

## 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			
<b>MDOT PROJECT MANAGER:</b> Check all items to be included in RFP  WHITE = REQUIRED ** = OPTIONAL  Check the appropriate Tier in the box below		<b>CONSULTANT:</b> Provide only checked items below in proposal	
<input type="checkbox"/> <b>TIER I</b> (\$50,000 - \$150,000)	<input type="checkbox"/> <b>TIER II</b> (\$150,000-\$1,000,000)	<input type="checkbox"/> <b>TIER III</b> (>\$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"/>	<b>Location:</b> 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) ( <b>No Resumes</b> )	7 pages (MDOT Forms not counted)	14 pages (MDOT forms not counted)	Total maximum pages for RFP <b>not including key personnel resumes.</b> Resumes limited to 2 pages per key staff personnel.

**PROPOSAL AND BID SHEET EMAIL ADDRESS – [mdot-rfp-response@michigan.gov](mailto: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"/> <b>Prequalified Services</b> – See the attached Scope of Services for required Prequalification Classifications.	<input type="checkbox"/> <b>Non-Prequalified Services</b> – 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. <b>Form 5100J is required with Proposal for firms not currently prequalified with MDOT</b>
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**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](mailto: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](mailto: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**

**ITS Services**

**OPERATIONS OF THE CONTROL ROOMS AT THE SOUTHEAST MICHIGAN  
TRANSPORTATION OPERATIONS CENTER AND BLUEWATER BRIDGE  
TRANSPORTATION OPERATIONS CENTER**

**CONTROL SECTION(S):** 84900

**JOB NUMBER(S):** 124208

**PROJECT LOCATION:** Oakland, Macomb, Wayne and St. Clair Counties

**PROJECT DESCRIPTION:** Operations of the control rooms at the Southeast Michigan Transportation Operations Center (SEMTOC) in Detroit, and Blue Water Bridge Transportation Operations Center (BWBTOC) in Port Huron Michigan.

The purpose of this request for proposal is to engage the services of a consultant to manage traffic in the Metro Detroit area from the control rooms at SEMTOC and BWBTOC through the Intelligent Transportation Systems tools and infrastructure installed throughout the area. Operations of the TOCs in Detroit and Port Huron shall be done by skilled and qualified personnel. The amount and kind of equipment may 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 monitoring, detecting and assisting with the following:

- Identifying and verifying the problem
- Dispatching and/or requesting the correct response resources to the scene
- Facilitating safely and quickly clearing incidents off of the roadway
- Keeping the traveling public informed

Communicating and notifying stakeholders as well as other operations centers for mobility.

**ANTICIPATED SERVICE START DATE:** March 1, 2015

**ANTICIPATED SERVICE COMPLETION DATE:** February 28, 2018

This is a 3 year contract with an option for two (2) one-year extensions. Extensions shall be performance based on the measures documented in (K) Performance Requirements. MDOT reserves the right to exercise the option to extend the contract without repercussions.

**Short listed firms may be required to meet with MDOT personnel for a presentation.**

**PRIMARY PREQUALIFICATION CLASSIFICATION(S):**

Intelligent Transportation Systems - Design and System Manager

**SECONDARY PREQUALIFICATION CLASSIFICATION(S):**

Complex Traffic Signal Operations

**DBE REQUIREMENT:** N/A

**MDOT PROJECT ENGINEER MANAGER:**

Oladayo Akinyemi, P.E.  
Michigan Department of Transportation  
1060 W. Fort St  
Detroit, MI 48226  
(313) 256-9802  
[Akinyemio@michigan.gov](mailto:Akinyemio@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**

ATM	Active Traffic Management
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
DOSC	Detroit Operations and Service Center
DTSC	Detroit Transportation Service Center
FCP	Freeway Courtesy Patrol
GIS	Geographic Information System
ICM	Integrated Corridor Management
ITS	Intelligent Transportation System
MDOT	Michigan Department of Transportation
MSP	Michigan State Police
MVDS	Microwave Vehicle Detection System
OBD	Office of Business Development
PM	Project Manager

