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CITYWIDE ASSET AND LOGISTICS MANAGEMENT  
SYSTEM (CALMS)  
REQUEST FOR PROPOSALS (RFP)  
PIN: 0712P0001  
-----X

165 Cadman Plaza East  
Brooklyn New York

February 3, 2012  
10:30 a.m.

B E F O R E:

JOHANNA CONROY, CALMS Project Manager

JONATHAN JENKINS, Director of Logistics

ERIKA YAN, Director of Procurement

ALISON MACLEOD, OEM Procurement Services

BRIAN GENZMANN, Procurement Analyst

ERIC SMALLS, Director of IT

TAYO AJAYI, IT Project manager



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MS. CONROY: Good morning,  
everyone. Thank you so much for joining  
us at this pre-proposal conference for the  
CALMS, Citywide Asset and Logistics  
Management System RFP. My name is Johanna  
Conroy. I'm the program manager for  
CALMS.

I just wanted to let you know, we do  
have some people here in the room that are  
attending the conference and we also have  
people on a conference call that are  
attending a the Webinar as well.

Can you see the CALMS home screen?

UNKNOWN SPEAKER: Yes.

MS. CONROY: Great. Wonderful.  
Thank you.

I just want to let the people on the  
conference call know what we're going to  
do is we're going to put everyone on mute,  
and if you have a question at any time  
during the Webinar just press \*7 and  
unmute yourself and ask questions at any  
point during the conference. I'm going to  
put you on mute right now.



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Hold on, please.

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One more thing, please, if you do ask a question, please state your name and what company you're with. Thank you.

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MS. YAN: Thank you, Johanna. So, again, welcome to the Office of Emergency Management. We'll begin the pre-proposal conference. I just wanted to mention some housekeeping rules. That bathrooms, if you need to step out -- I don't think it's going to take this long, probably like an hour conference call, Webinar -- it's right out this door, make a left, and you should see it right behind the orange wall.

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Also, we are going to go straight into the Webinar. And if there are any questions pertaining to what Johanna is doing, feel free to speak out. As Johanna mentioned, we do have a stenographer here, so mention your name and what company you're from, and we will proceed with answers to the questions as best we can. If there are any questions not related to



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the Webinar but related to -- any other questions, so for example, submitting the proposal, let's hold those questions till the end. Okay.

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I just wanted to go around the room for the OEM so you know who we are. Oh, I'm sorry. Did I say my name? I didn't. Sorry Erica Yan, Director of Procurement.

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MS. MACLEOD: Alison Macleod, Procurement.

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MR. AJAYI: Tayo Ajayi, IT project manager for CALMS.

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MR. JENKINS: My name is Jonathan Jenkins, Director of Logistics and CALMS is one of the programs I work with.

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MS. CONROY: And I'm Johanna Conroy, the program manager for CALMS.

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MS. MACLEOD: Also Brian Genzmann, who just stepped out of the room is also with procurement.

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MS. YAN: All right. Johanna, if you want to begin.

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MS. CONROY: Thank you again. Please let me know if I need to speak up,



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people on the conference call, Webinar, or

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people in the room. I'm going to try to

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get away from using the microphone. I

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will if have to.

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So CALMS is the Citywide Logistics

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Management System. It was developed in

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2003 and it was launched in 2004. And it

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started out kind of as a human services

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type of database and now it's very

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logistics heavy. So what we do is try to

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store stuff in there on many different

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levels, city, state, regional, private

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sector. We even have a tab in there for

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federal asset management. We collect

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facilities, fleet equipment, and supplies,

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personnel within the demographic and GIS

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component that's attached to this. And

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basically we have different levels of

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security at each point. Different people

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can view different pieces of information

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and it's locked down depending on who the

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user is in actuality accessing.

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So I'm just going to given you a quick

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look at what we have in CALMS so you have



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2 an idea of how it's laid out, what kind of  
3 information we gather. This database is  
4 going to be growing. I took the program  
5 over in 2007 and this is basically what I  
6 do, I put more information in. I take  
7 requests from stakeholders, such as other  
8 city emergency management personnel, state  
9 people, regional people. We basically  
10 grow CALMS according to their wishes. One  
11 of the other things that we do need is  
12 hosting. We do not host CALMS here. We  
13 do need a company that would host CALMS  
14 and provide maintenance of CALMS as well  
15 as, you know, the basic maintenance of all  
16 of that as well. Yes.

17 MR. VIERA: Vernon Viera, Capstone  
18 Strategy Group. You said you don't host  
19 it. Who is hosting it for you?

20 MS. CONROY: Ecology Environment.

21 MR. McLEOD: Dwight McLeod with  
22 Capstone. Is the ecology environment a  
23 city organization or is that an outside  
24 organization?

25 MS. CONROY: They are a private



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company.

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MR. McLEOD: Thank you.

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MS. CONROY: And so we basically need developers, need GIS people, and then we also need, obviously, the hosting maintenance side as well. We also are currently working on a backup server, a redundant falls over with the city, DoITT, Department of Information and Telecommunication Technology. And that is a work in progress. So working with city agencies is also part of the job.

