

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

| | | | |
|--|---|---|---|
| | REQUISITION NUMBER | DUE DATE | TIME DUE |
| MDOT PROJECT MANAGER | JOB NUMBER (JN) | CONTROL SECTION (CS) | |
| DESCRIPTION | | | |
| MDOT PROJECT MANAGER: Check all items to be included in RFP WHITE = REQUIRED ** = OPTIONAL Check the appropriate Tier in the box below | | CONSULTANT: Provide only checked items below in proposal | |
| <input type="checkbox"/> TIER I (\$50,000 - \$150,000) | <input type="checkbox"/> TIER II (\$150,000-\$1,000,000) | <input type="checkbox"/> TIER III (>\$1,000,000) | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Understanding of Service ** |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <i>Innovations</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Organizational Chart |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Qualifications of Team |
| Not required as part of Official RFP | Not required as part of Official RFP | <input type="checkbox"/> | Quality Assurance/Quality Control ** |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Location: The percentage of work performed in Michigan will be used for all selections unless the project is for on-site p=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 | <input type="checkbox"/> | Presentation ** |
| N/A | N/A | <input type="checkbox"/> | Technical Proposal (if Presentation is required) |
| 3 pages (MDOT Forms not counted) (No Resumes) | 7 pages (MDOT Forms not counted) | 14 pages (MDOT forms not counted) | Total maximum pages for RFP not including key personnel resumes. Resumes limited to 2 pages per key staff personnel. |

PROPOSAL AND BID SHEET EMAIL ADDRESS – mdot-rfp-response@michigan.gov

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 five (5) 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.

MDOT FORMS REQUIRED AS PART OF PROPOSAL SUBMISSION

5100D – Request for Proposal Cover Sheet

5100J – Consultant Data and Signature Sheet (Required only for firms not currently prequalified with MDOT)

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

REQUEST FOR PROPOSAL

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 Services Contracts” and “Guideline for Completing a Low Bid Sheet(S)*, if a low bid is involved as part of the selection process. **Reference Guidelines are available on MDOT’s website under Doing Business > Vendor/Consultant Services >Vendor/Consultant Selections.**

RFP SPECIFIC INFORMATION

ENGINEERING SERVICES BUREAU OF TRANSPORTATION PLANNING OTHER

THE SERVICE WAS POSTED ON THE ANTICIPATED QUARTERLY REQUESTS FOR PROPOSALS
 NO YES DATED _____ THROUGH _____

| | |
|---|---|
| <input type="checkbox"/> Prequalified Services – See the attached Scope of Services for required Prequalification Classifications. | <input type="checkbox"/> 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 is required with Proposal for firms not currently prequalified with MDOT |
|---|---|

Qualifications Based Selection – Use Consultant/Vendor Selection Guidelines

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

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.

Qualification Based Selection / 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. The vendor that has met established qualification threshold and with the lowest bid will be selected.

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

Bid Sheet(s) must be submitted in accordance with the “Guidelines for Completing a Low Bid Sheet(s)* (available on MDOT’s website). Bid Sheet(s) are located at the end of the Scope of Services. Submit bid sheet(s) with the proposal, to the email address: mdot-rfp-response@michigan.gov. Failure to comply with this procedure may result in your bid being rejected from consideration.

PARTNERSHIP CHARTER AGREEMENT

MDOT and ACEC created a Partnership Charter Agreement which establishes guidelines to assist MDOT and Consultants in successful partnering. Both the Consultant and MDOT Project Manager are reminded to review the [ACEC-MDOT Partnership Charter Agreement](#) and are asked to follow all communications, issues resolution and other procedures and guidance’s contained therein.

**NOTIFICATION
MANDATORY ELECTRONIC SUBMITTAL**

Proposals submitted for this project must be submitted electronically.