PPE	Personal Protective Equipment
RCTO	Regional Concept for Transportation Operations
RFP	Request for Proposals
SEMTOC	Southeast Michigan Transportation Operations Center
STOC	Statewide Transportation Operations Center
TOC	Transportation Operations Center
TSC	Transportation Service Center
WM TOC	West Michigan Transportation Operations Center

The tools and capabilities of the ITS systems available to MDOT continues to grow. Continuous improvement and growth are expected over the life of the contract. Growth of the devices and/or capability shall not be cause for increase in cost of the services provided to MDOT.

The MDOT ITS infrastructure operated by SEMTOC and BWB TOCs includes but is not limited to approximately:

- 300 Closed Circuit Television (CCTV) cameras
- 100 Dynamic Message Signs (DMS)
- 300 Microwave Vehicle Detection System (MVDS)
- 450 centerline miles of freeway
- Border Wait Time Technologies
- Travel Time signs
- Integrated Corridor Management (ICM) technologies
- Active Traffic Management (ATM) technologies
- Environmental sensor stations (ESS)

## **SEMTOC**

SEMTOC's primary purpose is to enhance mobility in southeast Michigan. It operates on a 24 hours, 7 days-a-week basis and it co-locates with the Michigan State Police 2<sup>nd</sup> Regional Dispatch. SEMTOC's control room is housed at the Detroit Operations and Service Center (DOSC) along with the Detroit Transportation Service Center (DTSC) and additional MDOT office staff.

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

MDOT 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, ESS, ICM, and/or ATM, 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 twelve (12) workstations (multiple monitors accessing a State network, eight (8) workstations accessing ATMS 360 software), a full matrix LED video wall, and two (2) Computer Aided Dispatch (CAD) workstations. The ITS equipment is operated on two different platforms of ATMS software, but may be consolidated during the period 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. They also maintain 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.

The responsibilities of a control operator at SEMTOC include but not limited to:

- CCTV Camera monitoring and control
- Proactive detection and verification of incidents by monitoring flow patterns in the SEMTOC area.
- CAD monitoring and updating
- Call Tracking updates documenting all activities and calls
- ATMS system monitoring and updating
- DMS messaging
- High impact traffic advisory notifications based on roadway impact
- Other traffic information dissemination, including but not limited to telephone, fax, email, instant messenger, twitter and other forms of social media.
- 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 but not limited to FCP and MDOT
- Detecting, reporting, and tracking ITS infrastructure maintenance issues
- Initiating ITS infrastructure repair work orders
- Monitoring curve warning systems
- Monitoring mobility of freeways and arterials
- 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
- Controlling access to the facility
- Facilitate tours of SEMTOC
- Managing the safety, fatality and enforcement message schedule and related responsibilities.
- Coordinate mobility within STOC area on roadways that may have impact on Metro Region.

### **BWBTOC**

BWBTOC is located in the security office in the bridge administration building. This control room shall be staffed for 16 hours-a-day, 7 days-a-week. The consultant staff shall coordinate incident management and information sharing with SEMTOC, STOC, and MDOT staff at the Blue Water Bridge to ensure effective traffic management and information dissemination along State routes, including the bridge.

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.

St. Clair County may transition from the Metro Region during the duration of this contract and may result in further coordination with other MDOT staffs.

BWBTOC operates from 6:00 AM to 10:00 PM 7 days a week.

The consultant's responsibilities include, but not limited to:

- Monitoring Traffic
- DMS messaging
  - DMS on freeway in the St. Clair County area
  - DMS on the Blue Water Bridge
  - DMS over toll lanes
- Monitoring bridge security cameras as requested by MDOT
- Monitoring bridge security alarms
- Freeway Camera monitoring and control
- Proactively detecting and verifying incidents
- Call Tracking updates documenting all activities
- ATMS system monitoring
- High impact traffic advisory notifications based on roadway impact
- Other traffic information dissemination, including but not limited to telephone, fax, email, instant messenger, twitter and other forms of social media.
- 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.
- Coordinate mobility within STOC area on roadways that may have impact on Metro Region.