So without further adieu, I will give you an idea of what's in there, how it's laid out. Please feel free to ask any questions as we go through. I'll focus on city because that is where we do a huge portion of what -- you know, the work that we do is predominantly on the city side, and then, as I mentioned, we do take requests from stakeholders outside the city. So we collect really a lot of facilities. Basically any facility that we might use or do use during times of



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emergency.

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Commodity distribution points, which are areas of the city where we would handout commodities to people returning to their neighborhood after an emergency.

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Debris storage, which is where we remove all tree trunks that fall across the roads until we can cut them down and haul them off.

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Evacuation centers, shelters and those kind of things, everybody -- I'm sure you all heard after Hurrican Irene we opened up 90 of those. So we also have an information on hospitals; parking areas; PODS, which are bio-tech terrorism-related facilities, and that actually we work very closely with the Department of Health & Mental Hygiene. They're actually right now rebuilding their survey. We are updating CALMS with that right now. So this is a very active website. There's never a point where it's done and we just sit back and let it go. We're always building. So we're going to run across



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things under construction right now. I'm hoping you guys can get an idea of what we look for.

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Special medical needs areas and the logistic staging areas, these are mostly done by hand survey. We usually go out and survey the places. We take pictures, so we do like to be able to have attachments, JPEGs and also now looking to have media files so we can have moving pictures of all the -- moving pictures, I sound like I'm from the 1920's -- you know, video of the sites so we can get a better idea what they look like before we go out there. This area we really do a lot of manual data entry upload ourselves on this area. Sometimes we do -- we have asked the current holder of the contract to subcontract for some data entry. There was one year where we did surveys and got 800 of them back. So that obviously takes a long time to manually do data entry so we did ask for some assistance with data entry on that, but usually we keep this up



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ourselves.

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I'll just give you a quick look within. So it's a pretty basic layout. We try to keep this as basic as possible. A lot of the stakeholders that we work with with CALMS, they only just now moved to Excel spreadsheets to keep their information. They're really not too far from a pen and paper system. We try to keep CALMS user-friendly, simple and as flat as possible, because, you know it can get a little bit confusing, people drill down multiple layers to get their information. So we try to keep with an eye to keeping the layout as simple as possible.

So you can see here building, we have a list of all of our evacuation centers, you know icons to show, you know, the JPEGs, the mapping. These are part of the U.S. Army Corp. Engineers have surveyed. If someone needs to view the information about this, then again, click just view and you can see these pages have much more



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in-depth information about the facility that they're looking at. And across the facilities this basically the layout. We try to keep the layout the same across the facilities so if you can navigate one, you can navigate all of them. So that's pretty much it for facilities and kind of how it's laid out and why we collect that information.

Fleet is actually something that we get an upload from our city department of DCAS. We get an upload once a quarter. They give us information on everything with wheels in the city. We do have an upload template that we have them fill out and then we upload it through here. So occasionally we do run into problems because sometimes they just e-mail a spreadsheet that doesn't really match our template and there is some troubleshooting going on there. But for the most part, this is also an area that just kind of runs by itself.

Equipment and supplies, this is an



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2 area where we actually work very closely  
3 with our individual agency stakeholders.  
4 We have a committee called the Citywide  
5 Logistics Committee and we work with about  
6 20 of the logistics-based agencies in the  
7 city, like Sanitation, DOT, DEP,  
8 Corrections, Parks, you know, so we  
9 actually survey them every six months. We  
10 ask them to give us an inventory of these  
11 assets. This has actually been probably  
12 the area where the most work has been  
13 going on recently. We've been adding new  
14 pieces of equipment. We've been adding  
15 new functionality. And then we have a way  
16 where we can export their stuff to Excel,  
17 have them e-mail it back to us and we can  
18 upload or they can upload it themselves.

19 So this is a part that the agencies  
20 touch a lot. We don't actually want them  
21 going in and being able to type in  
22 information. We actually want to restrain  
23 it to an upload kind of a situation so  
24 they are not going in there accidentally and  
25 deleting all of their information, because



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that has happened before. So we try to keep this pretty easy. But it is an area that has a lot of action all the time.

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And we probably will be adding more and removing some more pieces of equipment as time goes on based on, you know, emergency responses and the plans that are being written.

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Personnel is another area that really doesn't require a lot of maintenance.

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It's an -- again, you're to upload every

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quarter from the agency that does all the

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payroll administration for the city. They

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give us certain job titles and then we

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just upload in there. It doesn't have

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too, too much information. It basically

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has what the title is and then how many of

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those work for which agencies so that if

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we need to make a request for someone with

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a specific skill set, we can actually go

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to that agency and make that request for

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them for that. Again, they do an upload

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template that they have and they e-mail it

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back to me. It's pretty easy.



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The demographic area is actually -- this is, in the next year or year and a half, the area that's going to have the most -- probably one of the areas that's going to have the most work done on it. We'd just gotten back from Department of City Planning the 2010 census data broken down into actual areas we can actually use. And so we're actually going to be updating the demographic data through our GIS Unit. Within the next few months we're going to tie that into GIS because we'd like to have a situation where we can draw on a map an area and actually get the demographics from within that polygon on the match. There is going to be a lot of work going on there.

We're actually going to also be looking at doing distance searches from a place of event to the nearest closest place we have opened as a shelter.

