Michigan Department
Of Transportation
5100B (03/10)

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

Exhibit B

MDOT PROJECT MANAGER	JOB NUMBER (JN)	CONTROL SECTION (CS)
Sandra Montes		various

DESCRIPTION
Freeway Courtesy Patrol Operations

MDOT PROJECT MANAGER: Check all items to be included in RFP

WHITE = REQUIRED
GRAY SHADING = OPTIONAL

Check the appropriate Tier in the box below

CONSULTANT: Provide only checked items below in proposal

☐ **TIER 1 ($25,000-$99,999)**	☐ **TIER II ($100,000-$250,000)**	☑ **TIER III (>$250,000)**	
☐	☐	☑	Understanding of Service
☐	☐	☑	*Innovations*
☐	☐	☑	*Safety Program*
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**

REQUEST FOR PROPOSAL

Clear Form

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 1 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
5	6/28/11	1:00 PM

PROPOSAL AND BID SHEET MAILING ADDRESSES

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

☑ MDOT Project Manager

Sandra Montes
1050 Sixth Street
Detroit, MI 48226

☐ 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
SPECIALTY SERVICES
FREEWAY COURTESY PATROL OPERATIONS
Revised 6/1/2011 to add Attachment A
Revised 6/8/2011 to add comment to Bid Sheet

CONTROL SECTION(S): Various

JOB NUMBER(S): Various

PROJECT LOCATION: Throughout the Metro Region

PROJECT DESCRIPTION: Operations of the Freeway Courtesy Patrol (FCP)

The purpose of this scope of service is to partner with the Michigan Department of Transportation (MDOT) in managing traffic in the Metro Region by operating the FCP in Southeast Michigan. The Consultant will operate a fully functional FCP program over planned, established routes.

A portion of the traffic congestion throughout Southeast Michigan freeways is non-recurring. Unplanned events (accidents and incidents) are the primary contributors. The FCP program plays 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

A minimum score of 80 points will be required in order to move on to the low-bid selection.

ANTICIPATED SERVICE START DATE: October 1, 2011

ANTICIPATED SERVICE COMPLETION DATE: September 30, 2014

PRIMARY PREQUALIFICATION CLASSIFICATION(S):
None

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

AVL	Automatic Vehicle Locater
DBE	Disadvantaged Business Enterprise
FCP	Freeway Courtesy Patrol
FCP Assist	Occupied vehicle assist, crash support, and removing blocking debris
FCP Stop	Unoccupied vehicle stop
GIS	Geographic Information System
GPS	Global Positioning System
MDOT	Michigan Department of Transportation
MMUTCD	Michigan Manual of Uniform Traffic Control Devices
MSP	Michigan State Police
PM	Project Manager
PPE	Personal Protective Equipment
RCTO	Regional Concept for Transportation Operations
RFP	Request for Proposals
SEMCOG	Southeast Michigan Council of Governments
TOC	Transportation Operations Center

Freeway Courtesy Patrol (FCP) Overview

The FCP program has been in operation since 1994. MDOT has historically contracted operation of the FCP in Southeast Michigan. The FCP is part of a comprehensive traffic incident management program to reduce delay caused by non-recurring traffic congestion and improve operations of the freeway system. The FCP works directly with the Transportation Operations Center (TOC) control room staff to inform them of incidents on the roadway and update them as to lanes affected.

FCP patrols approximately 425 centerline miles of the freeway as indicated on the map in Figure 1. Currently, approximately 25% of assists are being dispatched by Control Room dispatchers. The dispatchers receive their information from partner agencies or by camera.

FCP provides no-charge services to motorists and other incident management support services that

reduce the impact of incidents and improve freeway operations. The drivers shall not accept tips from motorists.

The Consultant shall safely provide consistent services that benefit both stranded motorists requiring assistance and other motorists through improved freeway operations. Services provided by FCP shall be in accordance with the MDOT Freeway Courtesy Patrol Operating Guidelines, Revision 3, dated July 2009, included as Appendix A.