## **CONSULTANT RESPONSIBILITIES:**

### **A. Project Requirements**

The Consultant shall provide skillful and qualified operational personnel to support SEMTOC's operations on a 24 hours-a-day, 7 days-a-week basis; and BWBTOC's operations on a 16 hours-a-day, 7 days-a-week basis.

### **B. Safety and Security**

1. All control room operators and support staffs 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.
3. Manage access to MDOT facilities outside of MDOT's regular work hours.

### **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 proposal and approved by the MDOT Project Manager, shall be equipped with a cellular telephone and shall keep that telephone on hand at all times while working on this project.
3. All staff follows guidelines set in the Standard Operating Procedures. This can be provided upon request.

## **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 skills/qualifications, scheduling procedures, desk assignment, 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 or his designee. All Consultant staff accessing MDOT facilities shall abide by the security protocol in place for each facility.

### *E. Staffing, Organization, and Supervision*

There shall be a TOC shift supervisor at SEMTOC during the AM and PM peak. Metro Detroit area experiences AM peak travels sometimes between 6:00 AM and 9:00 AM, and PM peak travels between 3:00 PM and 7:00 PM. The Consultant shall be expected to adjust their staffing plan if the travel pattern changes. There shall be a supervisor on-call for additional support outside of the peak periods including weekends and midnights.

The TOC Shift Supervisor has full authority and responsibility for all actions of the TOC staff during their shift and shall be actively involved in quality assurance of public messaging, real-time decision making, and other assistance as required.

A minimum staffing level of two (2) operators shall be maintained in the control room at all times at SEMTOC. The SEMTOC control room shall be staffed by a minimum of three (3) operators on weekdays between 6:00 AM and 7:00 PM except for holidays. There shall be a minimum of one (1) operator maintained at the BWBTOC.

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.

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

The Consultant may be required to provide additional staff to handle the additional workload during special situations that may result in significant impact to traffic. Examples of special situations include, but not limited to flooding, snow or ice storms, and major special events or disasters. The Consultant shall 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.

1. 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 project management team shall include an engineer licensed in the State of Michigan with experience in traffic engineering and freeway traffic operations as a key member of the team. The licensed engineer shall ensure the quality and effectiveness of the traffic operations and traffic engineering services provided under the contract.
  - The consultant must provide a PM with a minimum of five (5) years experience in managing similar projects
  - The project management team shall demonstrate a minimum of five (5) years experience in managing similar transportation or logistics projects. Please provide contact information for three (3) references for each cited experience. The contact information should contain names, company, phone number and email addresses of each reference.
  - The Consultant's PM shall be responsible for all activities performed under this contract. The PM shall be the primary liaison between MDOT and Consultant's staff. The PM shall establish and implement procedures to provide the agreed upon staffing to MDOT. When unexpected situations arise, the PM shall be the MDOT first point of contact. The PM shall 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 shall 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.
  - The PM shall ensure that there is seamless communication between control room operators at SEMTOC, BWBTOC, West Michigan Transportation Operations Center and STOC.
2. The position of the **Mobility Coordinator** at SEMTOC is critical to ensure that planned events have limited impact on movement of goods and services within southeast Michigan. This position is responsible for the following:
- Coordinate mobility, construction and special events for operations throughout the region and within STOC area on roadways that may have impact on Metro Region.
  - Responsible for construction coordination meeting. This includes scheduling, attending and leading meetings, providing agendas, sign in sheet, worksheets, special event calendars, and producing and distributing minutes.
  - Coordination with special event organizers to ensure that traffic is managed and all coordination with transit stakeholders is completed.
3. Transportation Engineer
- Ensure that all data is being logged and reported out to meet or exceed Map-21

requirements.