And then we're also going to, you know, we are looking down the road to moving down to real-time tracking, asset



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2 tagging and being able to do real-time  
3 tracking. We're not sure if it's going to  
4 be GPS or asset tagging or whether it  
5 would be just a quick inservice or out of  
6 service or it's been checked out for a  
7 response or, you know, ready for a  
8 response. We don't know exactly how  
9 in-depth that's going to get, but that is  
10 going to be tied into CALMS within the  
11 next two years.

12 MR. McLEOD: Dwight McLeod. Would  
13 our proposal help you if we put some of  
14 those suggestions in it?

15 MS. CONROY: Yes, absolutely. I  
16 mean, if you can demonstrate some kind of  
17 background in it or some kind of knowledge  
18 how to move a company or an organization  
19 from not doing that to doing that, that  
20 would be great. This is -- you know, it  
21 is the way of the future for emergency  
22 management. It's going to be something  
23 that we are going to have versatility  
24 with. Thank you.

25 So the demographic data, it's actually



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just being updated now. It's going to be

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in here probably in the next couple of

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months. So that should be all taken care

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of by the time this contract period

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begins, but there might be some leftover

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stuff to be working on, especially as it

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relates to, as I mentioned, the GIS

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portion.

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We do also have some other stuff here

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that actually -- a lot of it, again, we do

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the updating of. We have information in

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here on our committee, which is plans,

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maps, contact sheets. Again, you can

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upload those. Those are Excel. The one

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area where this does -- this actually

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links to DCAS's website. So this is the

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one portion of CALMS -- CALMS is actually

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set up so I can go home and go on my home

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computer and just log into CALMS and

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everything that I'm authorized to see, I

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can see. I don't need to be touching the

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Citynet, I don't have to log in through

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Citrix to be able to see this, with the

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exception of the DCAS sites. So the DCAS



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sites, I will not be able to log in

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through Citrix unless I'm in that city

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building. So that's something I try to

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tell all my users that there is a portion

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that is not public facing. But for the

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most part, all of this is very public

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facing.

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So in working with DoITT, we've had to

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go through a lot of security

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accreditation, so that's something that

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any potential vendor would have to know

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that DoITT does have pretty strict

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security, especially now with a backup

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server with them. The idea that a vendor

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is touching their databases and that these

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databases are now viewable by people that

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do not have city log-in's or who do not

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work in a city building. That's something

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that makes DoITT very novice. So they ask

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for security identification documents from

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time to time to make sure everything is

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fine. They run app scans. They do that

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kind of thing. So that's a partnership

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with them that definitely has a vendor to



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jump through hoops.

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MS. YAN: And DoITT is our city agency. It stands for Department of Information Telecommunications and Technology.

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MR. VIERA: Vernon Viera, Capstone Strategy. I notice you have an IT organization also. DoITT is IT for the city and you also have the local IT. And so are they linked? Are they separate organizations? Do you take a lot of your direction from DoITT?

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MR. AJAI: We do take some of our direction from DoITT, but we are separate. We take some directions from DoITT.

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MR. FILAURO: Al Filauro, Hewlett-Packard. I was just wondering why in the process that you're going through right now -- in fact, you are so linked to DoITT as part of the engagements that you have -- you are not considering CITIServ as hosting site for this particular application, physical hosting facility as



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the CITIServ, which is a citywide shared

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infrastructure, which I think is still

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part of the plan, although, I know Deputy

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Mayor Halloway is kind of reviewing that

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strategy right now.

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MS. CONROY: I can say that from

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our perspective, we just don't need a

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hosting. We need someone who can help us

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with CALMS and DoITT does not have the

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capacity to do it on the technical.

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MR. FILAURO: They would not

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provide that access internally to their

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facilities to do work at their facilities

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on behalf of OEM?

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MS. CONROY: Correct. So that

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when this was first developed, DoITT

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didn't have that capacity at all. They

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weren't -- there was really no cohesion.

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So we ended up with a vendor, and the

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vendor provides hosting as well for, you

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know, a nominal fee. It just made sense

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to stay with the vendor given that DoITT

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is very overloaded with trying to manage

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every city agency and host Citynet. So



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we've had much success with a vendor.

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MR. FILAURO: Okay.

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MS. CONROY: That's a good

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question, though.

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Basically that's just kind of an

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overlay of what CALMS looks like, why we

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give this specific information, how active

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it is. Regional, state, federal, the

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private, they all kind of mirror the same

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layout. We don't really do demographics

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on those because of the time involved in

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it, but we do offer that to all of them.

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One of the things we also like to do

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is we, if we have a regional partner, like

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Westchester or Suffolk or Nassau that

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really wants to get involved and wants to

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start putting their stuff into CALMS, we

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give them an option to basically design

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their layout of their pages so that it

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matches how they use the data, how they

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like to collect the data and what makes

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sense for them.

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As a reminder for anyone who is on the

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conference call, please hit \*7 if you'd



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like to ask a question on the call.

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There is some development that needs to happen on that side, then working with some of these regional partners. We do like to try to make it as easy as possible for them for anyone who lives outside of the city.

