

**DATE: 07/05/2024**

## **CONTRACT SOLICITATION NOTICE/PROJECT OVERVIEW**

**MTA-C&D IS NOW ADVERTISING FOR THE FOLLOWING:**

**SSE EVENT#:** 0000477994

**OPENING/DUE DATE:** 09/11/2024

**TYPE OF SOLICITATION:** RFP

**DOCUMENT AVAILABILITY DATE:** 07/05/2024

**SOLICITATION TITLE:** 1000133778R Design, Furnish, Deliver, Install, Configure, Test, and Commission Digital Audio Call Recording System

**DESCRIPTION:** The Metropolitan Transportation Authority ("MTA"), by and through the MTA Construction and Development Company ("MTA C&D"), is soliciting a one-step Request for Proposals ("RFP") procurement process in order to identify and engage a qualified Design-Builder to provide design-build services to furnish, deliver, install, configure, test and commission Metro-North's Private Branch Exchange (PBX) system and radio at 16 locations. MTA C&D intends to award a design-build contract at the conclusion of the RFP process. The Contract will provide for design-build services to upgrade the hardware and software of MNR's multi-site digital audio call recording system with minimal downtime. Recorders are integrated into the Private Branch Exchange ("PBX") system at sixteen MNR locations. The sites are Grand Central Terminal (GCT) Core Node East, GCT Core Node West, GCT PBX room, GCT Customer Service room, Highbridge, Croton-Harmon, Poughkeepsie, 525 North Broadway White Plains-Customer Service Channels, 525 North Broadway White Plains-Head End/Operational Channels, North White Plains, Southeast / Brewster, Stamford, Danbury, Bridgeport, New Haven T&E building, and Network Attached Storage (NAS), which is not a recorder but is part of the recording system because it stores audio files, located on the 10th Fl. of 420 Lexington Avenue.

Funding 100% MTA      Goals: 15% MBE; 15% WBE; 6% SDVOB      Est \$ Range: \$1M - \$5M  
 Contract Term: 467 Days

**\*\*\*\*\*PLEASE SEE THE ATTACHED PROJECT OVERVIEW FOR ADDITIONAL INFORMATION\*\*\*\*\***

<b>(X) PRE-BID CONFERENCE LOCATION:</b>	<b>DATE:</b> 07/18/2024	<b>TIME:</b> 2:00PM
Virtual via Microsoft Teams- Please contact the assigned procurement representative at <a href="mailto:christopher.james2@mtacd.org">christopher.james2@mtacd.org</a> to register		

<b>(X) SITE TOUR LOCATION:</b>	<b>DATE:</b> 07/16/2024	<b>TIME:</b> 10:00AM
Grand Central Station- 89 E 42nd St, New York, NY 10017, specific meeting location is "The Clock" / Information Booth in the Center of the Main Concourse.		

**FOR MORE INFORMATION, PLEASE CONTACT:**

**PROCUREMENT REPRESENTATIVE:** Christopher James      **EMAIL:** [christopher.james2@mtacd.org](mailto:christopher.james2@mtacd.org)

**REQUIREMENTS TO PARTICIPATE**

**SYSTEM FOR AWARD MANAGEMENT (SAM): VENDORS ARE REQUIRED TO REGISTER WITH SAM, A FEDERAL VENDOR DATABASE USED TO VALIDATE VENDOR INFORMATION, BEFORE REQUESTING BID DOCUMENTS. YOU CAN VISIT THEIR WEBSITE AT [www.sam.gov](http://www.sam.gov) TO REGISTER. A DUNS NUMBER IS REQUIRED FOR REGISTRATION.**

**\*\*\*\*\*WE CANNOT PROCESS DOCUMENT REQUESTS WITHOUT A MTA BIDDER/SUPPLIER NUMBER. PLEASE ACCESS THE MTA VENDOR PORTAL, [WWW.MYMTA.INFO/VENDOR](http://WWW.MYMTA.INFO/VENDOR), TO REGISTER AS A BIDDER\*\*\*\*\***