The FCP has a positive impact on freeway operations and is an integral part of the regional incident management program. It is important that the Consultant maintain the knowledge, skills and abilities of the FCP drivers, supervisors, and support staff to stay current with the requirements of the FCP operations through safe and effective delivery of services defined herein.

Evaluations of the FCP have been performed by the Southeast Michigan Council of Governments (SEMCOG). Reports documenting the results of the evaluations of operation are available for reference on the SEMCOG website at http://library.semcog.org/web/publications.htm. Note that definitions of a "stop" and an "assist" used in this Work Statement differ from the classification in the evaluation reports.

Monthly FCP data is also reported in the monthly performance measures and Annual Reports. They are available on the MDOT ITS Web site at www.michigan.gov/its.

CONSULTANT RESPONSIBILITIES:

A. Project Requirements

The Consultant shall provide skilled, qualified operational personnel to support 24 hours a day, 7 days a week Freeway Courtesy Patrol program, including (but not limited to) providing the staffing, vehicles, training, equipment and operating procedures for the program.

B. Safety and Security

1. FCP will be working in extremely hazardous conditions, adjacent to live interstate traffic at high rates of speed. FCP drivers will frequently be required to perform physically demanding work. Proper execution of their responsibilities will present safer conditions to the traveling public and to the drivers.

2. All Freeway Courtesy Patrol drivers must pass background checks and drug tests. Results of background checks and drug tests shall be provided to the MDOT Project Manager within 48 hours,. Four (4) random drivers shall be tested once a year and the results shall be provided to the MDOT Project Manager.

3. 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.

2. The FCP will provide services to motorists on the freeways, including freeway on/off ramps, in the coverage area shown in Figure 1. Drivers may occasionally be required by MDOT to assist motorists beyond the limits on the coverage area up to the geographic limits of the MDOT Metro Region. FCP services provided to motorists/occupied vehicles on an FCP assist include but not limited to tire changes/repair, providing gasoline, minor mechanical repairs, and cellular telephone assistance. Traffic control support at or in advance of an incident scene, at the direction of public safety agencies, is also classified as an FCP assist, as well as clearing debris that is obstructing a travel lane(s).

3. FCP shall stop at all stalled/stopped vehicles on the freeway in accordance with the Freeway Courtesy Patrol Operating Guidelines. For unoccupied vehicles, this is defined as an FCP stop and shall only be documented one time per vehicle.

4. The demand for FCP services fluctuates with time of day, day of week, season, weather conditions, construction activity, and planned special events.

- Patrol
  - FCP shall be on patrol 24 hours a day, 7 days a week,
    - With a minimum of two (2) operators on weekends and holidays
    - With a minimum of five (5) operators during peak periods as defined below
    - Additional patrols shall be scheduled by the Consultant to most effectively meet the demand within the resources available in the contract
    - There shall be no breaks during peak periods
  - All FCP drivers on patrol shall be available for dispatch by MDOT Freeway Operations.
  - At a minimum, a patrol shall include three (3) passes though each road segment shown in Figure 1, FCP Coverage Area, per calendar day. One (1) pass during peak periods as defined below, and one (1) additional pass through each road segment shown in Figure 1, FCP Coverage Area.
  - One (1) complete pass through each road segment is required on weekends and holidays.
- Peak Periods and Holidays
  - Peak periods are defined as Monday through Friday, 6:00 AM to 9:00 AM and 3:00 PM to 6:00 PM, excluding holidays.
  - 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.

5. Each driver shall be equipped with a cellular telephone.

6. Each vehicle shall be equipped with Global Positioning System (GPS).

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, driver absentee procedures, employee performance expectations, and acceptable employee conduct.

The Consultant shall maintain a schedule and provide it to the MDOT project manager.

E. Organization, Supervision, and Scheduling

1. The Consultant shall manage their personnel's planned leave, unexpected leave, training, etc. to meet the minimum staffing.

2. There shall be a FCP shift supervisor for both day shift and afternoon shift at a minimum.

3. In the event of an emergency, the Consultant may be required to provide additional staff to handle the additional workload. Examples of emergencies include winter weather events, flooding, storms, major special events or other situations that have great impact on traffic in southeast Michigan,. 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.