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Suffolk has hundreds of towns and townships and villages. Unlike OEM, they don't have one central government that can help them draw all their stuff together. There's a little bit more hand holding on the regional side, on the state side, even on the for-profit side. We're very lucky in the city that we have these agencies that DCAS collects information for us and makes available to us. So that's something always kind of out there. We actually do have a static backup in Suffolk County. And it's basically they have a server that gets CALMS and we give updates on. We try to do it in quarterly updates. That is usually done through FTP sites. They download from there. They



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2 keep the information local.

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MR. McLEOD: Dwight McLeod. You have your host server with a vendor?

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MS. CONROY: Correct.

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MR. McLEOD: And backup with DoITT and static backup in Suffolk County?

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MS. CONROY: Correct.

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MR. KARANIKOLAS: John Karanikolas, Synaptitude. So you talked about the backup server. If I remember correctly, in the RFP there's a reference providing in addition to the primary hosts and also backup hosting. You mentioned DoITT provides a backup hosting server. Are those the same backups or is there -- would we be provided with that in place of DoITT? How does that work?

MS. CONROY: DoITT does have the backup. We need our vendor to be the primary host. DoITT is not going to be the primary host.

MR. KARANIKOLAS: The reference for the backup hosting in the RFP --

MS. CONROY: There is some



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licensing that needs to be purchased and

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there is some maintenance that needs to

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happen with the backup server and the

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vendor, but the backup itself will remain

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at DoITT. There is periodic work that the

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vendor needs to do.

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MR. AJAI: To your question,

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basically what DoITT is responsible for is

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just making sure that the hardware stays

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on. All the other work that goes on to

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make sure that if there is something that

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goes wrong with the primary host, that it

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falls over to DoITT and the database is

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exactly the same. All that application

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still belongs to the vendor. So DoITT is

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just providing a space to -- you know, to

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host this. It's not responsible for

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updating the database or making sure that

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the site, you know, that a reputation will

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hold just in case.

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MR. McLEOD: Dwight McLeod,

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Capstone. Are you doing any application

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monitoring of the application itself while

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it's running to make sure that the user



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gets what they're supposed to, that application is running as you want to DoITT, those kind of things?

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MR. AJAI: Well, the vendor is responsible for that, to make sure the application goes strong and runs the way it's supposed to run. So they do the monitoring and if there is anything they have to do, some sort of maintenance or if it has to go down, they do let us know that it is going to be offline for updates for a certain amount of time. They ask to either go ahead.

MR. FILAURO: Al Filauro, Hewlett-Packard. Just a question regarding the backup infrastructure for DoITT. So what you're saying is that if DoITT has tape libraries and media servers, all backup infrastructure that's currently installed, we will not be using that facility? We will put our own tape library table in there, our own infrastructure for backing up the environment?



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MR. AJAI: No. What I mean by they -- we do use whatever DoITT provides, however, they back up -- they do their backups. Talking about backup tapes, they do that. They have their schedule and they maintain that. What I mean is configuring the server, first server as a fall over at DoITT is entirely the vendor's responsibility. DoITT has no responsibility whatsoever with that. So if something happens to the application and it fails, it's the vendor's responsibility to bring it back. DoITT will just provide -- if the database fails, they need a database, they have a backup and we provide that backup, but apart from that, starting with the database, make sure it goes back online, that is the vendor's responsibility.

MR. FILAURO: DoITT will provide the hardware infrastructure, software infrastructure, including licenses for the backup software, whatever software is used for the backup?



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MR. AJAI: Yes, whatever software is used for the backup.

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MR. FILAURO: The application, no. The application license is no. The actual work involved in bringing the backup infrastructure up in the event of a disaster of production of the environment, yes, that's the responsibility of this provider here in this RFP. But the infrastructure itself at DoITT provides tapes, backup licenses, software, all those components that they deliver for the rest of the -- which is part of City Serve?

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MR. AJAI: Yes.

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MR. FILAURO: That's what they do, part of City Serve.

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MR. KARANIKOLAS: John Karanikolas, Synaptitude. Would it be possible to get a list of the licenses that you are requiring the vendor to provide?

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MS. CONROY: I think there should be a list in the RFP. I did try to make



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sure that the licensing we use for CALMS  
is on there.

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MR. KARANIKOLAS: I mean, I could  
be wrong, but I remember there is list of  
software, C#, SQL Server, GIS, et cetera.

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Are those all items that have your

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existing license belong to your current

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vendor and they don't belong to the city,

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and the new vendor is selected we have to

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provide a license for SQL Server and all

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those?

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MS. YAN: It's on page 10. I see

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everyone flipping through their pages.

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MR. AJAI: Those licenses are for

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GIS.

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MR. FILAURO: I guess the question

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is clear, what licenses do need to be

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provided if they're not already provided.

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MS. CONROY: What I'll do is, I'll

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break it up much more clearer and send it

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out.

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Any other questions?

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MR. VIERA: Vernon Viera, Capstone

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Strategy. As far as the demographic data



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2 area GIS, do you have to go with that in  
3 your proposal? Can you propose another  
4 GIS application product, particularly if  
5 you think about the hosting and what goes  
6 with it?