The following are changes to the Proposal Submittal Requirements:

- Eliminated the Following Requirements:
 - Safety Program
 - Communication Plan
 - Past Performance as *a separate section*
 - Separate section for DBE Statement of goals. Include information in Qualification of Team section

- Implemented the Following Changes:
 - All proposals require an Organization Chart
 - Resumes must be a maximum of two pages
 - Only Key (lead) staff resumes may be submitted
 - Tier III proposal reduced from 19 to 14 pages
 - Forms 5100D, 5100I, and 5100G combined – 5100D
 - Forms 5100B and 5100H combined – 5100B
 - RFP's will be posted on a weekly basis -- on Mondays

The following are Requirements for Electronic Submittals:

- Proposals must be prepared using the most current guidelines
- The proposal must be bookmarked to clearly identify the proposal sections (See Below)
- For any section not required per the RFP, the bookmark must be edited to include “N/A” after the bookmark title.
Example: Understanding of Service – N/A
- Proposals must be assembled and saved as a single PDF file
- PDF file must be 5 megabytes or smaller
- PDF file must be submitted via e-mail to MDOT-RFP-Response@michigan.gov
- MDOT's requisition number and company name must be included in the subject line of the e-mail. The PDF shall be named using the following format:
 - Requisition#XXX_Company Name.PDF
- MDOT will not accept multiple submittals
- Proposals must be *received* by MDOT on or before the due date and time specified in each RFP

If the submittals do not comply with the requirements, they may be determined unresponsive.

The Consultant's will receive an e-mail reply/notification from MDOT when the proposal is received. Please retain a copy of this e-mail as proof that the proposal was received on time. **Consultants are responsible for ensuring the MDOT receives the proposal on time.**

****Contact Contract Services Division immediately at 517-373-4680 if you do not get an auto response****

Required Bookmarking Format:

- I. Request for Proposal Cover Sheet Form 5100D
 - A. Consultant Data and Signature Sheet, Form 5100J (if applicable)
- II. Understanding of Service
 - A. Innovations
- III. Qualifications of Team
 - A. Structure of Project Team
 - 1. Role of Firms
 - 2. Role of Key Personnel
 - B. Organization Chart
 - C. Location
- IV. Quality Assurance / Quality Control Plan
- V. Resumes of Key Staff
- VI. Pricing Documents/Bid Sheet (if applicable)

2/14/12

**NOTIFICATION
E-VERIFY REQUIREMENTS**

E-Verify is an Internet based system that allows an employer, using information reported on an employee's Form I-9, Employment Eligibility Verification, to determine the eligibility of that employee to work in the United States. There is no charge to employers to use E-Verify. The E-Verify system is operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration. E-Verify is available in Spanish.

The State of Michigan is requiring, under Public Act 200 of 2012, Section 381, that as a condition of each contract or subcontract for construction, maintenance, or engineering services that the pre-qualified contractor or subcontractor agree to use the E-Verify system to verify that all persons hired during the contract term by the contractor or subcontractor are legally present and authorized to work in the United States.

Information on registration for and use of the E-Verify program can be obtained via the Internet at the DHS Web site: <http://www.dhs.gov/E-Verify>.

The documentation supporting the usage of the E-Verify system must be maintained by each consultant and be made available to MDOT upon request.

It is the responsibility of the prime consultant to include the E-Verify requirement documented in this NOTIFICATION in all tiers of subcontracts.

9/13/12

Michigan Department of Transportation

SCOPE OF SERVICE

FOR

As-Needed Process Improvement and General Facilitation

The purpose of this Request for Proposal (RFP) is to solicit proposals to establish an “As-Needed” contract for professional adjunct consultant services. These services will encompass process improvement and meeting facilitation to augment the skills and capacity of the Performance Excellence (PE) staff at the Michigan Department of Transportation (MDOT). Successful respondents may potentially work on projects in any MDOT program or partnering areas, for other state agencies, and at any geographic location statewide.

PROJECT LOCATION:

Statewide

PROJECT DESCRIPTION:

The scope of work for the adjunct consultant may include, but is not limited to, the ability to perform services in the following areas:

SCOPE

1. Employ facilitation tools and techniques throughout the project to:
 - a. Create a Business Process Map (flowchart) of “current state” process
 - b. Assist teams with the development of an improved “future state” process
 - c. Facilitate the design of new business strategies which improve the efficiency and effectiveness of business processes
 - d. Measure process cycle time, cost, and/or customer satisfaction
 - e. Develop a plan to implement the future state process
 - f. Facilitate and oversee the actual implementation

