

CHECKLIST TO DESIGNATE AREAS OF EVALUATION FOR REQUESTS FOR PROPOSAL (RFP)

MDOT PROJECT MANAGER			JOB NUMBER (JN)	CONTROL SECTION (CS)
DESCRIPTION				
MDOT PROJECT MANAGER: Check all items to be included in RFP WHITE = REQUIRED GRAY SHADING = OPTIONAL			CONSULTANT: Provide only checked items below in proposal	
Check the appropriate Tier in the box below				
TIER I (\$25,000-\$99,999)	TIER II (\$100,000-\$250,000)	TIER III (>\$250,000)		
			Understanding of Service	
			<i>Innovations</i>	
			<i>Safety Program</i>	
N/A			Organizational Chart	
			Qualifications of Team	
			Past Performance	
Not required As part of Official RFP	Not required As part of Official RFP		Quality Assurance/Quality Control	
			Location: The percentage of work performed in Michigan will be used for all selections unless the project is for on-site inspection or survey activities, then location should be scored using the distance from the consultant office to the on-site inspection or survey activity.	
N/A	N/A		Presentation	
N/A	N/A		Technical Proposal (if Presentation is required)	
3 pages (MDOT Forms not counted) (No Resumes)	7 pages (MDOT Forms not counted)	19 pages (MDOT Forms not counted)	Total maximum pages for RFP not including key personnel resumes	

The Michigan Department of Transportation (MDOT) is seeking professional services for the project contained in the attached scope of services.

If your firm is interested in providing services, please indicate your interest by submitting a Proposal, Proposal/Bid Sheet or Bid Sheet as indicated below. The documents must be submitted in accordance with the latest "Consultant/Vendor Selection Guidelines for Service Contracts" and "Guideline for Completing a Low Bid Sheet(s)", if a low bid is involved as part of the selection process. **Referenced Guidelines are available on MDOT's website under Doing Business > Vendor/Consultant Services > Vendor/Consultant Selections.**

RFP SPECIFIC INFORMATION

BUREAU OF HIGHWAYS

BUREAU OF TRANSPORTATION PLANNING **

OTHER

THE SERVICE WAS POSTED ON THE ANTICIPATED QUARTERLY REQUESTS FOR PROPOSALS

NO

YES

DATED _____

THROUGH _____

Prequalified Services – See page ___ of the attached Scope of Services for required Prequalification Classifications.

Non-Prequalified Services - If selected, the vendor must make sure that current financial information, including labor rates, overhead computations, and financial statements, if overhead is not audited, is on file with MDOT's Office of Commission Audits. This information must be on file for the prime vendor and all sub vendors so that the contract will not be delayed. **(Form 5100J Required with Proposal)**

Qualifications Based Selection – Use Consultant/Vendor Selection Guidelines

For all Qualifications Based Selections, the section team will review the information submitted and will select the firm considered most qualified to perform the services based on the proposals. The selected vendor will be contacted to confirm capacity. Upon confirmation, that firm will be asked to prepare a priced proposal. Negotiations will be conducted with the firm selected.

****For RFP's that originate in Bureau of Transportation Planning only**, a priced proposal must be submitted at the same time as, but separate from, the proposal. Submit directly to the Contract Administrator/Selection Specialist, Bureau of Transportation Planning **(see address list, page 2)**. The priced proposal must be submitted in a sealed envelope, clearly marked **"PRICE PROPOSAL."** The vendor's name and return address **MUST** be on the front of the envelope. The priced proposal will only be opened for the highest scoring proposal. Unopened priced proposals will be returned to the unselected vendor(s). Failure to comply with this procedure may result in your priced proposal being opened erroneously by the mail room.

For a cost plus fixed fee contract, the selected vendor must have a cost accounting system to support a cost plus fixed fee contract. This type of system has a job-order cost accounting system for the recording and accumulation of costs incurred under its contracts. Each project is assigned a job number so that costs may be segregated and accumulated in the vendor's job-order accounting system.

Qualifications Review / Low Bid - Use Consultant/Vendor Selection Guidelines. See Bid Sheet Instructions for additional information.

For Qualification Review/Low Bid selections, the selection team will review the proposals submitted and post the date of the bid opening on the MDOT website. The notification will be posted at least two business days prior to the bid opening. Only bids from vendors that meet proposal requirements will be opened. The vendor with the lowest bid will be selected. The selected vendor may be contacted to confirm capacity.