**Contract No. 1000133778R  
Project Overview**

**1. Introduction to the Project**

Contract 1000133778R will provide for design-build services to upgrade the hardware and software of MNR's multi-site digital audio call recording system with minimal downtime. Recorders are integrated into the Private Branch Exchange ("PBX") system at sixteen MNR locations. The sites are Grand Central Terminal (GCT) Core Node East, GCT Core Node West, GCT PBX room, GCT Customer Service room, Highbridge, Croton-Harmon, Poughkeepsie, 525 North Broadway White Plains-Customer Service Channels, 525 North Broadway White Plains-Head End/Operational Channels, North White Plains, Southeast / Brewster, Stamford, Danbury, Bridgeport, New Haven T&E building, and Network Attached Storage (NAS), which is not a recorder but is part of the recording system because it stores audio files, located on the 10th Fl. of 420 Lexington Avenue.

**2. Contracting Methodology**

This Contract will be awarded as a lump sum Design-Build Contract. Procurement of the Contract on a design-build basis is intended to encourage development of innovative designs, planning and logistics while also optimizing the sharing of risks related to the Work. MTA C&D will award the Design-Build Contract to the Proposer submitting the Proposal offering the best value to MTA C&D based on an evaluation of qualitative factors as well as price, in accordance with the evaluation criteria set forth herein.

**3. Background information and Project Scope/Description**

Metropolitan Transportation Authority Construction & Development (MTA C&D) in conjunction with Metro-North Railroad (MNR) plans to secure the services of a Design-Builder to furnish, deliver, install, configure, test and commission Metro-North's Private Branch Exchange (PBX) system and radio at 16 locations. The sites are Grand Central Terminal (GCT) Core Node East, GCT Core Node West, GCT PBX room, GCT Customer Service room, Highbridge, Croton-Harmon, Poughkeepsie, 525 North Broadway White Plains-Customer Service Channels, 525 North Broadway White Plains-Head End/Operational Channels, North White Plains, Southeast / Brewster, Stamford, Danbury, Bridgeport, New Haven T&E building, and Network Attached Storage (NAS), which is not a recorder but is part of the recording system because it stores audio files, located on the 10th Fl. of 420 Lexington Avenue.

As a railroad, Metro-North maintains regulatory compliances and follows critical protocols and procedures. This requires exceptional quality monitoring and training on an ongoing basis. Due to these requirements, it is also crucial for Metro-North to accurately record and monitor all service calls including safety-critical calls between Rail Traffic Controller (RTC) and employees working on and around tracks. The RTC control and manage the track usage from Operation Control Center (OCC), ensuring that trains are routed safely and efficiently, and ensuring the safety of customers and employees. The recorded voice data are used for liability protection and to accurately assess those communications that provide insights into skill gaps, process lapses, and employee training needs. Metro-North uses the call recording solution to capture, store, manage and replay audios of the calls.

The work under this Contract includes, but is not limited to the following:

- i. Upgraded Digital Audio Call Recording System, with additional capacity, at the sixteen existing locations;
- ii. Removal and disposal of existing recorders and associated equipment, installation of new recorders (along with any necessary software and software licenses);
- iii. Provide uninterrupted power supply and switches;
- iv. Integrate the recorders to MNR's existing Avaya PBX system;

**Contract No. 1000133778R**  
**Project Overview**

- v. Installation of a new NAS at the NAS Site (along with any software and software licenses), and connection of same to the digital audio call recording system.

A detailed summary of the Work elements is set out in the RFP documents.

#### **4. Procurement Process**

This RFP is a one-step best value procurement for Contract No. 1000133778R. Through the evaluation of the Proposals submitted in response to this RFP, MTA C&D intends to ultimately select one (1) Proposer whose Proposal, in MTA C&D's sole discretion, represents the best value to MTA C&D. While price will be a factor in the evaluation, experience working in a railroad environment, experience performing work of similar nature, technical approach, schedule, and other qualitative factors will also be considered in determining best value, as set out in this RFP.