4. Good project management is critical to meet the evolving needs of traffic operations. Below are requirements for the project manager (PM):

- The Consultant shall provide a PM who will be responsible for all activities performed under this contract. The PM shall be the primary liaison between MDOT and the 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.
- The PM will work under this contract or traffic incident management in general. It is expected that the PM may represent MDOT at local, state, or regional meetings. The PM may also be required to participate in developing statewide procedural documents or conduct training in other parts of the state.
- The PM must ensure that there is seamless communication between control room staff and FCP drivers and MDOT staff.

Scheduling

The Consultant shall participate in meetings with MDOT's internal and external stakeholders. The number and type of meetings is likely to change as traffic operations evolve. The following is a summary of current meetings supporting freeway operations for reference (meeting names, types, and frequencies are subject to change throughout the course of this contract);

Meeting / Interval	Stakeholders / Purpose
Freeway Operations Subcommittee / Bi-monthly and as needed	Consultant, MDOT, Control Room Operations, 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, freeway operations, external stakeholders / Review traffic management plans and related actions before and after large planned special events.
Incident Responder Safety Workshops / Bi-weekly from April to August	Consultant, MDOT, freeway operations / Working with first responders to coordinate and communicate safe and quick traffic control deployment techniques along with high visibility requirements.
Other / Approximately monthly, or 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, holiday pay, etc. for the Consultant's/sub-consultant's employees.

F. 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 positively 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 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 without prior MDOT approval. The Consultant shall support requests from the media, including ride-alongs, 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 bring to the attention of the MDOT Project Manager any and all potentially negative reporting of MDOT or the Consultant from media partners within 24 hours of such observation.

G. Coordination

The Consultant shall provide information to TOC operators, including driver names, vehicle numbers and mobile phone numbers. Any schedule changes affecting dispatching operations shall be communicated to TOC on a daily basis.

The Consultant shall facilitate ride-alongs with the FCP of MDOT or its designee(s) to support the traffic incident management program through training and education. Up to six (6), four (4) hour ride – alongs are anticipated per year for this purpose.

H. Documentation

The consultant shall provide the following documentation:

- Any operational and policy guidelines
  - Consultant shall maintain, update and print the FCP Operating Guidelines, training materials, quick reference sheets, and related documentation that communicate operating procedures to drivers.
- Copies of required licensure and/or certification
- Monthly progress reports noting key program issues and planned work.
- Staffing plans and staffing schedules
- Training records
- Performance measures will be reported out monthly and shall meet or exceed the following thresholds:

  1. Number of assists ≥ 2,600

     Assists include response to the following incident types in accordance with the FCP Operating Guidelines: Occupied disabled vehicles, extricating vehicles, support at a crash, and clearing debris that obstructs a travel lane.

  2. Number of tows ≥ 250

Number of tows initiated by the FCP driver to Freeway Operations using the Michigan State Police (MSP) tow list.

3. Number of stops ≥ 900

   Number of stops at abandoned/unoccupied vehicles in accordance with the FCP Operating Guidelines.

4. Number of complaints ≤ 1 per month on average

   Complaints from motorists shall be cumulative, and shall be averaged per month over the course of each year of the contract. Complaints include but are not limited to: all motorist complaints and claims related to services provided; general driving complaints; traffic violations or crashes involving an FCP vehicle; and, complaints against FCP drivers while in uniform.

   The Consultant shall respond in writing and as appropriate to each complaint with a copy provided to the MDOT Project Manager within a week of the complaint. All complaints that the Consultant demonstrates to the MDOT Project Manager were erroneously made against the FCP operator or vehicle shall be adjusted from the complaint tracking. The MDOT Project Manager will make the final determination as to the legitimacy of each complaint and whether is shall be counted as a complaint for the monthly average.

   Failure of the Consultant to limit the average number of complaints per month to less than two (2) may be cause for termination of the contract.