7 MS. CONROY: If you'd like to  
8 propose something else, we'd be open to  
9 taking a look at other proposals as well.  
10 This is a -- you know, a growing system.  
11 So if there is a better solution out there  
12 that we haven't explored, I definitely  
13 will be interested in hearing about it as  
14 long as there's -- if you're advocating to  
15 go in a different way as a way you're  
16 going now, as long as you show some  
17 benefit to that, yes, that would be great.

18 MR. FILAURO: Al Filauro,  
19 Hewlett-Packard. The question is: If you  
20 have an existing vendor that's providing  
21 this service to you, maybe my question  
22 more clearly would be, are the services  
23 that are requested in the RFP currently be  
24 providing by the existing provider?

25 MS. CONROY: Yes.



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MR. FILAURO: So there are no new requirements that are in this particular RFP that are not already being providing by your existing vendor?

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MS. CONROY: The only thing that is not being provided yet is the real-time tracking, being able to set up for that and anything that --

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MR. FILAURO: Any additional new features added to the system?

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MS. CONROY: With that, yes.

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MR. FILAURO: Right.

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MS. YAN: Do you want to check to see if anyone has a question on the Webinar?

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MS. CONROY: Anyone on the phone have any questions? Just hit \*7 if you need to unmute.

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(No response.)

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MR. KARANIKOLAS: John Karanikolas Synaptitude. I have a few questions about the hosting. If you don't have the answer right now, great, if you did. So I guess some questions are in terms of currently



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2 is it possible to get a description of  
3 what the current servers and hardware are  
4 that are being provided by vendors and  
5 does the city feel that is sufficient  
6 performance out of that? Is there any  
7 expectation for growth over that, for  
8 instance, add pictures and videos,  
9 real-time and what is the expectation in  
10 terms of loading traffic? You gave us a  
11 size of your current database, but any  
12 sort of expectation for growth would be be  
13 great. If there is any sort of specific  
14 performance requirements or security  
15 requirements on the servers that we could  
16 have, for instance, you talked about  
17 publicly available and it looks like you  
18 just log in without background  
19 certification. Is there anything like  
20 that would be helpful? And if there is  
21 any sort availability requirements of  
22 basically of the server falls over if  
23 there is anything specific in SOA that the  
24 city is looking for to help in there for  
25 licensing servers?



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I also have questions about the call center for the password reset in terms of what kind of volume you see on that, how many users would have access to do that in terms of a number of calls per month. And also the password reset, is that something -- does that require certification in terms callbacks that call centers have to make, you know, any sort of process that we would have to do would be helpful.

MS. CONROY: That one, we are actually looking -- we're a 24-hour-a-day organization, and we know that emergencies can happen at 2:00 in the morning, they can at 10:30 in the morning. So we wanted to make password reset as automated as possible. So we are actually just putting into place a lockout after three attempts or is it five. It's three or five attempts, at which time an e-mail will be sent to the e-mail address of the account holder saying, you know, you've been locked out, follow this link, reset your password. So we want to make that as



1  
2 automated as possible. There is no way a  
3 project manager or myself is available 24  
4 hours a day, 7 days a week, all the time  
5 to do that. That being said, when we know  
6 we're going to be going through something  
7 like this, like when Hurricane Irene was  
8 coming, we did ask for a contact person 24  
9 hours a day for the duration of that  
10 operation for other issues maybe not  
11 related necessary to passwords. We are  
12 looking for someone who can be available  
13 24 hours a day if there's a situation that  
14 warrants it.

15 MR. KARANIKOLAS: The RFP talks  
16 about having 24-hour access password. It  
17 sounds like you're saying this is sort of  
18 a special circumstance, that type of  
19 thing, not the sort of thing to expected  
20 on a 24-hour-a-day for that call center to  
21 be set up and ready to take calls.

22 MS. CONROY: No. At all times we  
23 need a main person with their cell phone  
24 number or whatever, you know, in case a  
25 plane goes down or whatever and we see a



1  
2 large volume of people needing technical  
3 assistance. But we did -- after this RFP  
4 went out, we actually sat down and really  
5 hatched out what we wanted for the  
6 password reset and realized with hundreds  
7 of users of CALMS, it's just not practical  
8 to have a company or one person tied to  
9 resetting passwords all the time. We're  
10 trying to make that more automated.

11 Thank you.

12 MR. FILAURO: As far as the RFP,  
13 any idea what the peak volume is, in other  
14 words, simultaneous users that you've seen  
15 during the most egregious time that this  
16 particular system was used so we can get a  
17 feel utilization rates and peak periods of  
18 utilization to anticipate?

19 MS. CONROY: Let me go back  
20 through the records and I'll send that  
21 information.

22 MR. FILAURO: I understand also  
23 that OEM is a secure environment with a  
24 secure application. Are there any  
25 thoughts towards using public file



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2 infrastructure for hosting this type of  
3 facility or facilities that are shared  
4 with other users, so that you know,  
5 there's a possibility that your  
6 application may physically be running on  
7 the same physical server as somebody  
8 else's application? Are there any types  
9 of security requirements that prohibit  
10 that type of IT infrastructure?