#### **5. RFP Availability**

The RFP documents will be made available to all prospective Proposers on or about July 5, 2024. In order to obtain the RFP documents, prospective Proposers need to complete and submit the Contract Document Order Form to SolicitationDocs@mtacd.org. After the order form is processed, prospective Proposers will be notified and instructed to log in the MTA Vendor Portal, [www.mymta.info/vendor](http://www.mymta.info/vendor), and download the RFP documents.

**IMPORTANT:**

Vendors' contact information must be updated in the Supplier Portal in order to receive notifications regarding this solicitation.

New Vendors must first complete the registration process in order to obtain the RFQ documents. To register log in the MTA Vendor Portal, [www.mymta.info/vendor](http://www.mymta.info/vendor), selecting Vendor Sign-in & Registration, select New Bidder Registration and then follow the on-screen instructions.

#### **6. Evaluation of Proposals**

As described in more detail in the RFP, each Proposer's Proposal will be evaluated on a pass/fail basis for compliance with the Proposal submittal requirements, including:

- a) Threshold Evaluation Criteria
  - i) **Completeness**: The Proposal conforms to the RFP requirements and includes all materials required by the RFP.
  - ii) **Timeliness**: The Proposal was submitted on or before the RFP Due Date and time.
  - iii) **Capacity**: The Proposer has presented evidence that its organization has the legal capacity to enter into and perform the Design-Build Contract and to design and build the Project and comply with New York licensing requirements.
  - iv) **Responsibility**: Neither the Proposer nor any Major Participant is currently disqualified, removed, debarred, or suspended from performing or bidding on work for the United States government, any state or territory of the United States, or any New York local government; and demonstrates responsibility based on any publicly available reports and filings, reference checks as applicable,

**Contract No. 1000133778R  
Project Overview**

and company or court records or other internal MTA documents that are available to MTA C&D.

- v) **Financial Capability:** Proposer has demonstrated financial strength sufficient to complete the Project and has provided a letter from an eligible Surety to satisfy the financial requirements set forth in the RFP.
- b) Substantive Evaluation Criteria.
- i. **Design & Construction:** The Proposer shall be evaluated on its strategies for efficient contract scope delivery. The Proposer's understanding of the Project objectives, scope of Work, design deliverables, the requirements of the Project Requirements and Design Criteria, and the required construction elements, project constraints and site restrictions. This shall include the background and experience of the proposer in providing similar service elsewhere, including the level of service working with municipalities and or other public benefit corporation of similar size, and the quality of services performed, either for MTA or for other municipal or private sector clients. Proposer's identification of potential design and construction risks and strategies to mitigate these risks will be evaluated, as well as the Proposer's approach to the construction, its means and methods, construction equipment, use of Railroad Supplied Services, project phasing, and plans to impact the traveling public while still achieving C&D requirements.
  - ii. **Schedule:** The Proposer must demonstrate its strategies to meet the Milestones set forth in the Contract. The Proposer will be evaluated on their CPM schedule detailing the sequence of work, utilization of Railroad Supplied Services, including proposed projects measures and innovations designed to expedite the Work resulting in earlier milestone completion and overall contract construction duration (Substantial Completion).
  - iii. **Management Plan:** The Proposer will be evaluated on the details of their approach to the management of the design, construction, and risks for the Project. Descriptions of prior similar projects, including those with other MTA agencies may be documented. Experience profiles for key management personnel will be evaluated. Staffing levels to meet Contract Milestones will be evaluated. The completeness of the Organization Chart will be evaluated as it relates to communication protocols and covering all aspects of the project. The Proposer and its team members must demonstrate that other commitments and contractual obligations will not impair or adversely impact its performance under the Contract.
  - iv. **Experience:** Experience, qualifications and organizational structure of the Proposer Team including key members of the Construction Management team, key subcontractors. This includes relevant experience of the Designer evaluated in the RFP process.
  - v. **Record of Performance:** Current record of performance on other contracts of MNR, LIRR, NYCT, C&D, MTA, other governmental and non-governmental entities.
  - vi. **Safety and Quality – Record and Plan:** The Proposer shall be evaluated on their safety record for previous projects including lost-time incidents, recordable injuries and fatalities, and safety or quality violations. The evaluation shall also include the Proposer's safety, quality control and quality assurance plan for the Work.
  - vii. **Diversity Practices:** Proposer's Diversity Practices as determined by the MTA's assessment of Proposer's answers to Question 6 in Schedule R and to Schedule T (Diversity Practices Questionnaire), which is primarily, though not entirely, concerned with Proposer's use of, and programs for, New York State certified Minority and Women Owned Business Enterprises. Proposer's answers to Schedule T will be scored by MTA C&D at its sole discretion.