5. Response time < 13 minutes on average

   Response time applies solely to assists that were dispatched and is an average of all response times over the current month. The average response time is measured to the 10th of a minute. Response time is measured in minutes and is equal to arrival time (the time an FCP unit is on the scene of the incident) minus dispatch time (the time the FCP is requested to respond to an incident by a MITSC dispatcher even if they were already assisting a different motorist). The consultant is responsible for logging dispatch and arrival time, however, arrival time will be audited to Automatic Vehicle Locater (AVL) data, and should any discrepancies arise regarding arrival time, AVL data will govern.

- Training materials described in Freeway Courtesy Patrol Operations section.
- Create and produce comment cards for the assisted motorists with approval of the MDOT PM.
- GIS mapping to communicate assets for FCP drivers.
- FCP assist data.
  - The consultant shall monitor FCP call cards, AVL data, and other available sources to track performance of the FCP. Consultant shall send original call cards to MDOT for data entry within three (3) business days of close of the day of service. MDOT or its designee shall enter call cards and make the electronic data available to the Consultant within (5) business days of receipt of the call cards. Please note that during the course of this contract, an electronic call card system, using on-board mobile data terminals, may be implemented; this system could change the procedure

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

I. Personnel Requirements

Safe, effective, and consistent delivery of services to the motoring public is essential to the continued success of the FCP program. It is important that the Consultant maintain the knowledge, skills and abilities of the drivers, supervisors, and supporting staff to stay current with the requirements of the FCP program. The Consultant shall provide all necessary training and support material for their staff involved with this contract to maintain the quality of service. FCP driver training shall be open to the MDOT Project Manager and/or his/her designee(s). Consultant shall deliver two (2) copies of all training materials to the MDOT Project Manager within one (1) week following the training.

Within sixty (60) calendar days from the date of contract award, all FCP drivers are required to complete Level One of the Towing and Recovery Association of America's National Driver Certification Program (or an equivalent certification approved by the MDOT Project Manager). New employees hired by the Consultant during the contract period are also required to complete this certification within sixty (60) days of hire. The testing for Level One Certification includes topics on Customer Service, Safety/Personal Appearance, Incident Management, the Vehicles, and Equipment/tools. The Consultant shall submit original copies of certifications for all FCP drivers to the MDOT Project Manager.

FCP drivers shall possess a valid Michigan Chauffeur License with less than six (6) points of violations.

Drivers shall be CPR Certified at the consultant's expense.

Consultant shall implement a drug and alcohol testing program that includes random testing on an interval of at least once per year. Results of drug tests shall be provided to the MDOT Project Manager within 48 hours, upon request.

FCP drivers shall wear a uniform and all appropriate personal protective equipment (i.e. steel toed boots, eye protection and safety boots) for the work performed at all times while on patrol. Key elements of the uniform, in addition to personal protective equipment, serve to identify the FCP driver to motorists and shall be provided to the MDOT Project Manager for approval within one week of the contract award. Each driver shall store a clean, spare uniform in the vehicle that can be used during their shift.

FCP drivers represent MDOT and must conduct themselves in a courteous, considerate, professional manner at all times. They shall be customer service oriented and constantly strive to provide a safe and secure workplace.

Operators of FCP vehicles shall obey and be governed by all federal, state, and local laws, ordinances, regulations and standards related to traffic and motor vehicle safety. FCP vehicles are

not "Emergency Vehicles". When responding to an emergency within the Michigan Department of Transportation Right-of-Way, FCP vehicles are by definition "Official Vehicles" and as such are permitted, as circumstances dictate, to utilize the paved shoulder or grassy areas along the roadway.

FCP drivers shall be provided a minimum of three (3) new uniforms, safety shoes, and all other Personal Protective Equipment (PPE) by the Consultant meeting or exceeds MDOT Standards. Uniforms shall comply with Performance Class 2 of the ANSI/ISEA 107-2006 (or later) High Visibility Safety Apparel. Uniforms shall be clean at the start of each shift. The highly visible, reflective uniform shall be worn at all times while outside the FCP vehicle. In inclement weather, Class 3 foul weather clothing will be worn. All other apparel worn by FCP personnel must be professional as their appearance is a direct reflection on MDOT, the TOC, and the Consultant.

a. The Department will review and approve all additional emblems, patches, or logos attached to the uniforms. Driver's names shall be embroidered on their uniforms.

b. All FCP personnel shall promote a professional image and work environment. Jewelry that may interfere with the safe conduct of FCP drivers shall not be worn.