2. Employ Microsoft Word, Excel, Visio, and appropriate IT tools to:
 - a. Create Visio process maps
 - b. Design an efficient communication plan to access to process maps and develop training aids for business process owners
 - c. Display visually where information or process flows can be improved
 - d. Provide systems, triggers, metrics, dashboards, or reports which indicate whether goals have met
 - e. Display where redundant, extraneous, and non-value added steps have been eliminated
 - f. Display, report, quantify or otherwise identify when optimal performance is achieved

3. Apply recognized process measurement and/or improvement methodologies (e.g. LEAN, Six Sigma, etc.) which will be leveraged to develop potential business solutions.
 - a. Deploy techniques to identify
 - i. Performance gaps
 - ii. Control breakdowns
 - iii. Redundancies
 - iv. Root causes of key performance issues
4. Provide expertise in change management strategies, guidance, and implementation to:
 - a. Guide project teams through change and transition
 - b. Implement the changes from the current to the future state
5. Provide expertise in performance metrics to calculate both current state (as-is) and implemented future state metrics for:
 - a. Process cost
 - b. Cycle time
 - c. Service quality/customer satisfaction (where applicable)

KEY PERSONNEL

1. Personnel directly performing services shall have, at a minimum, the following qualifications:
 - a. Bachelor's degree in an applicable discipline
 - b. Five (5) years facilitation/process reengineering project experience in governmental environments (e.g., city, county, state, or federal government)
 - c. Advanced level certification (in Lean or Six Sigma methodologies from a recognized credentialing entity)
2. Personnel shall be available and flexible to begin work quickly (in 30 calendar days or less, if requested) on new projects.
3. The Consultant's Key Personnel shall be those persons, whether employed by the Consultant or by one or more of the Consultant's proposed Subconsultants, who met the qualification criteria above, and possess the analytical skills and expertise to provide services under this contract.
4. Continuity of personnel is considered essential to the successful completion of projects; personnel employed by the Consultant or Subconsultant are expected to be available throughout the length of the contract period.

ANTICIPATED SERVICE START DATE:

November 1, 2013

ANTICIPATED SERVICE COMPLETION DATE:

This contract will be for a two year period with a possible renewal for a third year.
October 31, 2015 (2016)

PRIMARY PREQUALIFICATION CLASSIFICATION(S):

NA

SECONDARY PREQUALIFICATION CLASSIFICATION(S):

NA

MDOT PROJECT MANAGER:

Don Whiteside

425 W. Ottawa Street

Lansing, MI 48909

Office: (517) 335-2464

Fax: (517) 241-2833

E-mail: whitesided@michigan.gov

CONSULTANT RESPONSIBILITIES:

In performing this work, the consultant shall comply with applicable federal/state policies and MDOT/state agency requirements. The personnel provided by the Consultant may be required to perform the following activities:

1. Design and facilitate process improvement workshops using an MDOT-approved and recognized methodology.
2. Develop multi-phased project plans for process improvement and reengineering projects.
3. Develop project plans to manage the implementation of the recommendations, including tasks, schedules, and necessary resources.
4. Design and facilitate implementation workshops.
5. Provide coaching to process improvement team members.
6. Provide implementation and follow-up support services to project team members throughout the implementation phase.
7. Provide consultation on process development, roles and responsibilities, risk analysis, and project management.
8. Prepare team leaders and project sponsors for workshops and meetings, i.e. agendas, meeting minutes, outcomes and decisions.

DELIVERABLES:

The deliverables will be as identified in the project specific scope. MDOT will issue work orders for each project under the “As-Needed” contract.

REQUIREMENT FOR PROPOSAL:

GENERAL INSTRUCTIONS:

1. RFP Response: In order to be considered for selection, Consultants must submit a complete response to this RFP.

2. Proposal Preparation:

- a) All information requested should be submitted. Failure to submit all information requested may result in MDOT requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by MDOT.
- b) Proposals should be prepared simply, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
- c) Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. The proposal should contain a table of content which cross-references the RFP requirements. Information which the Consultant desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

SPECIFIC PROPOSAL INSTRUCTIONS:

Proposals should be as thorough and detailed as possible so that MDOT may properly evaluate your capabilities to provide the required services. Consultants are required to submit the following items as a complete proposal in the following Section format:

Section 1

1. An Executive Overview letter of introduction to include:
 - a. A brief overview identifying the benefits to MDOT if the Consultant is awarded the contract
 - b. Contact Person(s): Provide name, title, organization, address, telephone number, fax number and email address for the following person(s):
 - i. Contact person(s) who are responsible for coordinating the Consultant's response to this RFP.