**Contract No. 1000133778R**  
**Project Overview**

- viii. **Other Relevant Matters:** The Proposer will be evaluated on all matters deemed relevant by MTA C&D, in its sole discretion, including issues that might be raised after the release of the RFP and overall adherence to the requirements of the RFP.
- i) MTA C&D reserves the right to determine that any Proposal which it deems unacceptable in one (1) or more technical evaluation criteria will not be eligible for Contract award; provided, however, that pursuant to Section 313-a of the New York State Executive Law Article 15A, a Proposer's "Diversity Practices and Plan" shall not be the sole basis for rendering a Proposal ineligible for award.

## **7. Experience and Performance**

Objectives:

- a) To identify the best construction firms available, with demonstrated experience, expertise, capacity, and record of producing quality work on projects similar in nature to the Project.
- b) To identify a Contractor or a Lead Contractor with:
  - i) experience in successfully managing and constructing projects of the size, type and complexity as anticipated for the Project;
  - ii) a record of completing contracts on time and within budget;
  - iii) technical and management experience and expertise to plan, organize and execute construction and assure the quality and safety of the Work; and
  - iv) qualified key personnel with experience managing and performing work in active rail and transit environments, including without limitation, project managers, construction managers, safety managers, quality managers and schedulers.

## **8. General Limitations on Proposer Team Membership**

- a) Subject to the Limitations on Exclusivity set forth in Section 10 below, and in addition to any other restriction or qualification on Proposer team membership and on the inclusion of Major Participants and Key Personnel:
  - i) no Major Participant, including its affiliates, may participate on more than one (1) Proposer team;
  - ii) non-Major Participant Subcontractors and their Affiliates may participate on more than one (1) Proposer team, subject to compliance with Sections 7.3, 8.2, and 8.3 of the instruction to Proposers;
  - iii) no firm that employs one or more of the individuals named as Key Personnel on one Proposer team may serve any role on another Proposer team; and
  - iv) no individuals serving a Key Personnel role on one (1) Proposer team may serve any role on another Proposer team.

## **9. Proposed Engagements with Duplicate Major Participants**

- a) Each Proposer shall identify and propose a single entity for each Major Participant in its Proposal, for which purposes a Joint Venture will be considered to be a single entity.

## **10. Limitations on Exclusivity**

- a) Non-Major Participants, Subcontractors, and other Persons which are not prohibited from participating on more than one (1) Proposer team under Section 8.2. of the Instructions to Proposers, may participate

**Contract No. 1000133778R**  
**Project Overview**

on more than one (1) Proposer team subject to compliance with the following requirements in order to protect the integrity of the procurement process:

- i) Proposers may not team with or engage an entity if such teaming is conditioned on that entity or its Affiliates being on a Proposer's team on an exclusive basis.
- ii) Any otherwise permitted engagement of a Person by two (2) or more Proposer teams shall be subject to: (i) the disclosure to all relevant Proposer teams that such entities and personnel are engaged by another Proposer team; (ii) the institution of Information Barriers acceptable to MTA C&D; and (iii) the prohibition of any such entity and their personnel sharing information (or being asked by a Proposer team to share information) regarding the procurement and the Design-Build Contract between or among Proposer teams.