Training Plan

1. The Consultant shall be responsible for all training necessary to ensure fully competent and knowledgeable FCP operations staff. Before any FCP contract employee provides services under this contract, they shall complete the training program defined in the FCP Operator Training Plan, which includes the training and certification requirements listed under *Personnel Requirements*. In addition, all FCP drivers must be trained on radio communications and reporting protocol, and must be National Incident Management Systems (NIMS) certified at the ICS-100 and ICS-700 levels. The Consultant shall provide refresher/safety training which will be scheduled quarterly to support safe habits and practices on the roadway. A bulleted list of discussion topics and discussion points along with any hand out material at these quarterly safety meetings will be provided to the MDOT PM within three (3) business days of the meeting. The Consultant is required to develop a driver certification plan to test yearly on routine operations.

2. The Consultant shall submit a FCP Operator Training Plan for MDOT review and approval within 45 days of the start of the contract. The Consultant shall update the Training Plan and MDOT will review on a quarterly basis thereafter.

Operator training updates shall be conducted quarterly, at a minimum. Consultant shall maintain and deliver training documentation. Training shall incorporate relevant traffic operations fundamentals for optimum performance of freeway and non-freeway operations.

Responsibilities

1. Refer to the MDOT FCP Operating Guidelines for a complete list.

2. Pre-trip check: Each operator will inspect assigned Courtesy Patrol Vehicles at the beginning of each shift and take action as necessary to ensure that vehicles are in compliance with all Michigan Motor Vehicle laws as well as the specifications and requirements of the contract.

3. Towing: In no event shall the Consultant or the FCP driver provide or recommend any

towing, repair service or facility to the disabled motorist. The driver will inform freeway operations of the motorist's towing request and the operations staff will contact the towing service as requested by the motorist, or the State Police will be called for rotation towing service. Any towing service shall be at the motorist's expense. The FCP shall not tow any vehicle off the highway.

4. Weather Events: FCP operation shall be considered essential. The FCP shall remain in operation during all weather conditions, unless determined otherwise by the MDOT PM. FCP operators will report abnormal road surface conditions to the Transportation Operations Center.

Equipment

The Consultant shall submit an Equipment Plan for MDOT review and approval within 30 days of the start of the contract. The Consultant shall update the Equipment Plan and MDOT will review on a quarterly basis thereafter. The plan will cover all aspects of vehicles and equipment provided by the Consultant. The Equipment Plan should include, but not be limited to, the following topics:

- Make and model of vehicles
- Vehicle maintenance schedule
- Vehicle replacement schedule
- Vehicle cleaning
- Vehicle communications
- Accident procedures
- Fueling
- Equipment list
- Inventory management
- Equipment replacement
- Consumable restocking
- Mobile data terminal / computer (to be provided by MDOT if deemed necessary)

The Consultant shall provide and ensure proper maintenance of all FCP Vehicles during this contract.

The vehicles shall be designed and properly outfitted to carry the necessary equipment and safely carry out the responsibilities of an FCP operator. Consultant shall provide an AVL system. In addition to the vehicles, the Consultant shall furnish all equipment and consumable items (fuel, flares, water, etc.) necessary to support the FCP service.

Prior to the initial patrol, the Consultant, MDOT PM and the MDOT Contract Administrator will inspect each patrol vehicle and its associated equipment, accessories, and parts to ensure they meet all specifications and requirements contained herein. The Consultant will perform similar inspections throughout the term of this contract. MDOT may inspect the Consultant's vehicles at any time and may place these vehicles out of service for failure to meet the requirements of this contract. Any deficiencies noted during these inspections will be corrected prior to the deficient vehicle being used.