11 MS. CONROY: Eric Smalls, Director  
12 of IT has joined us. Can you speak to  
13 what is DOIT about have anything --

14 MR. SMALLS: It really depends on  
15 the data classification and the  
16 application. And for right now we don't  
17 allow it. We'd like to kind of own and  
18 possess -- right now we say no. I think  
19 we would be open to hearing about it and  
20 seeing what the feds are doing with things  
21 like that.

22 MR. FILAURO: Al Filauro,  
23 Hewlett-Packard. Given that same  
24 scenario, are there rules, like it must be  
25 in New York if there is a data center



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environment versus in New Jersey? I mean, if the governor or the mayor had a problem and the site is located in New Jersey or Connecticut or some area outside of New York, would that be an issue or is that a preferential approach of this?

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MS. CONROY: Our primary server is not in New York. That's why we feel safe having backup in New York. I don't think we want to have the primary and the backup both in New York.

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MR. FILAURO: It's open for that outside of New York?

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MS. CONROY: It's definitely open to be outside of New York. Yes, it is.

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Any other questions or is there anything anyone would like to see? You know, I think you got a flavor of CALMS at this point. It's pretty a basic website. I think it will probably get a little bit more real-time as time moves on.

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MR. McLEOD: Dwight McLeod, Capstone Strategy I made some notes regarding business intelligence. Are you



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2 looking at that all from all the data you  
3 have in a logistics kind of nature?

4 MS. CONROY: We're not, but that  
5 would be an interesting idea.

6 MR. McLEOD: Dwight McLeod. You  
7 have previous ones so they've caused you  
8 to have this run on these kinds of things,  
9 you know something like that is coming to  
10 be prepared for it, how do we start to get  
11 ahead of this?

12 MS. CONROY: Correct. So a lot of  
13 that is based on institutional knowledge.  
14 We know that when --

15 MR. McLEOD: Which is good until  
16 someone decides to retire.

17 MS. CONROY: That's one of the  
18 reasons why CALMS was developed in the  
19 first place, because this agency was  
20 primarily based on institutional  
21 knowledge, at least for the first four or  
22 five years of its existence. A lot of  
23 people retired right after that. What we  
24 do want to do, we want to -- there is a  
25 tab in here called "Incident Management."



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2 We'll actually build-out that tab again.  
3 It's not going to be incredibly  
4 technologically savvy, but it is going to  
5 be a place where we start scoring what  
6 facilities were used during an emergency,  
7 what assets were used during an emergency  
8 and from there -- we hadn't thought past  
9 that how you combine all that data and  
10 give yourself just a -- you know, a graph  
11 or, you know, a predictive-type of tool,  
12 but it is something where we were going to  
13 start storing that stuff so we can see,  
14 you know, what facilities are being used  
15 in more emergencies, what kind of light  
16 towers, and we know those are used all the  
17 time, barricades are used all the time.  
18 So we already know those kinds of things.  
19 You're right, we do get requests for those  
20 kinds of things and we don't really keep  
21 them yet. So we are doing that. So if  
22 you have a proposal for that, that would  
23 be great.

24 MR. McLEOD: So not quite a person  
25 of an interest, but something along those



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2 lines to pull your information together?

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MS. CONROY: Correct.

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DONALD: This is Donald from Datavibes. I have a quick question. Is there any possibility of getting the questions and answers of the transcript from today's --

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MS. MACLEOD: Yes. We will be sending both. We will send you the transcript as well, but we're just going to send out the questions. If you want the transcript as well, just send us an e-mail to Procurement@OEM.

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DONALD: Okay. Thank you very much.

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MR. KARANIKOLAS: John Karanikolas, Synaptitude. I have just some questions of the goals requested of the RFP, especially around the ones that say the developer, the GIS/CAD specialist, GIS/CAD management specialist, et cetera, so those are fairly broad terms. Is there a specific set of qualifications or seniority that OEM is looking for in those



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positions? You know, a developer could be anyone from just out of college, 20 years of experience, you know, different rate structures.

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MS. CONROY: We don't have a requirement for seniority. It's just based on, you know, what you see here, knowing where we want to go with this. If you feel like your people are -- I mean, you know, if someone is right out of college and you feel like they can do this job, you know, that's definitely -- we don't want to put a number of years in the business kind of a tag to it.

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MR. KARANIKOLAS: Okay. So with regard to this estimated number of the hours per year, so for instance, with the developer, you estimated 50 hours per year, but you told us about a lot of plans you have for, you know, making up, for instance, 50 hours in one week sometime. It doesn't seem -- at least in my initial viewing, it doesn't seem like your plans for the -- you know, it seems like you



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2 have a lot of good plans for upgrading the  
3 system. 50 hours, you know, might be a  
4 little low on that.

5 MS. CONROY: Yes. We based that  
6 on taking a year's worth of our current  
7 vendor and their development staff, how  
8 much time they had spent. But I think  
9 they did actually use their GIS people  
10 more often. I think their project manager  
11 did some of the stuff as well. But we  
12 literally just took a year's worth of  
13 number of hours they billed us for and  
14 that's how we got it.