Best Value - Use Consultant/Vendor Selection Guidelines. See Bid Sheet Instructions below for additional information. The bid amount is a component of the total proposal score, not the determining factor of the selection.

Low Bid (no qualifications review required - no proposal required.) See Bid Sheet Instructions below for additional instructions.

BID SHEET INSTRUCTIONS

A bid sheet(s) must be submitted in accordance with the "Guideline for Completing a Low Bid Sheet(s)" (available on MDOT's website). The Bid Sheet(s) is located at the end of the Scope of Services. Submit bid sheet(s) separate from the proposal, to the address indicated below. The bid sheet(s) must be submitted in a sealed manila envelope, clearly marked **"SEALED BID."** The vendor's name and return address **MUST** be on the front of the envelope. Failure to comply with this procedure may result in your bid being opened erroneously by the mail room and the bid being rejected from consideration.

PROPOSAL SUBMITTAL INFORMATION

REQUIRED NUMBER OF COPIES FOR PROJECT MANAGER	PROPOSAL/BID DUE DATE	TIME DUE
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PROPOSAL AND BID SHEET MAILING ADDRESSES

Mail the multiple proposal bundle to the MDOT Project Manager or Other indicated below.

MDOT Project Manager

MDOT Other

Mail one additional stapled copy of the proposal to the Lansing Office indicated below.

Lansing Regular Mail	OR	Lansing Overnight Mail
Secretary, Contract Services Div - B470 Michigan Department of Transportation PO Box 30050 Lansing, MI 48909		Secretary, Contract Services Div - B470 Michigan Department of Transportation 425 W. Ottawa Lansing, MI 48933
Contract Administrator/Selection Specialist Bureau of Transportation Planning B470 Michigan Department of Transportation PO Box 30050 Lansing, MI 48909		Contract Administrator/Selection Specialist Bureau of Transportation Planning B470 Michigan Department of Transportation 425 W. Ottawa Lansing, MI 48933

GENERAL INFORMATION

Any questions relative to the scope of services must be submitted by e-mail to the MDOT Project Manager. Questions must be received by the Project Manager at least four (4) working days prior to the due date and time specified above. All questions and answers will be placed on the MDOT website as soon as possible after receipt of the questions, and at least three (3) days prior to the RFP due date deadline. The names of vendors submitting questions will not be disclosed.

MDOT is an equal opportunity employer and MDOT DBE firms are encouraged to apply. The participating DBE firm, as currently certified by MDOT’s Office of Equal Opportunity, shall be listed in the Proposal

The following two American Recovery and Reinvestment Act of 2009 (ARRA) notifications, **ARRA MONTHLY EMPLOYMENT REPORTS** and **REQUIRED CONTRACT PROVISIONS TO IMPLEMENT AMERICAN RECOVERY AND REINVESTMENT ACT (ARRA) SECTIONS 902 AND 1515**, are attached to this Request For Proposal for your understanding. These two notifications are only applicable for those projects/contracts funded with ARRA funds and will be included in contract Exhibits.

MDOT FORMS REQUIRED AS PART OF PROPOSAL SUBMISSION

- 5100D** – Request for Proposal Cover Sheet
- 5100G** – Certification of Availability of Key Personnel
- 5100I** – Conflict of Interest Statement
- 5100J** - Consultant Data and Signature Sheet (Required only for Non-Prequalified Work)

(These forms are not included in the proposal maximum page count.)

Michigan Department of Transportation

**SCOPE OF SERVICE
FOR
INTELLIGENT TRANSPORTATION SYSTEMS
Traffic Operations Centers**

CONTROL SECTION(S): Various

JOB NUMBER(S): Various

PROJECT LOCATION: Throughout the Metro Region

PROJECT DESCRIPTION: Operations of the MDOT Traffic Operations Centers (TOC) in Detroit and Port Huron (Blue Water Bridge).

The purpose of this scope of service is to partner with MDOT in managing traffic in the Metro Region by operations of the MDOT TOC in Detroit and the MDOT TOC at the Blue Water Bridge (BWB). Operations of the TOCs in Detroit and Port Huron shall be done by skilled and qualified personnel. The amount of equipment and the location of the control rooms will change throughout the term of the contract.

