



TO: All Proposers
 FROM: Lori Hammill – Chief Compliance Officer
 DATE: February 8, 2023
 SUBJECT: Addendum No. 1: NTD-RFP-2023-01: Information Technology Services
 COPY: NTD-RFP-2023-01: Information Technology Services Project File

Effective February 8, 2023, Norwalk Transit District (NTD) is issuing this Addendum No. 1, for the purpose of notifying all Proposers on, NTD-RFP-2023-01: Information Technology Services that the following is in response to questions received. The Request for Proposals (RFP) is modified as set forth in this Addendum. The original RFP Documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Respondent shall take this Addendum into consideration when preparing and submitting its Proposal.

This document must be signed where indicated below by a person authorized to sign Submissions and Addenda on behalf of your company, and returned with your Request for Proposals (RFP) submission. Failure to do so may result in rejection of your Submission.

Please note the following changes:

- 1. Should the titles on page 20 match the titles on Page 9 in key personnel requirements?**

NTD Response: Yes, key personnel titles have been updated on the Cost Proposal Form. Replace original Cost Proposal Form with attached.

- 2. What is your maximum budget for this project?**

NTD Response: This information is not provided during an active solicitation.



- 3. We are located in California and are not licensed in Connecticut, so we are curious if we can still bid?**

NTD Response: Federal regulations prohibit geographical preferences in making contractor selection except for A&E contracts.

However, the proposal evaluation will evaluate responsiveness of each proposer. Norwalk Transit District will not pay for travel expenses. All prices quoted shall include travel expenses. Agencies are strongly recommended to have a local presence as the only feasible way to efficiently accomplish the work within the time and dollars allotted.

- 4. Are submissions hard copy only, or can we be electronic? I saw mentioning both, but wanted clarification.**

NTD Response: Proposer shall submit one (1) original-unbound, three (3) bound copies, and one (1) thumb drive of their proposal.

- 5. We were reading the RFP and we want to clarify the submission method of this solicitation, as per the guidelines of the RFP on page 2 it says the submission must be: Proposals must be submitted on or before 2:00PM, Thursday, February 16, 2023, to:**

**Lori Hammill
Chief Compliance Officer
Norwalk Transit District
lhammill@norwalktransit.com**

Proposers shall submit one (1) original-unbound, three (3) bound copies and one (1) thumb drive of their proposal. The proposal submittal must be clearly labeled, numbered, indexed, and submitted as outlined herein. The original copy shall be marked as such on the front of the binder.

Are you so kind as to clarify if this information is correct?



NTD Response: Proposals must be submitted on or before 2:00PM, Thursday, February 16, 2023 to:

*Lori Hammill, Chief Compliance Officer
Norwalk Transit District
275 Wilson Avenue
Norwalk, CT 06854*

Proposers shall submit one (1) original-unbound, three (3) bound copies and one (1) thumb drive of their proposal. The proposal submitted must be clearly labeled, numbered, indexed, and submitted as outlined herein. The original copy shall be marked as such on the front of the binder.

- 6. Could you please let me know if instead of a hard copy submission, we can make a soft copy submission (email submission) of the RFP response?**

NTD Response: Proposal submitted via email will not be accepted.

- 7. Page 7 of 55, Item 14 – “Work performed must be we documented” – is there any existing form that we can review simply to understand the level of detail expected? We want to be able to comply with the NTD’s requirements and will generate a sample and include in our proposal if one does not yet exist.**

NTD Response: No existing form is available.

- 8. Page 10 of 55, 4. Additional Qualifications – Our firm is partners with some of these technology providers, but not all. In completing our work for other similar customers, we routinely reach out and contact third party technology forms and engage them if and when needed. If we don’t have existing relationships with all of these firms, should we consider not bidding?**

NTD Response: The additional qualifications will be considered in selecting a respondent, but are not requirements.

- 9. Page 12 of 55-C. STAFF QUALIFICATIONS AND EXPERIENCE. We have a full-time staff of over 130 people, most of whom are based in**



the New York City area (i.e. within a reasonable travel distance of the NTD). In order to be optimally responsive to the needs of the NTD while both making staff with a variety of skillsets available and balancing our work for other customers, we expect that if awarded, we may end up sending a range of staff to work with the NTD. Can we submit more resumes than just the three positions identified in the RFP?