15 The way that we work as an agency is,  
16 we might call you up and we need  
17 something, it's two hours from the  
18 developer, and then you won't hear from us  
19 for three weeks because we've had an  
20 emergency evacuation, and then we'll call  
21 you up again and need five hours here, but  
22 then a big portion of that ends up being  
23 from the GIS shop. So really the  
24 developer, it could be more -- you know --  
25 we just try our best guess for



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historically what we've used. But, again,

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we're looking for, you know, some

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flexibility in that. I know it's very

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hard to see a year in the future and see

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exactly what we're trying to do. We try

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our best to guess.

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MS. YAN: Let me just add one

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thing to your question. So on Attachment

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E, the price proposal form, I think what

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you're referring to is this list of

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different titles. And there is no room as

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far as what level. Right. So what you

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can do is include the attachment with the

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price proposal form in a separate envelope

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and then explain it in a little bit more

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detail like, you're proposing a level GIS

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II specialist or a Level I, you know, to

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give us a little bit more details. I

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mean, if you feel that this price proposal

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is not reflective of what you want to

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explain, send us an e-mail and maybe we

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can, you know, modify it so that it works

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for everyone. So to give you more

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leeway. Right.



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MR. STRONGS: Craig Strongs. Do you have an expectation, one way or the other or you don't know what the income is (inaudible)?

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MS. YAN: We don't know.

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MR. McLEOD: Dwight McLeod, Capstone. My question is actually back to Attachment B. This appears to reflect ongoing maintenance for what you currently have and there is going to be a lot of work outside that. Is that a safe assumption, because you want to go and do some other things and you need to maintain what you have and provide the services, you also need to grow as well, so this is a good starting point, maybe a nice normalizing document?

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MS. MACLEOD: So that basically really is just a way to evaluate. We have to evaluate each proposal the same. So that's why we took estimates and just put them in there. It doesn't necessarily mean that's going to be for the year. But we can't compare, if you think five hours,



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and then another vendor is eight, it's really hard to compare prices that way.

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MR. McLEOD: The next question I have would be the budget. I think I read in here the budget has a limitation to it. I'm not sure how you want to us work with that, what we're predicting or attempting to submit to you is going to be outside of that budget. I'm not quite sure how you want this kind of guesstimation that allows you to get that? It's a great idea. You have an open turf to work with.

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MS. YAN: The only thing I can think of, I think the budget is \$100,000 or something like that, and that's the max. That's all we have right now. What you could do is propose the minimum to get us where we would like to be, and then if you guys have additional things, like, Listen, you know, you can probably make this better by doing this, but it's going to cost you. And then kind of add that in a separate piece, and then that should be



1  
2 probably be -- we may have to discuss this  
3 off-line and then we'll send an addendum  
4 on how we want to proceed with this, but  
5 you can propose that in the technical  
6 proposal as optional stuff. But you  
7 should probably clarify that it's optional  
8 and they'll be additional costs. Do not  
9 talk about the cost in the technical  
10 proposal. You should add additional cost  
11 to the attachment, to Attachment B in the  
12 technical form. Does that make sense?

13 MR. McLEOD: We're calling the  
14 addendum in Attachment B?

15 MS. YAN: Yeah, right. We may,  
16 you know, after this go back and actually  
17 make some changes to this. We're not sure  
18 we have to talk off-line after, not sure  
19 if -- but it's not -- I think it's safe to  
20 say that you can probably add that, and  
21 then if we were to find additional funding  
22 later on in the future or maybe at the  
23 point of negotiation, if you get extra  
24 money then, maybe we can work things out  
25 that way.



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Do you agree, Johanna, to some degree?

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MS. CONROY: Yeah, I mean, we're -- unfortunately we're tied to funding cycles. We can't say that we're going to have more money to spend past the end of the grant cutoff. So we're little bit tied to -- I'd say we're tied for a year to that amount of money. But, you know, as we mention in the RFP, there is potential for extending the contract or renewing the contract, then we'll have more funding coming in with a longer -- we're kind of stuck. We've got a year contract to do in exactly a year's worth of funding. We can't go outside that right now.

MS. YAN: Also as to Johanna, the optional items we're probably not going to evaluate. Like I said, we'll confirm this in the addendum. We're not going to evaluate that. It's based on your proposal additional, because the budget is \$100,000. You still have to keep it, you



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know, below that. Anything above that will be optional, will be considered, but not necessarily evaluated.

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MR. KARANIKOLAS: John

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Karanikolas, Synaptitude Just to reconfirm one more time, so the \$100,000 would be your operating expenses for hosting and any sort of capital expenses, enhancements or anything like that, both of those come in the \$100,000 max total for the year; is that correct?

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MS. CONROY: Yes. If it makes

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easier, I can get a list of what our

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licensing costs per year. I will do what

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the licenses cost per year right now, and

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we'll then take that into consideration as

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well. That's pretty much unfortunately

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all I can do aside from the guess of the

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hours that we had.

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MR. CICCOTELLI: Peter Ciccotelli

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from Time Warner. Just to clarify a

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question, day one you're looking for a

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selected vendor or it could be to take the

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existing system as it is at that point and



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move it onto a selected vendor hosting

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solution with the IT to make sure the

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backup is there and so on, and then from

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that point forward work with you to

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consider additional enhancements?

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MS. CONROY: Correct.

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MR. CICCOTELLI: You're not

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looking from day one for us to walk in

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with additional enhancements not inside

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this scope today?

