the scope of services?

A9: See Section 1.1.C.1 of the RFP.

Q10: Is it 24x7 monitoring and alerting with hand-off to NJSEA for incident management & resolution? Or do you want MSP to provide alerting, ticketing, incident management and resolution?

A10: The IT Consultant shall perform monitoring, troubleshooting, diagnostic measurements, and repair/resolution. NJSEA Chief of Transportation should be made aware of all these efforts to assess the spectrum of impact on the MASSTR network, its applications, and intersections under this system.

Q11: Is monitoring and management of MASSTR application and platform in scope?

A11: It is the responsibility of the IT Consultant to provide a robust environment for MASSTR applications and platform, as requested by pertinent vendors. Monitoring and managing these applications is **NOT** within the scope of IT Consultant work.

Q12: Is onsite support (or dispatch) of infrastructure at signalized intersections in scope?

A12: No. As noted in RFP, the IT Consultant shall be required to maintain MASSTR servers, which are located in the NJSEA Administration Building at One DeKorte Park Plaza, Lyndhurst, New Jersey.

Q13: What SLA's are in place under your current maintenance/warranty plan?

A13: As stated in RFP, we have extended warranty plans with Dell and VMware.

Q14: Is there an existing SLA for hardware end of life?

A14: Yes. See A13.

Q15: Does NJSEA have an existing monitoring, securing, and alerting process, or are you looking for a vendor who will create one?

A15: As stated in A11, the maintenance of MASSTR applications is not within the scope of IT Consultant work. All these systems have automatic alert systems in place. In many instances, NJSEA Transportation staff understands servers' problems using these automatic alert systems. However, it is the responsibility of the IT Consultant to establish automatic alert systems in place or perform monitoring on a regular and frequent basis of servers to discover faulty devices such as drivers, powers, or backup malfunctions.

Q16: Does NJSEA have any software in place for software and hardware asset management?

A16: No.

Q17: Can NJSEA give vendors a list of hardware that is currently in production? Also, software versions, service packs (Including VMWare)?

A17: NJSEA believes that the information provided in the RFP are sufficient to help applicants developing their quotes. If the information provided on the RFP is not sufficient, please make and note your own assumption and provide a quote based on that assumption.

Q18: What is NJSEA using for system backup?

A18: Please see A4 for details. If this information is not sufficient to provide a quote, please make your own assumption and provide a quote based on that assumption.

Q19: Can NJSEA provide an overview of its existing Service Level Agreements for its software subscriptions?

A19: As stated in RFP, "NJSEA has extended warranty services with Dell and VMware and they provide all necessary hardware and software licenses for upgrades."

Q20: How frequently does NJSEA expect software updates and patches?

A20: As soon as they become available.

Q21: Do resumes count toward the 20-page limit?

A21: NJSEA has not established any page limit on the submitted proposals. The RFP just limit pages for firm qualifications (5 pages) and resumes of key personnel (2 pages/person).

This Addendum modifies applicable sections of the RFP. It is the responsibility of the Interested Party to ensure that all changes are incorporated into the original RFP. All documents distributed as part of this procurement are available at the Public Notices section of the NJSEA website: <https://www.njsea.com/public-notices/>