A portion of the traffic congestion throughout Southeast Michigan freeways is non-recurring. Unplanned events (accidents and incidents) are the primary contributors. The TOCs play an important role in freeway traffic management and congestion mitigation by assisting with the following:

- Identifying and verifying the problem
- Getting the correct response resources to the scene
- Safely and quickly clearing incidents off of the roadway
- Keeping the traveling public informed.

ANTICIPATED SERVICE START DATE: October 1, 2011

ANTICIPATED SERVICE COMPLETION DATE: September 30, 2014

PRIMARY PREQUALIFICATION CLASSIFICATION(S):
Intelligent Transportation Systems

SECONDARY PREQUALIFICATION CLASSIFICATION(S):
None

DBE REQUIREMENT: N/A

MDOT PROJECT ENGINEER MANAGER:

Sandra Montes, P.E.
Michigan Department of Transportation
1050 Sixth St
Detroit, MI 48226
(313) 256-9800 x 304
montess@michigan.gov

REQUIRED MDOT GUIDELINES AND STANDARDS:

The Consultant must adhere to all applicable OSHA and MIOSHA safety standards, including performing field operations in accordance with the Department’s Personal Protective Equipment (PPE) policy as stated in the MDOT Guidance Document #10118.

GENERAL INFORMATION:

ACRONYMS

ATMS	Advanced Traffic Management System
AVL	Automatic Vehicle Location
BWB	Blue Water Bridge
CAD	Computer Aided Dispatch
CCTV	Closed Circuit Television
DBE	Disadvantaged Business Enterprise
DMS	Dynamic Message Sign
FCP	Freeway Courtesy Patrol
GIS	Geographic Information System
ITS	Intelligent Transportation System
MDOT	Michigan Department of Transportation
MSP	Michigan State Police
MVDS	Motion Vehicle Detection System
PM	Project Manager
PPE	Personal Protective Equipment
RCTO	Regional Concept for Transportation Operations
RFP	Request for Proposals
STOC	Statewide Traffic Operations Center
TOC	Traffic Operations Center
TSC	Transportation Service Center
WM TOC	West Michigan Traffic Operations Center

The tools and capabilities at the TOC have grown over time to meet the ever-increasing demands of traffic management.

The MDOT Metro Region ITS infrastructure includes but is not limited to approximately:

- 300 CCTV cameras
- 100 Dynamic Message Signs (DMS)

- 300 Motion Vehicle Detection System (MVDS)
- 250 centerline miles of freeway

Operations of the TOC in Detroit

MDOT operates the freeway operations center for Southeast Michigan, 24 hours a day, 7 days a week. The MDOT TOC in Detroit is co-located with Michigan State Police 2nd Regional Dispatch. A new facility is being built on the block south of the current facility to house the TOC, MSP 2nd Regional Dispatch, and the Detroit TSC, and will be completed within the timeframe of this contract. The successful consultant will need to ensure adequate staff is provided during the transition to the new facility.

The TOC core functions include incident management (both planned and un-planned), traffic information dissemination, Freeway Courtesy Patrol (FCP) dispatch, and FCP/TOC performance measurement.

MDOT Metro Region ITS infrastructure is connected to the Advanced Traffic Management System (ATMS) workstations at the TOC in Detroit via servers and a variety of communications paths. Additional infrastructure, including CCTV cameras, DMS, detectors, curve warning systems, or environmental sensor stations (ESS), may be added or activated over the duration of the contract; any such additions shall not be cause for increase in cost of services provided under this contract. Additional / upgraded ATMS software may be added during the length of this contract; any such addition shall not be cause for increase in cost of services provided under this contract.

The control room currently includes five (5) dual workstations (a shared monitor, keyboard mouse accessing a State network PC and an ATMS PC), five (5) dual monitored 360 ATMS workstations, a full matrix video wall, and six (6) Computer Aided Dispatch (CAD) workstations, four (4) of which are view only. The current TOC software is approximately 14 years old and will be replaced by MDOT during the period of this contract. The current TOC software will be operated jointly with the new software until all equipment is upgraded; any such software upgrades shall not be cause for an increase in cost of services provided under this contract. The new TOC in Detroit will have up to eight (8) additional consoles in the control room; however, staffing levels in the control room in the new facility will not change during the length of this contract.

