

**Operations Support for the Statewide Transportation Operations Center (STOC)**  
**QA1\_5/12/2010**  
**Proposal Due Date: 5/26/2010**

Q. The RFP provides a guideline for what the operational hours of the STOC will be initially. However, it does not specify what MDOT anticipates as an acceptable operator staffing level during these time periods. Understanding that staffing levels will ultimately be based on realized work load; does MDOT have an anticipated level of 'initial' staff presence during the shifts identified for cost and scheduling purposes?

**A. We anticipate that the STOC will initially require one CRO to be on duty during all times identified in the RFP. However, additional staffing may be required for traffic management during special events, high-impact incidents, and severe weather; CRO training; and/or control room shift changes.**