Consultant shall carry Michigan No-Fault automobile insurance on all vehicles in the fleet, each with per injury and per occurrence liability limits of at least $5,000,000, and naming MDOT as an additional insured, solely with respect to operation of the vehicles. Insurance, including coverage

for theft of damage to the vehicles may be provided through an insurance company that is affiliated with the Consultant. During the term of the contract, Consultant shall be solely responsible for replacement costs, deductibles and ensuring there are no gaps in coverage. Self insurance will not be permitted. Proof of insurance shall be submitted on a yearly basis.

All vehicles shall be customized to include AVL devices, safety lights, reflective markings, external work lights, arrow board (mounted above the cab and pivot in place as needed), and push bumpers. All warning devices and vehicle markings must be in compliance with the Michigan Manual of Uniform Traffic Control Devices (MMUTCD). The arrow board should at no time obstruct the view of any other warning devices on the vehicle. All vehicles shall have adequate passenger seating to safely and legally transport a minimum of two (2) people. All vehicle markings must be approved by the MDOT Project Manager.

All vehicles shall be equipped with tools necessary to provide the FCP services. The minimum tools and supplies required in each vehicle are:

- Floor jack and four way lug wrenches
- Air compressor
- Pneumatic drill
- Battery charger and jumper cables
- Wrenches, screwdrivers, hammers, gauges, flashlights
- Fuel transfer pump or safety gas can type 2
- Broom, shovel, oil absorbent material, trash receptacle
- Fuel, water and antifreeze, an assortment of fuses
- Traffic cones (minimum of 10, 28" high with reflective bands, in compliance with Part 6 of the MMUTCD),
- Flares
- Potable water and blankets
- Two (2) fire extinguishers
- Tire repair kit
- Hub lock kit
- A roof mounted light bar utilizing white and amber colors
- First aid kit (standard OSHA with CPR)
- Backup warning alarm
- A means of taking digital photographs for documenting incidents and scenes
- 800 MHz radio (provided by MDOT and installed and mounted by consultant)
- Arrow board (provided by MDOT, and installed by consultant)

Consultant shall properly maintain all vehicles in the fleet in order to ensure safety and readiness. Consultant shall maintain communications systems, including the AVL system, to ensure reliable communication with MDOT Freeway Operations. Consultant shall ensure vehicles are kept clean inside and out.

The FCP Vehicles will have the appropriate conspicuity marking. The conspicuity marking consists of a single 2 inch wide, red/white strip of reflective tape applied so as to cause the limits of the FCP

vehicle from any angle to be visible at night when illuminated by oncoming traffic. The tape should be applied at a minimum height of 4 feet, but may vary according to vehicle body configuration. On the rear of the vehicle the tape will be applied to the upper portion of the bumper. Gaps in the tape where members protrude or the configuration does not lend itself to tape application will be normal.

All FCP Vehicles also shall have striping on their rear-facing vertical surfaces in accordance with NFPA 1901(Standard for Automotive Fire Apparatus) Sections 15.9.3.2 through (and including) section 15.9.3.3.3 (Reflective Requirements for Rear of Vehicle).

THESE VEHICLES ARE TO BE USED TO PROVIDE THE SERVICES CONTAINED HEREIN, AND ARE RESTRICTED FOR DEPARTMENT OFFICIAL USE ONLY. THEY ARE NOT TO BE USED FOR PERSONAL OR OTHER BUSINESS OF THE CONSULTANT OR OTHERS. COVERING DEPARTMENT IDENTIFICATION MARKING SHALL BE PROHIBITED.

Communications Equipment Requirements

- MDOT will provide the Consultant with an in-the-vehicle 800 MHz radio system. The Consultant shall properly maintain the radios and ensure they are in good working order at all times, The radios remain the property of MDOT and will be returned at the end of the contract.
- Cellular/two-way communication equipment must be provided for all FCP drivers. The equipment shall also provide a means for one-way text messaging or paging.
- The Consultant shall be responsible for all communications costs throughout the term of this contract including monthly and usage fees.

Base of Operations

The Consultant shall provide the necessary base(s) from which the FCP program will park the FCP vehicles when not in use.