Telephone and electronic communication with field personnel, public safety agencies, and other transportation facilities further extend the reach of the Metro ITS infrastructure through control room operations.

Control room staff share traffic data with media partners. Control room staff also maintains a real time traffic information website.

Control room operations are continually evolving to further improve the effectiveness of the operation to meet the needs of the motorists in Southeast Michigan. The Consultant shall incorporate processes and practices consistent with good engineering practice to continue these operational improvements over the duration of the contract.

Operations of the TOC at the Blue Water Bridge (BWB)

MDOT has recently expanded their ITS infrastructure to include the Blue Water Bridge. The control room at the BWB is located in the security office in the bridge administration building. This control room will be staffed 7 days a week for 14 hours per day. The staff will directly communicate with the Southeast Michigan TOC to ensure accurate and uniform information is shared with the motoring public.

CONSULTANT RESPONSIBILITIES:

A. Project Requirements

The Consultant shall provide skilled, qualified operational personnel to support 24 hours a day, 7 days a week TOC operations in Detroit, and support 14 hours a day, 7 days a week TOC operations at the BWB.

B. Safety and Security

1. All control room operators at the Detroit and Blue Water Bridge, must pass security background checks and drug tests.
2. Safety and/or security violations will be taken seriously and may result in termination of this contract. Respondents should clearly indicate how these items will be managed throughout the life of this contract.

C. Service Needs

1. The Consultant shall have the responsibility to employ, train, schedule, and supervise all personnel. The Consultant shall ensure that all personnel have sufficient skill and expertise to properly perform the work assigned to them. The proposal package shall include the Respondent's overall approach to managing consultant team staff under this project.
2. Each key Consultant staff member, as defined in this RFP, shall be equipped with a cellular telephone and shall keep that telephone on hand at all times while working on this project.

D. Staffing Plan

The Consultant shall develop and maintain a Staffing Plan for all personnel provided on the contract. The Staffing Plan shall cover (at minimum): employee qualifications, scheduling procedures, leave approval policies, operator absentee procedures, employee performance expectations, and acceptable employee conduct.

The Consultant shall maintain a schedule of control room operator coverage that is accessible to all of the operators and the MDOT Project Manager for both the TOCs in Detroit and at the Blue Water Bridge.

All Consultant staff accessing MDOT facilities shall abide by the security protocol in place for the facility (provided by MDOT).

E. Organization, Supervision, and Scheduling

1. The TOC Shift Supervisor has full authority and responsibility for all actions of the TOCs during their shift.
2. The Consultant shall manage their personnel's planned leave, unexpected leave, training, etc. to meet the minimum staffing.
3. There shall be a TOC shift supervisor at the Southeast Michigan TOC for both day shift (6 a.m. to 2 p.m.) and afternoon shift (2 p.m. to 10 p.m.) at a minimum.
4. In the event of an emergency, the Consultant may be required to provide additional staff to handle the additional workload. Examples of these emergencies include winter weather events, flooding, storms, or other situations that may greatly impact traffic in Southeast Michigan, such as major special events. The Consultant will be given as much advance notice as possible; however, the nature of these events sometimes requires response within a few hours. Respondents should address this level of support within their proposals.
5. Good project management is vital to ensuring effective control room operations and meeting the evolving needs of traffic operations. Below are requirements for the project manager (PM):
 - The PM shall be an engineer licensed in the State of Michigan with experience in traffic engineering and freeway traffic operations, and be able to ensure the quality and effectiveness of the services provided under the contract.
 - The consultant must provide a PM with a minimum of five (5) years experience in managing similar projects, or propose a project management team structure that demonstrates at least five (5) years experience in managing similar projects. It shall be the sole determination of MDOT as to whether a proposed project management structure will be acceptable for this project.
 - The Consultant's PM will be responsible for all activities performed under this contract. The PM shall be the primary liaison between MDOT and Consultant's staff. The PM will establish and implement procedures to provide the agreed upon staffing to MDOT. When unexpected situations arise, the PM will be the MDOT first point of contact. The PM will be on-call 24 hours/day. During times when the PM is unavailable, the Consultant shall provide an alternate point of contact. Any alternate PM will have comparable qualifications and the same decision-making authority as the normal PM. It is expected that the PM may represent MDOT at local, state, or regional meetings. The PM may also participate in developing statewide procedural documents or conduct training in other parts of the state.
 - MDOT will provide permanent space at the TOC in Detroit for the PM's office. This space will include one telephone, one personal computer connected to the Michigan Department of Transportation network, access to a fax machine, and access to a copy machine. The office space, telephone, personal computer, fax machine, and copy machine are all for project use only. Space will also be available for meetings, interviews, training, employee counseling, etc.
 - The PM must ensure that there is seamless communication between staff at the Detroit and

