

M E M O R A N D U M



SUBJECT: Solicitation FQ18026 –
Emergency Trip Station (ETS)
Telephone Automation and
Upgrade

DATE: September 19, 2017

FROM: Sherry A. Caison, Contract Administrator

TO: Prospective Offerors

ATTACHED Pre-Proposal PowerPoint, Sign In and Summary

Please be advised, based on questions from the Pre-Proposal Conference the Program Office is revising the solicitation scope of work. Amendment 002 is anticipated to be posted by September 27, 2017.



PRE-PROPOSAL CONFERENCE

**RFP No. FQ18026
Emergency Trip Station (ETS) Telephone
System Automation Upgrade**

September 14, 2017; 2:00 PM

Disclaimer

**The information contained in
this presentation is for
informational purposes only**

**In the event of a discrepancy
between the information
contained herein and the RFP
documents, the RFP
documents will take precedence**

Summary of Solicitation

- Procurement Method: Best Value Procurement
- The technical merit of the proposal is significantly more important than the price, and price must be fair, reasonable and affordable
- Performance Period: One (1) year from the contract effective date
- Option Years: Three (3) one-year options, at the discretion of the Authority
- Anticipated Contract Award: November 10, 2017
- Contract Type: Requirements Contract with fixed unit prices
- Contractors are encouraged to ask questions or clarifications during the Q&A period
- Insurance Requirements – Exhibit A in Solicitation

Proposal Requirements

Proposals shall be submitted in three (3) parts, envelope must be sealed and separately marked and addressed to:

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
600 5th Street, N.W.
Washington, DC 20001
Room 3C-02
Attn: Sherry A. Caison/CA

**ALL ENVELOPES OR PACKAGES MUST BE SEPARATELY MARKED WITH
THE SOLICITATION NUMBER FQ18026**

**PROPOSALS SHALL BE TIMELY MAILED OR HAND DELIVERED TO REACH WMATA BEFORE
2:00 P.M. (LOCAL TIME) September 27, 2017 ON DAY OF PROPOSAL CLOSING.**

THE FOLLOWING FORMS MUST BE **COMPLETED & SUBMITTED** AS SPECIFIED BELOW WITH YOUR OFFER:

- PRICE SCHEDULE- **VOLUME I**
- TECHNICAL PROPOSAL- **VOLUME II**
- SOLICITATION, OFFER & AWARD FORM (Must be signed) - **VOLUME III**
- REPRESENTATIONS AND CERTIFICATIONS- **VOLUME III**
- PRE-AWARD DATA- **VOLUME III**
- ACKNOWLEDGMENT OF AMENDMENTS (IF ANY)- **VOLUME III**
- PROOF OF INSURANCE ELIGIBILITY - **VOLUME III**

Proposal Submissions - Volume II – Technical Proposal

Do not include any Price Proposal information in any of the technical proposal sections

BEST VALUE

Proposals will be evaluated based upon application of the following Evaluation Criteria:

Mandatory Solicitation Requirement: Offeror must provide the full name and address of its organization, including the parent company if it is a subsidiary. Offeror must perform 80% of the work and 100% of the maintenance and support. **(No Points)**

Criterion 1: Technical Approach: Contractor's overall understanding of the RFP's Scope of Work in Part III of the solicitation. Level of understanding will be determined by the quality, accuracy, and detail of the technical proposal in adherence with the general requirements of the solicitation. Proposal must meet the needs required and be presented in a clear and organized manner. **(500 Points)**

Criterion 2: Corporate Experience: An offeror is expected to have at least 3 (three) years of Corporate Experience. Offerors must submit a two-page maximum narrative describing the company's corporate experience providing these type of services. The narrative should include Organization's number of years of experience, Organization size, experience in field, and resources available to fulfill this requirement. The services must have been provided to a Transportation, Government or Commercial entity for the minimum number of years noted. **(250 Points)**

Proposal Amendments

ACKNOWLEDGMENT OF AMENDMENTS

Offerors are required to acknowledge receipt of all amendment(s) to the solicitation on the designated form to be submitted with their proposal. Failure to do so may, at the Contracting Officer's discretion, jeopardize the offeror's right to have its proposal reviewed by the Authority.

THE UNDERSIGNED ACKNOWLEDGES RECEIPT OF THE FOLLOWING AMENDMENTS (Page 5 of the Solicitation)

TO SOLICITATION RFP FQ18076

Amendment Number _____	Dated _____
Amendment Number _____	Dated _____
Amendment Number _____	Dated _____

Failure to acknowledge receipt of all amendments may render the offer unacceptable.

Authorized Signature

Company Name

Date

Proposal Amendments

Amendment No. 01 – Presently Posted on the Solicitation Website – Includes the Telephone Exhibits and Technical Specifications and notes the Pre-Proposal Conference date change.