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MS. CONROY: No.

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MR. VIERA: Vernon Viera, Capstone

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Strategy Group. Subcontractors, if we did

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a proposal that had a subcontractor that

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provides hosting, what are your

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requirements to deal with the

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subcontractor? Would they have to be

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registered with the VENDEX system,

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certified by the city also?

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MR. VIERA: If you were proposing

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a subcontractor, we would need all the

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normal information. They would need to --

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it would be helpful if they are already in

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the VENDEX system. They would have to



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2 submit all the regular forms -- basically  
3 they have to submit all the forms that  
4 your company would to be approved for a  
5 subcontractor.

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MR. MACLEOD: All the business in  
7 New York, that's a five-day document --

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MS. MACLEOD: Yes, the doing  
9 business data form, probably the tax  
10 information.

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MS. YAN: Do we want it now?

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MS. MACLEOD: Yes, we want it with  
the proposal.

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MS. YAN: And I think in Appendix  
A it goes in-depth about subcontracting as  
well.

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Now, Alison, a question about the  
subcontracting --

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MS. MACLEOD: It is all subject to  
our approval, though.

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MS. YAN: And the amount. If this  
budget is 100,000 and the subcontractor  
could be \$100,000 but it can't be more  
than that obviously, right, so would we  
require certain forms, then if it is less



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than \$100,000?

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MS. MACLEOD: I think in this instance we would still want all those forms because of the information that's in CALMS.

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MS. YAN: Actually, that makes a lot of sense. Like Alison said, the subcontractor would need to be approved by OEM. You would submit that in your technical proposal, and then the forms -- we don't ask for the forms upfront like VENDEX or anything like that right now. But it may not be a bad idea to -- if you're not in VENDEX, to kind of look at the form and start on it as it is a long process, and this also goes for your subcontractor as well. It would expedite the contract registration. Even though right now you're not sure whether or not you will be awarded or be the selected vendor, it will be easier that once we ask you for the forms, if you have been selected, you're ready and we can just keep it moving. We're not asking for the



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form right now and the same goes for the subcontractor.

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MR. KARANIKOLAS: But you are asking for the doing business?

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MS. YAN: Yes, that's correct, for the doing business. We're not asking for the VENDEX or employment reports normally that you have to fill out in working with the city.

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If you don't have any more questions, I know the conference ends in a few minutes. I just wanted to reiterate some of the important dates, and then open up if you have questions that are not related to the Webinar but more so like what you need to submit, like what we were just talking about.

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Does anyone have any questions on that?

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MR. McLEOD: It's pretty self-explanatory.

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MS. YAN: Okay, good. Because I didn't think you wanted to spend time going over on what needs to be submitted.



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I'm just going to remind everyone about the dates. I believe questions are due no later than February 9th, close of business day, so 5:00 p.m. I'm sorry. Did we say close of business day or is there a time?

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MS. MACLEOD: Yeah, we'll say -- I'm not sure what we said.

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MS. YAN: I think it's left open -- because it's left open, we will leave it. By February 10th we're going to try to get it out.

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MR. McLEOD: This will be any additional questions, right?

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MS. YAN: Any additional questions, but even if there's something here that we said and you need clarified again, feel free to ask. We'll, you know, send out the addendum with the questions and answers with anything that we said that we were going to follow-up on, the transcript, the attendance list. So again, February 9th, questions are due. February 14th, the proposals are due.



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2 Obviously, if there is any extensions, we  
3 will let you know.

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MR. VIERA: Vernon Viera. So are  
we expecting answers to the questions  
February 10th?

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MS. YAN: Well, maybe not February  
10th.

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MS. MACLEOD: I think we'll send  
out two set of questions from the  
pre-proposal conference and then any  
additional questions that come out after  
that, just so everybody has the  
information.

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MS. YAN: I wouldn't wait until  
February 9th to send the questions.  
Ideally if you want the answers sooner,  
get the questions in sooner so we have  
enough time to answer them for you because  
there are going to be different people  
answering them for you. There may be  
procurement-related questions. There  
maybe technical questions. I would not be  
able to answer the technical questions.  
So we want to make sure we work as quickly



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as possible. If you can send it in before

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the 9th, that would be ideal. Any

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questions after the 9th, you know, we

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would try to answer, but we're not

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obligated to because we do have a

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deadline.

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MS. CONROY: I know this is a

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tight turnaround for the question

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deadline. So I mean, if we don't get it

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-- I mean, we'll answer those questions

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in a form as soon as we get them. If we

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don't get any more by the close of

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business on the 9th and we've answered all

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the ones that arrived up until then, we'll

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send them out on the 10th. I mean, that's

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a Friday. That will be a good way to do

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it.

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MS. YAN: That's correct.

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All right. Thank you guys.

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MS. CONROY: Thank you very much

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for coming. Thank you so much.

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(Whereupon, at 11:30 a.m, the

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above matter concluded.)

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I, SUZANNE CATALANO, a Notary  
Public for and within the State of New  
York, do hereby certify that the above is  
a correct transcription of my stenographic  
notes.

*Suzanne Catalano*

-----  
SUZANNE CATALANO



E R R A T A

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