Scheduling

The Consultant shall participate in meetings with internal and external stakeholders. Participation includes preparation of agenda, presentation and handout materials, scheduling and notification, possibly presenting, and development and distribution of meeting minutes. The number and type of meetings is likely to change as evolving operations needs require. Following is a summary of current meetings supporting freeway operations for reference (meeting names, types, and frequencies are subject to change through the course of this contract);

Meeting / Interval	Stakeholders / Purpose
Operations Status / Weekly	Consultant, MDOT / Coordination and status on control room operations including incident management, work zone operations, planned special event traffic management, traffic information, and freeway courtesy patrol.
Operations & Maintenance / Bi-weekly	Consultant, Maintenance Consultant, MDOT, DTMB / Coordination and status of maintenance activities and projects affecting maintenance and operations.
Freeway Operations Subcommittee / Bi-monthly and as needed	Consultant, MDOT, FCP, external stakeholders / Lead the coordination on freeway incident management initiatives including incident debriefings, documentation, FCP activities and outreach to responding agencies.
RCTO/ Quarterly	Consultant, MDOT, external stakeholders / Subcommittee action reports and regional incident management coordination.
Planned Special Events Coordination / Monthly to bi-monthly, as needed	Consultant, MDOT, external stakeholders / Lead the special event coordination and review traffic management plans and related actions before and after large planned special events.
Incident Responder Safety Workshops / Weekly from March to November	Consultant, MDOT / Working with first responders to coordinate and communicate safe and quick traffic control deployment techniques along with high visibility requirements.
Construction Coordination / Bi-weekly from February to November	Consultant, MDOT, MDOT TSC representatives/ Lead the coordination of all planned construction and special events for a three (3) week look ahead.
Other / Approximately monthly, as needed	Consultant, MDOT, external stakeholders / Emergency management, communications coordination, construction coordination, maintenance operation coordination, and others as needed.

MDOT is not responsible for benefits, overtime, holidays, etc. for the Consultant's/sub-consultant's

employees.

F. Public Safety Coordination

The primary mission of MDOT traffic management staff is the management of traffic operations during incidents, traffic information dissemination, and dispatch of the FCP. To ensure optimal traffic operations and responder safety during non-recurring incidents, close coordination with public safety agencies is required. Established and developing relationships between control room staff, FCP staff, and public safety agencies are critical to ensure good communication, coordination, and collaboration. The Consultant will be required to work with MDOT to continue this partnership development for enhanced improvements in incident management. All outreach and coordination activities with other agencies shall be closely coordinated with the MDOT Project Manager.

The Consultant shall work with MDOT to ensure effective sharing of real time information between MSP 2nd Regional Dispatch and control room operations. Consultant shall work with the MDOT Project Manager, in coordination with the MSP Dispatch supervisor, to develop tools and continue to improve cooperation between MSP Dispatch and MDOT control room operations.

The Consultant shall provide outreach efforts to other public safety agencies consistent with the goals and objectives of the Department.

G. Media Coordination

MDOT's media partners serve an important role in disseminating traffic information to the motoring public. Further, MDOT's TOC programs, including control room operations and FCP, attract media attention. The Consultant shall work with MDOT to leverage these strengths to ensure traffic information is disseminated effectively and promote MDOT program and traffic and safety information. All media outreach activities shall be closely coordinated with the MDOT Project Manager.

The Consultant shall work with the MDOT Project Manager in coordination with the MDOT Metro Region Communications staff, to ensure clear and accurate traffic information is provided to the public, to ensure a positive relationship between media partners and MDOT, and to promote dissemination of program and traffic and safety information through our media partners. The Consultant shall not release any information to broadcast, print or internet media other than real time traffic information updates without prior MDOT approval. The Consultant shall support requests from the media, forwarded to the Consultant by MDOT. The Consultant shall also support development of program outreach information, including brochures, video and other Public Safety Announcement materials, requested by MDOT. A minimum of six (6) media requests are anticipated per year.

