

## IFB 2024-02 Official Responses to Questions

Question #	IFB Section Name	Page	Questions Received in Writing	Responses to Questions
1	Scope of Work (Lot 1: CDL Simulator for Lakeview CF)	24	With reference to the Scope of Work (Lot 1: CDL Simulator for Lakeview CF) “3-axis motion system that provides pitches, rolls, and vibrations that would be experienced in a real truck cab”, does NYSDOCCS require a realistic 3-axis motion system which moves the entire simulator (including the seat, dash, and visual system) providing motion to the entire simulator as would be experienced in a real truck cab? Or will NYSDOCCS accept a seat motion/vibration system that just provides feedback to the seat? If the vendor cannot comply with this requirement, will they be deemed non-compliant and not considered for award?	A system wherein sensory feedback is provided to the driver’s seat which would simulate realistic movement is acceptable. Such a system would be evaluated and considered for award.
2	Scope of Work (Lot 1: CDL Simulator for Lakeview CF)	24	With reference to the Scope of Work (Lot 1: CDL Simulator for Lakeview CF) there is no requirement for an automatic transmission. Does the NYSDOCCS require an automatic and manual transmission for the CDL simulator?	NYS DOCCS does require that the simulator has the capability to simulate an automatic and a manual transmission.
3	Lot 2: Car Driving Simulator for Franklin CF)	25	With reference to the Scope of Work (Lot 2: Car Driving Simulator for Franklin CF) the specifications require “Reaction Time Software”. If the vendor cannot comply with this requirement, will they be deemed non-compliant and not considered for award?	Reaction Time Software and /or the ability for the simulator to accurately factor in reaction time is a requirement for a product to be considered for award.

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4	"Service Requirements" (Page 29)	29	With reference to the "Services Requirements" listed on page 29) does the NYSDOCCS require unlimited on-site customer service which includes all parts, travel, labor during the 3-year warranty period? Or does NYSDOCCS only require parts and phone/email support during the 3-year warranty period? If the vendor cannot comply with this requirement, will they be deemed non-compliant and not considered for award?	NYS DOCCS requires parts and phone/email support for the first three business days after the problem is reported; if the problem cannot be resolved after implementing procedures recommended via phone/email support within the first three business days, an onsite service call will be required.
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