- ii. Persons who are authorized to act on behalf of the Consultant and bind the Consultant to all commitments made in the proposal and subsequent negotiations.
- iii. Consultant's Qualifications and Experience:
 - a. General Company Information
 - b. Date Founded
 - c. Name of owner(s)
 - d. Business structure to include the relationship between any parent company and subsidiaries, if applicable. Identify any known potential changes in structure.
 - e. Listing of the address and phone number of the office that will service financial identification number under this proposal.
 - f. Affiliation with professional associations.
 - g. List all certifications and compliance standards to which your firm adheres.
 - h. Your firm's web site address, if applicable.
- c. Include the following Information:
 - i. Address the following questions:
 - a. How many current clients do you have?
 - b. What is your number of full-time resources?
 - c. What communications process do you use to provide solutions to impromptu customer needs?
 - d. What is your internal training policy?
 - e. What is your staff turnover rate?
 - f. What is your ability to augment your resources if additional resources are required?
 - g. A list of any contracts that during the last three years were cancelled or from which the Consultant was prohibited from submitting a proposal because of lack of performance or because of default.

Section 2

1. Contactor's Key Personnel Qualifications and Experience:

Consultants shall provide a written narrative specifying the key individuals who will provide services under this contract including any proposed Subconsultants and/or partners. The narrative shall identify key personnel who will be committed and would provide day-to-day services in performance of this contract.

| Classification | Description | Required Minimum Qualifications |
|-------------------------------------|---|--|
| Process Improvement (PI) Consultant | Consultant who directly works with clients on process improvement projects using lean and/or other methodologies, and performs related functions such as mapping current processes and guiding teams through the development of improved processes. | <ul style="list-style-type: none"> - Bachelor's degree in an applicable discipline - Five (5) years process reengineering project experience in governmental environments (e.g., city, county, state, or federal government) - Advanced level certification (in Lean or Six Sigma methodologies from a recognized credentialing entity) |
| Facilitation Consultant | Consultant who directly works with clients on meeting and/or work team facilitations. | <ul style="list-style-type: none"> - Bachelor's degree in an applicable discipline - Five (5) years facilitation experience in governmental environments (e.g., city, county, state, or federal government) |
| Clerical Support | Prepares or assists in the preparation of documentation and other support materials. | <ul style="list-style-type: none"> - General clerical skills as determined necessary by the consultant. |

Provide the following information about the key personnel:

- a. An organization chart of your firm that shows the key individuals' placement within the firm.
- b. A two page resume of all key personnel who will be proposed to work on this contract, describing qualifications, specialized certifications and related experience.
- c. Specific project team member's names, qualifications and experience and description of the role each key individual will play in providing services under the Consultant's proposal.

- d. List Subconsultant's proposed key individuals, if any, that your firm intends to utilize in performing this contract. Describe the portions of work they will be performing, their experience and qualifications.

Section 3

1. Consultant's Specific Plans or Methodology to Perform the Services:
 - a. A written narrative clearly explaining proposed general and technical approach to ensure the timely and comprehensive delivery of quality services related to those described in the Project Description.
 - b. Describe your approach, focusing on how this enhances your ability to work successfully with MDOT/state agencies. Provide an overview of your approach or approaches to:
 - i. Business process re-engineering or redesign
 - ii. The use of metrics and identification of key outputs that reflect quantifiable data related to the "as-is" current environment, as well as, the "to-be" future environment
 - c. Describe three (3) projects related to the lines of work described in this RFP:
 - i. Choose examples representative of your company's abilities and experience
 - ii. For each project, include a summary of results, such as cost, cycle time savings, or improved customer satisfaction
 - iii. Provide descriptions of implemented recommendations, including hard (direct) and soft (indirect) savings, other benefits, and length of time to actually implement
 - iv. Relate these projects to the types of methods used
 - v. Provide names and contacts for each project listed

SCORING CRITERIA – Total Points 130

1. Understanding of Service – 30 points
Describe your understanding of the service to be provided
2. Qualifications of Team – 40 Points
Describe your team and the roles of key personnel. Provide resumes of key personnel
3. Past Performance – 20 points

Provide references and examples of similar work performed.