The Consultant shall periodically sample the quality and accuracy of the traffic broadcasts of media partners. Media broadcasts shall be sampled bi-weekly. The Consultant shall maintain a media file, including recordings, of feature stories and highlights regarding TOC programs, including FCP.

The Consultant shall bring to the attention of the MDOT Project Manager potentially negative

reporting of MDOT from media partners within 24 hours of such observation.

H. Coordination

Consultant shall coordinate with traffic operations stakeholders including other MDOT offices, MSP, Michigan Department of Management and Budget (DTMB), the ITS infrastructure maintenance consultant, and other consultants working on TOC projects. All communication with these stakeholders shall be closely coordinated with the MDOT Project Manager.

I. Documentation

Consultant staff working in the Control Room shall document their activities. Much of this documentation is electronic data entry into the MDOT Call Tracker. The Call Tracker is an Access Database that was created for logging and tracking control room activity.

In addition, the consultant shall provide and copy the MDOT Project Manager on the following documentation:

- Any operational and policy guidelines
In order to ensure effective control room operations, Consultant shall maintain and update the control room Operations Manual, training materials, quick reference sheets, and related documentation that communicate operating procedures to operators including but not limited to all instructional emails. All instructional emails shall include a copy to the MDOT PM.
- Manual updates
At a minimum, the control room Operations Manual shall be updated annually, with interim updates as needed to communicate new or updated procedures to operators. Training materials shall be updated at least four (4) times a year or more to support training necessary to ensure effective control room operations. Quick reference sheets include but are not limited to contact lists, ITS infrastructure location lists, maps, summary procedure documents, FCP route sheets, and others. These shall be updated on an as needed basis, and consolidated in the control room Operations Manual annually.
- Copies of required licensure and/or certification
- Monthly progress reports noting key program issues and planned work.
- Meeting agenda and minutes as requested by the MDOT PM
- Staffing plans and staffing schedules
- Training records
- Monthly, quarterly, and annual report summaries of activities/performance measures.
- Summary of quality control reports to MDOT monthly
Consultant shall implement and manage quality control processes that ensure a high quality of services provided by the control room. Quality control program shall review the accuracy of traffic information including DMS messages, incident records, and advisories.

Quality performance shall meet or exceed the following thresholds for accuracy:

- Accident/Blocked messages, 90%
 - Freeway and ramp closure messages, 95%
 - Incident records, 85%
 - Advisories, 90%
- Results of studies on an as requested basis
The Consultant shall provide technical services as directed by the MDOT Project Manager on an as-directed task basis to improve operations in Southeast Michigan. The level of effort anticipated for this effort is approximately 1300 additional staff hours per year.
 - Other services that may be directed under this task could include development of a Concept of Operations, preparation of detailed after action report(s), development of alternate route maps, scan of best practices from other TOCs or courtesy patrol programs, review on MDOT's behalf of products being developed for the TOC, or others.
 - Consultant shall enter FCP assist data into an access database and monitor the data, Automatic Vehicle Location (AVL data), and other available sources to track the performance of the FCP. Data shall be manually entered and electronically available to MDOT within three (3) business days of receiving the assist information from the FCP contractor.
 - FCP data analysis to enhance control room and freeway operations
 - GIS mapping to communicate traffic information and assets for operations and FCP
 - Incident after action review data, delivered as needed at periodic incidents (including planned special events) debriefings.

All reports shall be provided in printed form, one copy, with a copy in electronic form, to the MDOT Project Manager. The format for all reports provided under this contract shall be submitted to the MDOT Project Manager for review and approval.

J. TOC in Detroit

Operations

This staff will be qualified in the operation of various traffic management systems, remote ITS field devices, and automated traffic management systems. Provisions for expansion of these services shall also be included in the project as the functionality and responsibilities of the TOC continue to grow to improve traffic incident management and response.

Personnel Requirements

All operators shall have an Associate's Degree or equivalent degree, or a minimum of two years of experience in a similar role (to be approved by MDOT Project Manager).

All operators shall pass a pre-employment drug test and security background check.