- Perform as needed design assistance including but not limited to plan review.
- Manage assets in the MDOT ITS asset management database.
- Troubleshoot failures of ITS equipment to provide technical assistance between operations and ITS maintenance contractor.
- ATMS trouble shooting and coordination including but not limited to participating in weekly meetings, documenting deficiencies, follow up on outstanding issues, managing the messaging matrix and library messages.
- ATM operation and integration.
- ICM operation and integration.
- Continue to move operations forward by completing/establishing protocols for tasks and initiatives that have been discussed at coordination meetings and after actions.
- Create technical reports and ad hoc reports.
- Support operations with technical assistance.

#### 4. Data Analyst and Administrative Support

- Manage data and databases for operations. This includes but not limited to archiving data, coordinating logs, backing up databases, mapping networks, and pulling data for reporting.
- Analyze data, develop and circulate reports such as daily, weekly, monthly and annual performance reports.
- Create ad hoc reports as directed.
- Technical support for control room operations.
- Ensure the accuracy of the TOC's information on MDOT's website.
- Provide administrative support to the TOC.

#### 5. Control Room Operators

- Control room operators shall be qualified in the operation of various traffic management systems, remote ITS field devices, and ATMS. 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.
- 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, interpersonal skills, and be capable of performing responsibilities with minimum supervision.

## F. 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 may change depending on operational needs. 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 management team, 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. This meeting is also aligning schedules and setting weekly goals.
Operations & Maintenance / Bi-weekly	Consultant, ITS Maintenance Consultant, MDOT, DTMB / Coordination and status of ITS maintenance activities, projects affecting maintenance, and operation's needs.
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.
Regional Concept for Transportation Operations (RCTO) - Incident Management/ Quarterly	Consultant, MDOT, external stakeholders / Report out on 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, review traffic management plans, complete action items before and after large planned special events, and participate in drills and exercises.
Incident Responder Safety Workshops / Weekly from March to November	Consultant, MDOT / Work with first responders to coordinate and communicate safe and quick traffic control deployment techniques, high visibility requirements, and how freeway operations can assist their agency.
Mobility Coordination / Bi-weekly	Consultant, MDOT, MDOT TSC representatives / Lead the coordination of all planned construction, permit, maintenance and special events for a three (3) week look ahead.
Maintenance Mobility / weekly	Consultant, MDOT, MDOT maintenance representatives / Meet weekly to discuss any planned and emergency work scheduled and coordinate with other construction, permit, and special event activities.
Other /	Consultant, MDOT, external stakeholders /

Approximately monthly, as needed	Emergency management, communications coordination, construction coordination, maintenance operation coordination, and others as needed.
Multi-State Operations Discussion / quarterly	Consultant, MDOT, Other States/Agencies that your firm manages their operations centers / Discuss challenges and best practices throughout operations and service patrol.

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

### **G. Public Safety Coordination**

SEMTOC's primary purpose is to enhance mobility in southeast Michigan. The core functions of SEMTOC include incident management (both planned and unplanned), traffic information dissemination, Freeway Courtesy Patrol (FCP) dispatch, and tracking and reporting of performance measurement.

A core function of SEMTOC and BWBTOC is to manage traffic operations during incidents, traffic information dissemination, support Traffic Incident Management community 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. Establishing and developing relationships between control room staff, FCP staff, and public safety agencies are critical to ensure good communication, coordination, and collaboration. The Consultant shall work with MDOT to foster this partnership to enhance efficient incident management. The Consultant shall provide outreach efforts to other public safety agencies consistent with the goals and objectives of the Department.

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 2<sup>nd</sup> Regional Dispatch and control room operations. The 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.

### **H. Media Coordination**

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

The Consultant shall work with the MDOT Project Manager and MDOT Region Communications staff, to ensure clear and accurate traffic information is provided to the public. The Consultant shall ensure a positive relationship between media partners and MDOT. 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 media requests. The Consultant shall also support development of outreach programs, including brochures, video and other Public Safety Announcement materials, requested by MDOT.