J. Sponsorship Partnering

To lower the cost of operating the FCP the program, the Consultant shall seek out potential FCP Sponsoring companies or agencies. A single Sponsor may be chosen and shall have the exclusive rights and benefits of including the Sponsor's name and logo on the FCP vehicles and comment cards during the period of the contract. **The Sponsor shall be a company or agency who shares MDOT's commitment to roadway safety. MDOT reserves the right to approve the Sponsor and all promotional advertising by the Sponsor must be approved by the MDOT Project Manager prior to its implementation and use.**

The Sponsor may provide vehicles to the Consultant for the exclusive use of the FCP Program. **The Sponsor shall not be a subsidiary of the Consultant or an affiliated company of the Consultant. Employees of the Consultant shall not also be employed by the Sponsor.**

The Consultant's proposal and bid shall include a completed table of potential Sponsors and the overall cost savings realized by partnering with each potential Sponsor. The table shall include contact information for cost verification by MDOT. Below is a sample table for reference. The funds generated by the Sponsorship shall be paid directly to the Consultant by the Sponsor. The Consultant shall provide the MDOT Project Manager a copy of any agreements or contracts between the Consultant and the Sponsor within 30 days of the execution date.

Contractor's Preference #	Potential Sponsor	Contact Information	Sponsor Will Provide	Dollar Value / Cost Saving
A				
B				
C				
...				

The bid sheet shall reflect the cost of operating the Freeway Courtesy Patrol Program independent of any private sponsorship saving and with the reductions for each potential Sponsorship, up to three (3). MDOT reserved the right to accept any bids, with or without a single Sponsor. In the event that the Sponsor partnership ends during life of the this contract, the accepted bid price shall not be adjusted, however, the Consultant may request in writing that another Sponsor be approved by the MDOT Project Manager.

Vehicle Decal:

In the event that a suitable Sponsor is approved by MDOT, the Consultant/Sponsor shall submit a design of the Sponsor's name and logo for approval to the Project Manager prior to installation on any FCP vehicle and with two (2) weeks of the award of the contract . The graphic shall be located on the exterior of sides and rear of the vehicles only and cover no more than 50% of the total available surface area. The Sponsor marking and trademark placement shall be designed in such a manner that the public clearly understands the program is a partnership between MDOT and the Sponsor. The exterior of the driver and passenger doors will be reserved for the MDOT name and logo only. The Sponsor/Consultant shall not include any contact information on the vehicles, including phone numbers, addresses, websites or email addresses. It is up to the Sponsor/Consultant to make arrangements for the installation of the graphics onto the vehicles in such a manner as to insure there is no disruption of service to the FCP. The cost for purchasing, placing, replacing, maintaining, repairing, adding, removing or relocating the Sponsor's logo/name is the sole responsibility of the Sponsor/Consultant.

Comment cards:

In the event that a suitable Sponsor is approved by MDOT, the Sponsor/Consultant shall have the rights and benefits of including the Sponsor's name, brand, logo and request for follow up on the comment cards provided to all motorists receiving assistance from the FCP drivers. The Sponsor/Consultant shall provide the initial Comment Cards and any modifications to the MDOT Project Manager for written approval prior to the distribution and use of the cards. The

Sponsor/Consultant, with the full cooperation and assistance from MDOT, shall prepare monthly reports with a motorist comment log including the comments received thru the comments cards. The comment log shall be provided to the MDOT Project Manager within two (2) weeks of the last day of the prior month during the entire period of the contract. All costs associated with the creation, printing, distributing and cataloguing the cards shall be the sole responsibility of the Sponsor.

Uniforms:
In the event that a suitable Sponsor is approved by MDOT, the Sponsor/Consultant's sole expense, the Sponsor shall have the right and benefits to incorporate the Sponsor's logo on the FCP driver's shirts and jackets. The Sponsor is limited to a simple "rocker" panel (approximately three (3) inches in length). The Sponsor/Consultant shall coordinate the implementation of the logo installation with minimal impact the FCP staff.

