



February 5, 2025

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Addendum No. 1

**REQUEST FOR INFORMATION  
RFI-OCC-1-1  
Future Operational Control Center Development  
Unifying Centralized Operations Management Systems.**

To All Prospective Responders:

This constitutes Addendum No. 1:

**I. Submission Deadline**

The submissions deadline for this RFI changes from Thursday, February 6, 2025, at 2:00 PM to **Monday, February 10, 2025 at 2:00 PM.**

**II. Prospective Responder's Questions and MTA Responses:**

Below are questions and/or requests for clarifications from prospective responders and the MTA's responses. The questions are restated for convenience only and are not part of the MTA's responses. The MTA's responses do not modify the provisions of the Request for Information. The MTA's responses are intended merely to identify relevant provisions of the RFI and clarify any perceived ambiguities. In the event of an inconsistency, the RFI Notice, including any revisions published, take precedence over the MTA's responses.

**Question # 1**      Where do you see opportunities for improvements in industrial design and human-computer interaction?

**Answer # 1**      Among the opportunities in human-systems integration and industrial optimization are the means for rank-ordering by criticality and priority the issues arising within the system and ranked presentation of those issues to the operators. Understanding the capabilities of solutions in the market to guide that rank-ordering process is one goal of this RFI.

- Question # 2** Please list all the users who would interact (directly or indirectly) with the operations management system.
- Answer # 2** There are many user groups that would interact with the operations management system. The responders to the RFI should consider MTA's control centers as broadly comparable to the normative models for transit and transportation management and their operational needs.
- Question # 3** What are the top 5 usability pain points of the current operations management system?
- Answer # 3** The potential operational improvements that are being assessed by MTA are in the alerting and alert management; timely access to actionable information; resolving conflicts and performance issues with at a single workstation; under-utilization of visual information presentation at the human-system integration point.
- Question # 4** What are the top 5 improvements you're expecting to come out of the implementation of this program? (e.g., a healthier experience)
- Answer # 4** The intent of the RFI is to solicit the marketplace as to the potential improvements that MTA may implement based on the potential realistic supplier solutions.
- Question # 5** Could you provide a comprehensive list of existing systems that the centralized system must integrate with (e.g., ATS, ATC, PTC, OCC Office Systems).
- Answer # 5** Refer to Answer #2 in this Addendum.
- Question # 6** Are there specific vendors or proprietary technologies currently in use that the new system should interface with?
- Answer # 6** There are existing systems with the MTA but the intent of the RFI is not to bind the responses to the specific interface point but rather to explore broadly the marketplace technologies that may be useful to the MTA.
- Question # 7** What customer-facing technologies are currently deployed (e.g., PA/CIS, platform information screens)? Are there expectations for upgrades or replacements?
- Answer # 7** Refer to Answers #2 and #6 in this Addendum.

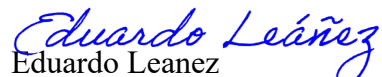
- Question # 8** Are there unique challenges in customer communication, such as multilingual support or ADA compliance, that the new system should address?
- Answer # 8** Refer to Answers #2 and #6 in this Addendum.
- Question # 9** Are there automation goals for decision-making processes, such as automated dispatch based on real-time analytics?
- Answer # 9** Refer to Answer #4 in this Addendum.
- Question # 10** Does the anticipated network backbone for the COMS provide adequate bandwidth, latency, and coverage for the intended service area?
- Answer # 10** The existing system capacities are not part of the criteria for the state of the art technology exploratory nature of this RFI.
- Question # 11** Will the COMS team be responsible for any backend scope (i.e., network and hardware) to support the system?
- Answer # 11** Refer to Answer #10 in this Addendum.
- Question # 12** Will there be an opportunity to assess the current system?
- Answer # 12** No. The RFI effort intends to engage with the supplier communities to explore their state of the art systems and technologies. Separate future efforts in industrial and systems engineering will include assessment of the current system.
- Question # 13** To design the OCC architecture, will drawings be available for the current network architecture including hardware and FW's?
- Answer # 13** Refer to Answer #12 in this Addendum.
- Question # 14** Is there a recommended list of software tools to be used for the user's, such as AI tool Azure?
- Answer # 14** Refer to Answer #12 in this Addendum.
- Question # 15** Any MTA training ideas or standard to follow?
- Answer # 15** Refer to the terms of the RFI for the response requirements.

- Question # 16** Once the RFI is submitted with possible solutions, will this be used for the requirements for the OCC PDRC?
- Answer # 16** Refer to Answer #12 in this Addendum.
- Question # 17** This RFI requirements cover a broad scope and will likely necessitate multiple solutions/vendors, potentially under a Systems Integration (SI) prime or a lead vendor.
- Answer # 17** We recognize that the OCC problem is complex, and includes elements that require multiple knowledge bases, skills, competencies, and partnering solutions to fulfill. Capturing information to assist in selecting the most suitable acquisition approach is one aspect of this engagement.
- Question # 18** If we choose not to respond to this RFI, would we still be eligible to participate in any eventual RFP process?
- Answer # 18** Yes. The RFI is not a contractual qualifying solicitation, nor will it be adapted to such. Any future RFPs related to the subject of this RFI would be administered through their own qualification processes distinct from this RFI.
- Question # 19** At this stage, considering final RFP proposals will likely come from an SI prime, would you accept an RFI response from subcontractors that focuses solely on their relevant offerings, excluding areas outside their scope?
- Answer # 19** Yes.
- Question # 20** Our firm likely possesses at least one critical component of the suite of tools you're seeking, along with the capability to deliver it.
- Answer # 20** We look forward to learning more about what your firm has to offer to MTA.
- Question # 21** To address your question in Section IV of the RFI, we would be interested in participating in an industry day event.
- Answer # 21** We look forward to meeting you, and all interested parties. The industry day event will be scheduled after we receive the responses for this RFI. This event information will be publicly advertised by the MTA.

- Question # 22** Is there a Concept of Operations for the Unified Control Center?
- Answer # 22** MTA have been and are involved in several concept development efforts involving control centers. However, the question invokes "the Unified Control Center" - such a center is not the subject of the RFI. By this RFI the MTA is exploring the use of a centralized operation and information management system (the "System") for its Operational Control Centers ("OCCs") and other operation and maintenance centers to consolidate the monitoring and operational control of MTA fleets, monitoring and communications with MTA customers, and monitoring and management of MTA plants and assets under a unifying system-of-systems approach
- Question # 23** Will the control of the operations remain with the individual agencies or will it be consolidated as an MTA-run organization?
- Answer # 23** Refer to Answer #22 in this Addendum.
- Question # 24** Is there a facilities plan for the unified control center?
- Answer # 24** Refer to Answer #22 in this Addendum.
- Question # 25** Is the intent for the unified control to be implemented in a single location?
- Answer # 25** Refer to Answer #22 in this Addendum.
- Question # 26** Are all support operations to be included such as station operations, car maintenance, signals, and traction power to be centrally managed, or will the integration of those activities be limited to monitoring at the unified center?
- Answer # 26** Refer to Answer #22 in this Addendum.

Please be governed accordingly when submitting your response.

Sincerely,

  
Eduardo Leanez  
Assistant Director Procurement  
MTA C&D Contracts