Operators should have proficient communication skills (oral and written), computer skills, and interpersonal skills, and be capable of performing responsibilities with minimum supervision.

Hours of Operation

The control room activity fluctuates with time of day, day of week, weather, construction activity,

and planned special events. Operator staffing level shall balance the anticipated workload with resources available. Effective operator scheduling to ensure good quality of control room services during high demand and meet the requirements of the program is an important requirement of this work. Minimum staffing levels defined below shall be maintained.

Day	Time of Day	Minimum Number of Operators
Weekdays	7:00 PM to 6:00 AM	2
Weekdays	6:00 AM to 9:00 AM	3
Weekdays	9:00 AM to 3:00 PM	2
Weekdays	3:00 PM to 7:00 PM	3
Weekends and holidays*	10:00 AM to 4:00 PM	2
Weekends and holidays*	4:00 PM to 10:00 AM	1

* Holidays are defined as: New Years Eve, New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Days (Thursday and Friday), Christmas Eve and Christmas Day. Any overlap of times in the above table shall require the highest minimum number of operators listed.

Training

Consultant shall be responsible for all training necessary to ensure fully competent and knowledgeable operations staff, as documented in this RFP. Operator training updates shall be conducted quarterly, at a minimum. Consultant shall maintain and deliver training documentation to the MDOT PM. Training shall incorporate relevant traffic operations fundamentals for optimum performance of freeway and non-freeway operations including but not limited to National Incident Management System (NIMS) certification (Level 100, 200, 700, and 800).

The consultant shall submit an Operator Training Plan for review and approval to the MDOT PM within 45 days of the start of the contract. The Training Plan shall include an Operator Certification program. MDOT will provide access to all existing TOC Operations manuals, guides, and training materials, from which the Training Plan can be developed.

Before any TOC consultant employee provides control room services independently, they shall complete the training program defined in the Operator Training Plan. The Consultant is responsible to ensure that all TOC staff has the required training necessary to perform their assigned responsibilities, including any refresher training, or specific training based on individual employee needs. The Plan shall be updated annually and submitted to the MDOT Project Manager for approval.

Responsibilities

The TOC Control Room is a 24x7x365 day operation that performs a wide variety of functions for traffic management in Southeast Michigan. An abbreviated list of responsibilities is shown below:

- CCTV Camera monitoring and control
- Detection and verification of incidents
- CAD monitoring and updating

- Call Tracking updates documenting all activities
- ATMS system monitoring
- DMS messaging
- High impact traffic advisory notifications
- Other traffic information dissemination, including telephone, fax, email, and Instant Messenger communications
- Entering data and updating incident records
- Monitoring media traffic broadcasts
- Communicating with MSP and other public safety agencies for effective incident management
- Communicating and dispatching field personnel including FCP
- Detecting, reporting, and tracking ITS infrastructure maintenance issues
- Initiating ITS infrastructure repair work orders
- Monitoring curve warning systems
- Monitoring a speed advisory sign
- Managing the building security
- Appropriate follow up on incidents to help ensure safe and effective operation of the freeway system
- Coordinating with MDOT Region and TSC staff to stay up-to-date with latest construction and maintenance project information
- Road work construction coordination, monitoring, and communications.
- Communicating and coordinating with regional local agency contacts, regarding activities on or affecting state trunk line operations
- Monitoring and reporting on weather information as it affects roadway operations
- Monitoring FCP operations and cataloguing performance measurements.

Other tasks performed by control room staff include: controlling access to the current and new facility, facilitating tours, managing the safety message schedule, and related responsibilities.

K. TOC at the BWB

Operations

This staff will be qualified in the operation of various traffic management systems, remote field devices, and automated systems.

Personnel Requirements

All operators shall have an Associate's Degree or equivalent degree, or a minimum of two years of experience in a similar role (to be approved by MDOT Project Manager).

All operators shall pass a pre-employment drug test and security background check and independent background check from MDOT.

Operators should have proficient communication skills (oral and written), computer skills, and interpersonal skills, and be capable of performing responsibilities with minimum supervision.

Hours of Operation

The control room activity fluctuates with time of day, day of week, weather, construction activity,

and planned special events. Operator staffing level shall balance the anticipated workload with resources available. Effective operator scheduling to ensure good quality of control room services during high demand and meet the requirements of the program is an important requirement of this work. Minimum staffing levels defined below shall be maintained.