The Consultant shall daily sample the quality and accuracy of the traffic broadcasts of media partners. The Consultant shall maintain a media file, including recordings, of feature stories and highlights regarding the programs and activities of SEMTOC and BWBTOC. 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.

## **I. Coordination**

Consultant shall coordinate with regional stakeholders including but not limited to other MDOT offices, MSP, Local Police Departments, Counties, Cities, Event Venues, Department of Management and Budget (DTMB), FCP, 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.

## **J. 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 Access Database and Statewide automated traffic management systems (ATMS). 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:

- 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 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 and scoring of the 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.
- 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 requested include development of a Concept of Operations, preparation of detailed after action report(s), development of alternate route maps, development of GIS maps for ITS, scan of best practices, reviews of products being developed for the TOC, compressive training/workshops, or others.
- Consultant shall log 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 immediately and electronically shared with the MDOT PM and the FCP contractor monthly.
- FCP data analysis to enhance control room and freeway operations.
- GIS mapping to communicate traffic information and assets for MDOT, operations and FCP.
- Incident after action review data, delivered as needed at periodic incidents (including planned special events) debriefings.

All reports provided under this contract shall be submitted to the MDOT Project Manager for review and approval prior to publishing.

## **K. Performance Requirements**

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 and must be completed by the 15<sup>th</sup> of the following month.

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

- Send out messages for Incidents to correct signs within 5 minutes of notification and verification 90% of the time
  - Consultant shall proactively verify incidents upon notification or becoming aware
- Send out messages for high impact incidents to accurate signs 95% of the time
- Post incidents to the Mi Drive website 85% of the time
- Email notifications out for high impact incidents correctly and to the correct group 90% of the time
- Complete all incident management tasks within 10 minutes 95% of the time
- Respond to all ICM and ATM incident with appropriate protocol; percent to be determined when systems are in place
- Errors on public messaging, including but not limited to DMS message and Mi Drive incidents/construction messages, as pointed out by MDOT staff or external stakeholders and brought to the attention of any Consultant operations staff shall be documented and must not exceed four in one calendar month.

The Consultant shall provide reports for the above mentioned criteria to MDOT monthly

Failure to meet these requirements may be cause for termination of this contract and/or denying extension of this contract.

## **L. 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 in advance of the training. MDOT may provide additional training and the Consultant shall make their staff available for it.

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.

## **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, subconsultant costs, and applied fixed fee. The fixed fee for profit allowed for this project is 11.0% of the cost of direct labor and overhead.

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.

MDOT will reimburse the consultant for vehicle expenses and the costs of travel to and from project sites in accordance with MDOT's Travel and Vehicle Expense Reimbursement Guidelines, dated May 1, 2013. The guidelines can be found at [http://www.michigan.gov/documents/mdot/Final\\_Travel\\_Guidelines\\_05-01-13\\_420289\\_7.pdf?20130509082418](http://www.michigan.gov/documents/mdot/Final_Travel_Guidelines_05-01-13_420289_7.pdf?20130509082418). MDOT's travel and vehicle expense reimbursement policies are intended primarily for construction engineering work. Reimbursement for travel to and from project sites and for vehicle expenses for all other types of work will be approved on a case by case basis.

MDOT will pay overtime in accordance with MDOT's Overtime Reimbursement Guidelines, dated May 1, 2013. The guidelines can be found at [http://www.michigan.gov/documents/mdot/Final\\_Overtime\\_Guidelines\\_05-01-13\\_420286\\_7.pdf?20130509081848](http://www.michigan.gov/documents/mdot/Final_Overtime_Guidelines_05-01-13_420286_7.pdf?20130509081848). MDOT's overtime reimbursement policies are intended primarily for construction engineering work. Overtime reimbursement for all other types of work will be approved on a case by case basis.