Amendment No. 02 –

1. Revised Solicitation:
 - Representations and Certification – to add/update – Criminal Background Screening Certification and Certification Required for all Safety – Sensitive Contracts
 - Chapter II – Add Notification of Bankruptcy or Insolvency
 - Chapter III – Warranty was revised to read “Warranty of Supplies” and to add “Warranty of Services”
2. FTA Clauses – Non – Applicable
3. Add Questions/Answers & Clarifications

Criterion 3: Project Management/ Operational and Quality Control: Describe the methodology that will be used including the execution of the solution, tools, systems and processes. Include the team composition and access to project resources including the ability to provide available required experienced resources necessary to install application with minimal lead times. **(150 Points)**

Criterion 4: Past Performance: Past performance, expertise, and experience in providing an automated telephone management system solution with an organization of similar size or larger. Offeror must provide the names of three solutions that have been deployed. In addition the WMATA Evaluation Team will require to speak with references via conference call, written survey or direct face to face meeting. **(100 Points)**

The Authority will award a contract to the responsible offeror whose proposal conforms to the solicitation and is judged to be the most advantageous to the Authority based on an overall assessment of technical merit and price in accordance with the Evaluation Criteria. In conducting this assessment:

Technical Considerations Most Important:

The Authority is more concerned with obtaining superior technical or business management features than with making an award at the lowest overall cost to the Authority. However, the Authority will not make an award at a significantly higher overall cost to achieve only slightly superior technical or management features.

Insurance Requirements

(NOTE TO BIDDERS: If you do not currently carry all of the required insurance for this RFP/IFB, a current certificate of insurance (COI) evidencing the insurance you do carry and a letter from your insurance agent/broker stating that 'if our client (you) are awarded the contract, the required coverage will be provided' will suffice.)

•MINIMUM REQUIRED INSURANCE: MINIMUM LIMITS OF INSURANCE

INSURANCE TYPE	LIMITS	BASIS
Workers' Compensation	Statutory	
Employers' Liability	\$500,000	Each Accident
	\$500,000	Disease Policy Limit
	\$500,000	Disease Each Employee
Commercial General Liability		
	\$1,000,000	Each Occurrence Limit
	\$2,000,000	General Aggregate Limit
	\$1,000,000	Products-Completed Operations Limit
Business Auto Liability		
	\$1,000,000	Combined Single Limit
Professional Liability		
	\$1,000,000	Each Claim

On-Line Resources

- The Pre-Proposal Conference Attendees List and this presentation will be posted on WMATA's website.
- All questions must be submitted to the Contract Administrator by **3:00 PM September 15, 2017**
- Answers to all questions received will be posted on-line by Amendment and all registered vendors who attended the pre-proposal conference will be notified.

QUESTIONS?

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
 PRE-PROPOSAL CONFERENCE
 RFP FQ18026 EMERGENCY TRIP STATION (ETS) TELEPHONE AUTOMATION AND UPGRADE
 SEPTEMBER 14, 2017

No.	Company Name	Representative Name	Address	Telephone Number	Email Address
1	EMCOM	Paul Grigg	Trout NJ	732 312 8111	paul@emcomsy.com
2	Emcom	Jonathan Zeier	Trout NJ	609 585 8881	Zeier Associates caol.com
3	AVIRE	Chris Spetsieri	Hawthorne, NY	631-864-3677	Chris.Spetsieri@avire-global.com
4	Data Connect	Glenn Felton	West Chester PA	610-430-8390	Felton@DataConnectInc.com
5	GAI-TRONICS	STEVE NOECKER	MORTON, PA	610-796-5806	SNoecker@gai-tronics.com
6	GAI-TRONICS	BRIAN BARNES	MORTON, PA	610 796 5991	BBARNES@GAI-TRONICS.COM
7	Graybar	Randi Suskil	Lanham MD	301-306-3209	Randi.Suskil@graybar.com
8	Ics	ERIK MANZANO	Fairfax VA	240-441-2310	Emmanzo@ICS-wett.com
9	AVIRE INC	Jonathan Latham	Hawthorne N	631-275-6238	jonathan.latham@avire-global.com
10	GIOVANNI LADAGA	Ics	FAIRFAX VA	703-861-4134	
11	JAGDISH KAPRAL	Ics	FAIRFAX VA	703-861-4134	
12	WMATA	Charles R. Wolfe	NCS	26387	cwolfe@wmata.com
13	WMATA	Harry Graves	↓	22160	hgraves@wmata.com
	Al Pagan			22876	APagan@wmata.com
	Dr. L. Conner			52199	lconner@wmata.com

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
 PRE-PROPOSAL CONFERENCE
 RFP FQ18026 EMERGENCY TRIP STATION (ETS) TELEPHONE AUTOMATION AND UPGRADE
 SEPTEMBER 14, 2017