Day	Time of Day	Minimum Number of Operators
Sunday through Saturday	6:00 AM to 8:00 PM	1

Training

Consultant shall be responsible for all training necessary to ensure fully competent and knowledgeable operations staff, as documented in this RFP. Operator training updates shall be conducted quarterly, at a minimum. Consultant shall deliver training documentation. Training shall incorporate relevant traffic operations fundamentals for optimum performance of freeway and non-freeway operations including but not limited to National Incident Management System (NIMS) certification (Level 100, 200, 700, and 800).

The Consultant shall submit an Operator Training Plan for review and approval to the MDOT PM within 45 days of the start of the contract. The Training Plan shall include an Operator Certification program. MDOT will provide access to all existing TOC Operations manuals, guides, and training materials from the TOC in Detroit and the BWB.

Before any TOC consultant employee provides control room services independently, they shall complete the training program defined in the Operator Training Plan. The Consultant is responsible to ensure that all TOC staff has the required training necessary to perform their assigned responsibilities, including any refresher training, or specific training based on individual employee needs. The Plan shall be updated annually and submitted to the MDOT PM for approval.

Responsibilities

1. The TOC Control Room is a 14 hours a day, 7 day per week operation that performs a wide variety of functions for the Blue Water Bridge, and the highways leading to the Blue Water Bridge. A list of responsibilities is shown below:

- Monitoring Traffic
- DMS messaging
 - DMS on freeway in the Port Huron area
 - DMS on the BWB bridge approaches
 - DMS over toll lanes
- Monitoring bridge security cameras as requested by MDOT
- Freeway Camera monitoring and control
- Detecting and verifying incidents
- Call Tracking updates documenting all activities
- ATMS system monitoring
- High impact traffic advisory notifications
- Other traffic information dissemination, including telephone, fax, email, and Instant Messenger communications

- Entering data and updating incident records
- Monitoring media traffic broadcasts
- Communicating with MSP and other public safety agencies for effective incident management
- Detecting, reporting, and tracking ITS infrastructure maintenance issues
- Initiating ITS infrastructure repair work orders
- Appropriately following up on incidents to help ensure safe and effective operation of the freeway system.
- Coordinating with MDOT Region and TSC staff to stay up-to-date with latest construction and maintenance project information.
- Communicating and coordinating with regional local agency contacts, regarding activities on or affecting state trunkline operations.
- Monitoring and reporting on weather information as it affects roadway operations.
- Creating operational documentation.
- Performing studies on an as needed basis and as directed by MDOT PM.

CONSULTANT PAYMENT – Actual Cost Plus Fixed Fee:

Compensation for this project shall be on an **actual cost plus fixed fee** basis. This basis of payment typically includes an estimate of labor hours by classification or employee, hourly labor rates, applied overhead, other direct costs, sub consultant costs, and applied fixed fee.

All billings for services must be directed to the Department and follow the current guidelines. The latest copy of the "Professional Engineering Service Reimbursement Guidelines for Bureau of Highways" is available on MDOT's website. This document contains instructions and forms that must be followed and used for billing. Payment may be delayed or decreased if the instructions are not followed.

Payment to the Consultant for services rendered shall not exceed the maximum amount unless an increase is approved in accordance with the contract with the Consultant. Typically, billings must be submitted within 60 days after the completion of services for the current billing. The final billing must be received within 60 days of the completion of services. Refer to your contract for your specific contract terms.

Direct expenses, if applicable, will not be paid in excess of that allowed by the Department for its own employees in accordance with the State of Michigan's Standardized Travel Regulations. Supporting documentation must be submitted with the billing for all eligible expenses on the project in accordance with the Reimbursement Guidelines. The only hours that will be considered allowable charges for this contract are those that are directly attributable to the activities of this project.

The use of overtime hours is not acceptable unless prior written approval is granted by the MDOT Region Engineer/Bureau Director and the MDOT Project Manager. Reimbursement for overtime hours that are allowed will be limited to time spent on this project in excess of forty hours per person per week. Any variations to this rule should be included in the priced proposal submitted by the

Consultant and must have prior written approval by the MDOT Region Engineer/Bureau Director and the MDOT Project Manager.

The fixed fee for profit allowed for this project is 11.0% of the cost of direct labor and overhead.