NTD Response: Page 12, C. STAFF QUALIFICATIONS AND EXPERIENCE

"Indicate the total staff available and identify by name and title the key personnel who will be assigned to this Contract. Key personnel should be listed in order of their position of seniority and responsibility in the firm. Identify other specialists and the functions they will perform. Proposals shall describe the role each staff member would play in providing the Services. Clearly show the extent and nature of the involvement of the key team members who would provide the Services. Proposal should contain a separate appendix of resumes (or narratives) for key personnel outlining relevant qualifications, certifications held, educational qualifications, and business experience for the past three years."

- 10. Page 20 of 55- COST PROPOSAL FORM – For our company it is notably cheaper to provide support, when relevant, via a remote connection to our customer’s IT infrastructure. We want to provide competitive pricing in our bid. Can we include both a travel rate and a no travel rate for each position? This would enable us to save the NTD money when we are asked to and can remedy a service request remotely.**

NTD Response: The Cost Proposal Form States:

*"The above hourly rates shall include all incidental expenses of the Consultant, including but not limited to the costs of telephone calls, document binding, filing fees, express mail, delivery charges, courier service, photocopying, facsimiles, transportation, **travel**, automobile rental, taxicab fares, parking, meals, secretarial services, printing, photographs, renderings, maps, Internet, computer, overhead, administration, and other costs and charges incurred by the Consultant or any subcontractors. There should be no monthly fees billed to the District as all cost should be built into the hourly rate(s). Software, licensing, and equipment will be procured separately."*



11. Page 21 of 55- References – We provide similar services to many organizations in the transit industry. Is there any value in us including more than three references?

NTD Response: Page 11, B. Firm's Statement of Qualifications, 2nd paragraph states:

*"The proposal must include a **minimum of three (3) references** for which the Proposer has provided professional services similar in scope and complexity to that concerned with this RFP. The most recent reference should be listed first, then others in reverse chronological order. References should be listed on the form provided in Exhibit A. Proposals should include a short narrative describing services performed for these references. Proposer shall ensure that contact names/telephone numbers are accurate. The District reserves the right to seek references beyond those provided by the Proposer, which may be used as part of the evaluation process."*



COST PROPOSAL FORM

This form will be used with respect to the cost aspect evaluation of Proposals. The Proposer shall identify the hourly rates of the staff it will specifically provide for the Contract if awarded. The Proposer may choose to provide one hourly rate that will be applicable for all staff assigned to the Contract. The District currently averages approximately 205 hours of IT Services per month and identifies the minimum total service hours per year to be 2,100 hours and the maximum total per year 3,000 hours. Hours to be billed in 15-minute increments.

Name of Organization: _____

Staff Member Name and Title or Function	Year 1	Year 2	Year 3	Year 4	Year 5
	Hourly Rates for each year must be provided				
Desktop Computer Technician	\$	\$	\$	\$	\$
Systems Engineer	\$	\$	\$	\$	\$
Project Manager	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$
Provide rates by position above, OR a fixed hourly rate for all staff available for the contract below.					
Fixed Rate for all Staff	\$	\$	\$	\$	\$

The above hourly rates shall include all incidental expenses of the Consultant, including but not limited to the costs of telephone calls, document binding, filing fees, express mail, delivery charges, courier service, photocopying, facsimiles, transportation, travel, automobile rental, taxicab fares, parking, meals, secretarial services, printing, photographs, renderings, maps, Internet, computer, overhead, administration, and other costs and charges incurred by the Consultant or any subcontractors. There should be no monthly fees billed to the District as all cost should be built into the hourly rate(s). Software, licensing, and equipment will be procured separately.

Signature: _____

Name: _____

Title: _____

Date: _____



END OF ADDEMDUM

Proposer acknowledges receipt of Addendum No. 1 to the Request for Proposals #NTD-RFP-2023-01 for Information Technology Services and must sign and return this page with their Proposal.

Proposer: _____

Authorized Signature: _____ Date: _____

Printed Name: _____ Title: _____