No.	Company Name	Representative Name	Address	Telephone Number	Email Address
14	Case System Corp	Sebastian Gutierrez	5 goddard Sanvinne CA 92618	949-988-7501	clawson@casesysteminc.com SGutierrez@casesysteminc.com
15	Washington metraen	Norm Peterson		X-26392	NPeterson@wmata.com
16	WMATA	Sherry Caism	WMATA	202-962-1344	SCaism@wmata.com
17	WMATA	Bridgette Crowley	WMATA	202-962-2718	
18	WMATA	Monique Andersen	WMATA	202-962-1638	mmanders@wmata.com
19					
20					

WMATA Norm Peterson via conference call
 WMATA Elizabeth Hollingsworth via conference call
 Case Systems Corp - Sebastian Gutierrez via conference call

PRE-PROPOSAL CONFERENCE SUMMARY

REQUEST FOR PROPOSALS

RFP FQ18026

EMERGENCY TRIP STATION (ETS) TELEPHONE SYSTEM AUTOMATION UPGRADE SEPTEMBER 14, 2017

WMATA Representatives:

Sherry A. Caison, Contract Administrator
Monique M. Anderson, Procurement Officer
Bridgette Crowell, PRMT Contract Administrator
Charles Wolfe, IT NCS Network Communication
Al Pegram, IT NCS Network Communication
Harvey Graves, IT NCS Network Communication
Paul Correia, IT NCS Network Communication
Elizabeth A. Hollingsworth, IT NCS Network Communication
Norman Peterson, IT NCS Network Communication
Joy Forrest, Office of Risk & Insurance

The attendance list will be posted as a separate document on WMATA's website.

Total of eleven vendors attended. 1 vendor and 2 WMATA employees attended via conference call.

Ms. Sherry A. Caison, Contract Administrator for the Request for Proposals (RFP), convened the meeting at 2:07 pm by giving a Safety Tip and Housekeeping. She then asked the WMATA representatives and vendors including telephone conference callers to introduce themselves.

Sherry A. Caison then addressed the following:

- Stating Disclaimer - That this presentation is for informational purposes only – in the event of changes all will be address by amendment to the solicitation.
- Agenda Change that Technical would be discussed prior to Insurance due to Joy Forrest meeting schedule conflict.
- Summary of the Solicitation
- Proposal Requirements & Submissions
- Amendment 001 – Asking if everyone present had received Amendment No. 001
- Proposed Amendment – Policy Solicitation Changes

Sherry placed emphasis on the following:

- As the Contract Administrator, Ms. Caison is the sole point of contact for the RFP. Making contact with anyone other than Ms. Caison could result not only in receiving incorrect information, but may also result in the rejection of the Offeror's proposal.
- RFP Notice to Offerors – Solicitation Volumes – **(Expressed that No Pricing should be included in the Technical Volume II)**
- Proposal Delivery Requirements and RFP Summary – The contract will have a one year base with four consecutive one year renewal options.
- Contract is a Best Value Procurement with Technical Capabilities more important than price. Evaluation Criteria most important in descending order.
- Offerors must submit all questions in writing to the Contract Administrator by Friday, September 15, 2017.
- RFP Solicitation Revisions:
 1. Representations and Certifications – To Add/Update Criminal Background Screening Certification and Certification required for all Safety – Sensitive contracts.
 2. Chapter II – Add Notification of Bankruptcy or Insolvency
 3. Chapter III – Warranty changed to Warranty of Supplies and Warranty to Services Added
 4. FTA clauses – Specifically Buy America – Non-Applicable
- RFP Amendments – Reminded potential vendors that Acknowledgement of all Amendments is required. Everyone was asked if they received Amendment 001. And reminded that all questions and answers would be posted by Amendment.

The floor was then opened for questions. Q&A documents will be posted to the WMATA website by amendment to the solicitation. <https://www.wmata.com/about/business/procurement/solicitations/index.cfm>

- Introduced Joy Forrest of Risk & Insurance to give details on the solicitation insurance requirements.
- Prior to ending the meeting Charles Wolf, reiterated that all correspondence, questions etc. must come through the Contract Administrator, Sherry Caison. No call or emails should be sent directly to the program office.

The meeting adjourned at 3:30 pm.

Notice: Nothing stated at the Pre-Proposal conference may change the RFP unless a change is made by the Procurement Officer by written amendment. This summary does not constitute a written amendment.

Offerors are specifically directed NOT to contact any WMATA personnel or its contracted consultants for meetings, conferences, or discussions that are specifically related to this RFP at any time prior to any award and execution of a contract. Unauthorized contact with any WMATA personnel other than the Contract Administrator can be cause for rejection of the Offeror's proposal.