Inspections:
MDOT may inspect the uniforms and vehicle markings at any time during the hours of operations to confirm the proper adherence to the requirements contained herein. If at the time of inspection, it is determined that the Sponsor/Consultant does not meet the requirements contained herein, a written notice of deficiency will be provided to the respondent by MDOT. The MDOT Project Manager reserves the right to immediately suspend the Sponsor's/Consultant's activities and immediately remove, modify or cover the Sponsor's vehicles markings if the requirements are not met.

Roadway Signs:
Roadway signs with the Sponsor's/Consultant's name and or/logo shall not be allowed along any MDOT roadway during the period of this contract.

CONSULTANT PAYMENT:

Compensation for this project shall be on a **unit price** basis. This basis of payment typically includes a maximum quantity of units and a maximum reimbursable cost per unit.

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

The completed work as described in the Work Statement will be paid for at the contract unit price for the pay item FCP Services, 1 Month. The pay item FCP Services, 1 Month includes all costs for

materials, labor and equipment to:

1. Provide all FCP services as described above.
2. Provide qualified FCP operators, all supervision and management necessary to meet the requirements described above.
3. Provide, customize, maintain and operate FCP vehicles as described above.
4. Provide all project management activities described above.
5. Coordinate all Sponsorship activities.

"FCP Services, 1 Month" shall be measured as a unit and shall be paid for at the contract unit price and in accordance with the incentive payment structure shown below. Payment of this item shall be payment in full for all costs associated with providing FCP operations services described in this Work Statement. **Note that the bid sheet total does <u>not</u> include the performance measure incentives.**

Monthly payment shall be increased by 1% as incentive adjustments for each of the five (5) performance measure targets that are met for each month (for a maximum incentive adjustment of 5% per month), as described below. Performance measures shall be measured per calendar month. Incentive adjustments shall be calculated based on exceeding target performance measures (positive) in accordance with the following incentive adjustment schedule.

	Performance Measure Target	**Monthly Incentive Adjustment**
A	Number of FCP Assists ≥ 2,600	+1%
B	Number of FCP initiated tows ≥ 250	+1%
C	Number of FCP Stops ≥ 900	+1%
D	Complaint per Month Average ≤ 1	+1%
E	Response Time < 13 minutes	+1%

The bid sheet shall reflect the cost of operating the Freeway Courtesy Patrol Program independent of any private sponsorship saving and with the reductions for each potential Sponsorship, up to three (3). MDOT reserved the right to accept any bids, with or without a single Sponsor. In the event that the Sponsor partnership ends during life of the this contract, the accepted bid price shall not be adjusted, however, the Consultant may request in writing that another Sponsor be approved by the MDOT Project Manager.

APPENDIX A
Freeway Courtesy Patrol Operating Guidelines

Figure 1

OAKLAND
MACOMB
WASHTENAW
WAYNE
MONROE
Key
Dynamic Message Sign
Closed-Circuit TV Camera
Freeway Courtesy Patrol
Coverage Area

BID SHEET

Note that the bid sheet total does not include the performance measure incentives

MDOT FREEWAY COURTESY PATROL SERVICES

PAY ITEMS

All entries on this page must be handwritten in ink or computer generated

ITEMS OF WORK	QUANTITY	UNIT PRICE
FCP Services, 1 Month	**36 months**	

Total Bid without Sponsorship: _____

ITEMS OF WORK	QUANTITY	UNIT PRICE
FCP Services with Sponsor A, 1 Month	**36 months**	

Total Bid including credit for Sponsor A: _____

ITEMS OF WORK	QUANTITY	UNIT PRICE
FCP Services with Sponsor B, 1 Month	**36 months**	

Total Bid including credit for Sponsor B: _____

ITEMS OF WORK	QUANTITY	UNIT PRICE
FCP Services with Sponsor C, 1 Month	**36 months**	

Total Bid including credit for Sponsor C: _____

Consultant Name:	
Consultant Address:	
Date:	

The Michigan Department of Transportation reserves the right to reject any or all bids.

Check “UNIT PRICE” column for omissions before entering bid total.