4. Price - 35 points

CSRT approved formula: $\text{Low Bid}/\text{Bid} * \text{Points Assigned}$

Completed bid sheet required

(Price must be at least 25% of overall points assigned)

5. Location – 5 points

Indicate percentage of work that will be performed in Michigan

| <u>Percentage of Work to be done in Michigan</u> | <u>Score</u> |
|--|--------------|
| 95% to 100% | 5 |
| 80% to 94% | 4 |
| 50% to 79% | 3 |
| 25% to 49% | 2 |
| 10% to 24% | 1 |
| Less than 10% | 0 |

AWARD

1. MDOT will select **up to three Consultants** deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors. MDOT may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish reasons why a particular proposal was not deemed to be acceptable or selected.
2. Should MDOT determine in writing and in its sole discretion that only one Consultant is fully qualified or that one Consultant is clearly more highly qualified than the others under consideration; a contract may be negotiated and awarded to that Consultant. The award document will be a contract incorporating by reference all the requirements, terms, and conditions of the solicitation and the Consultant's proposal as negotiated.

PAYMENT

1. Full-time services will not be required on all projects at all times. This scope is for “as-needed” services, based on the intermittent needs of MDOT or other state agencies. It must be noted that this is not a guarantee that MDOT or other state agencies will use the Consultant’s services.
2. Compensation shall be on a “milestone” basis. Compensation shall be divided into payments based on the completion of a portion of the services, and will vary based on the nature and complexity of individual projects. These

percentages may vary by Work Order. An example of such a compensation methodology might be:

| | |
|---|------|
| Scoping & Workshop Facilitation | 25% |
| Development of Implementation Plans | 25% |
| 6-Month Sponsor Follow-up Meeting (or 50% Implementation completed per sponsor agreement) | 20% |
| Final Project Report/Sponsor Sign-off | 30% |
| Total: | 100% |

3. The MDOT Project Manager may authorize payment or partial payment if a milestone is delayed due to circumstances beyond the Consultant's control.
4. 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.

GENERAL ORGANIZATION INFORMATION

REQUIRED RESPONDENT INFORMATION

Please provide the following required respondent information. Failure to respond to each requirement may disqualify the respondent from further participation in this RFP.

RESPONDENT NAME AND ADDRESS: Provide name, address, principle place of business, telephone number of legal entity with whom the contract is to be written, and the web page address.

| | | | |
|--------------------------|-----|-------------------|-----|
| Name and Title: | | | |
| Address: | | | |
| City, State, Zip: | | | |
| Phone: | () | Facsimile: | () |
| Web Page: | | | |

LOCATION ADDRESS

| | | | |
|--------------------------|--|--|--|
| Address: | | | |
| City, State, Zip: | | | |

ORGANIZATION AND YEAR:

Please provide the legal status and business structure (corporation, partnership, sole proprietorship, etc.) of the respondent and the year the entity was established.

| | | | |
|----------------|--|--------------|--|
| Status: | | Year: | |
|----------------|--|--------------|--|

RFP CONTACT:

Please provide the following information of the respondent's RFP contact:

| | | | |
|--------------------------|-----|-------------------|-----|
| Name and Title: | | | |
| Address: | | | |
| City, State, Zip: | | | |
| Phone: | () | Facsimile: | () |
| Web Page: | | | |

Bid Sheet

All entries on this page must be handwritten in ink or computer generated. This page provides for costs by payment category. This is provided as an example. Priced proposal costs will be required after selection, in accordance with the MDOT Priced Proposal Guidelines ([Guidelines](#)).

| Name | Classification | Hourly Rate <small>Fully Loaded Rate: (Hourly Rate + Overhead) + 11% If staff have different rates, list separately by name</small> |
|------|----------------|--|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Example:

Doe, John

Process Improvement Consultant

\$100.00

| |
|------------------------------|
| Consultant Name: |
| Consultant Address: |
| Date: |
| Authorized Signature: |