

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

	REQUISITION NUMBER	DUE DATE	TIME DUE
MDOT PROJECT MANAGER	JOB NUMBER (JN)	CONTROL SECTION (CS)	

DESCRIPTION

MDOT PROJECT MANAGER: Check all items to be included in RFP			CONSULTANT: Provide only checked items below in proposal
WHITE = REQUIRED ** = OPTIONAL Check the appropriate Tier in the box below			
<input type="checkbox"/> TIER I (\$50,000 - \$150,000)	<input type="checkbox"/> TIER II (\$150,000-\$1,000,000)	<input type="checkbox"/> TIER III (>\$1,000,000)	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Understanding of Service **
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<i>Innovations</i>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Organizational Chart
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Qualifications of Team
Not required as part of Official RFP	Not required as part of Official RFP	<input type="checkbox"/>	Quality Assurance/Quality Control **
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Location: The percentage of work performed in Michigan will be used for all selections unless the project is for on-site 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)	7 pages (MDOT Forms not counted)	14 pages (MDOT forms not counted)	Total maximum pages for RFP not including key personnel resumes. Resumes limited to 2 pages per key staff personnel.

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

GENERAL INFORMATION

Any questions relative to the scope of services must be submitted by e-mail to the MDOT Project Manager. Questions must be received by the Project Manager at least five (5) working days prior to the due date and time specified above. All questions and answers will be placed on the MDOT website as soon as possible after receipt of the questions, and at least three (3) days prior to the RFP due date deadline. The names of vendors submitting questions will not be disclosed.

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

MDOT FORMS REQUIRED AS PART OF PROPOSAL SUBMISSION

5100D – Request for Proposal Cover Sheet

5100J – Consultant Data and Signature Sheet (Required for all firms performing non-prequalified services on this project.)

(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) **AA**

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RFP SPECIFIC INFORMATION

ENGINEERING SERVICES BUREAU OF TRANSPORTATION PLANNING OTHER

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

<input type="checkbox"/> Prequalified Services – See the attached Scope of Services for required Prequalification Classifications.	<input type="checkbox"/> Non-Prequalified Services – If selected, the vendor must make sure that current financial information, including labor rates, overhead computations, and financial statements, is on file with MDOT’s Office of Commission Audits. This information must be on file for the prime vendor and all sub vendors so that the contract will not be delayed. Form 5100J is required with proposal for all firms performing non-prequalified services on this project.
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Qualification 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.)

BID SHEET INSTRUCTIONS

Bid Sheet(s) are located at the end of the Scope of Services. Submit bid sheet(s) with the proposal, to the email address: mdot-rfp-response@michigan.gov. Failure to comply with this procedure may result in your bid being rejected from consideration.

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PARTNERSHIP CHARTER AGREEMENT

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

**NOTIFICATION
MANDATORY ELECTRONIC SUBMITTAL**

Proposals submitted for this project must be submitted electronically.

The following are changes to the Proposal Submittal Requirements:

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

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

The following are Requirements for Electronic Submittals:

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

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

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

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

Required Bookmarking Format:

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

2/14/12

**NOTIFICATION
E-VERIFY REQUIREMENTS**

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

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

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

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

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

9/13/12

Michigan Department of Transportation

**SCOPE OF SERVICE
FOR
SPECIALTY SERVICES**

West Michigan Transportation Operations Center (WMTOC)

CONTROL SECTION: 84913

JOB NUMBERS: 124621, 124623, 124628, 124631

LOCATION: Grand Region Office, Grand Rapids, MI

PROJECT DESCRIPTION: Provide qualified personnel to support the West Michigan Transportation Operations Center (WMTOC) Control Room Operations core functions of high quality traffic monitoring, planned and unplanned incident management, traffic information collection and dissemination, operations improvement activities, data collection, and coordination with local agencies and organizations.

Also, assist MDOT in the continuing development, advancement, and excellence of ITS operations in Michigan; and further the objectives of MDOT in meeting the overall goals and objectives of the MDOT ITS Strategic Plan, MDOT region-specific Strategic Plans, and the overall MDOT Strategic Plan.

PRIMARY PREQUALIFICATION CLASSIFICATION: None

SECONDARY PREQUALIFICATION CLASSIFICATION: None

ANTICIPATED SERVICE START DATE: November 2, 2015

ANTICIPATED SERVICE COMPLETION DATE: December 2, 2017

This is to award a two year contract and allow for the possibility of two one year extensions.

DBE REQUIREMENT: N/A

PREFERRED QUALIFICATION REQUIREMENTS:

Project Manager

- Engineering degree
- Minimum five years' experience managing transportation or operations projects
- Relevant experience in traffic engineering, and freeway and non-freeway traffic operations
- Excellent communication skills
- The ability and willingness to be flexible and responsive
- Responsible for all activities performed under this contract
- Ensure the quality, effectiveness, and timely delivery of the traffic operations and traffic engineering services provided under the contract
- Ensure seamless communication between TOC's
- Participate in developing statewide procedures

Project management duties are estimated to be needed approximately 20-25 hours per month.

Operations Supervisor

- Can be a lead operator, the PM, or another staff engineer
- Has day-to-day oversight of control room activities, scheduling, and operations tasks.
- General organization of control room activities and keeping appropriate personnel informed of such.
- Shall be fully trained as an operator and be capable of performing all operator duties.
- The OS, or specific designee, will be available for contact in urgent situations inside and outside of control room hours. This contact may be to request operations information or to assist with emergency staffing situations.
- Associate's Degree or equivalent.
- 2 years of relevant experience in TOC and traffic operations, as approved by the MDOT PM.
- Proficient in Microsoft Word and Excel

Operations Supervisor duties are estimated to be needed approximately 40 hours per week as described under "Operations Schedule"

Support Personnel

- Relevant experience as required for the tasks to be performed, as approved by the MDOT PM, prior to work being performed.

Support Personnel duties will be as needed

Control Room Operator

- Associate's Degree or equivalent, OR, relevant experience in TOC operations, traffic operations, emergency dispatch, or a related field, as approved by the MDOT PM. Operators that are engineering majors, in a related field, in their junior or senior years are also acceptable.
- Good communication and interpersonal skills (oral and written)
- Proficient computer and documentation skills
- Capable of performing duties with minimum supervision.

Control Room Operator hours are estimated to be as described under "Operations Schedule

MDOT PROJECT MANAGER:

Suzette Peplinski

Traffic Safety and Operations Engineer

Grand Region Office

1420 Front Ave., NW Grand Rapids, MI 49504

Phone: 616-451-8448

E-mail: peplinskis@michigan.gov

The Michigan Department of Transportation (MDOT) seeks a qualified Consultant to provide Control Room Operations support at the West Michigan Transportation Operations Center (WMTOC), which is located at the Grand Region Office, 1420 Front Ave., NW, Grand Rapids, MI 49504.

Additional information about the WMTOC can be found at: www.michigan.gov/its then click on "West Michigan." Tours for general information of the WMTOC are available upon request. Any specific questions regarding this proposal will not be addressed during tours.

GENERAL REQUIREMENTS:

The Consultant shall furnish all services and labor necessary to conduct and complete the services described herein. The Consultant shall also furnish all materials, equipment, supplies, and incidentals necessary to perform the Services (other than those designated in writing to be furnished by the Department), and check and/or test the materials, equipment, supplies, and incidentals as necessary in carrying out this work. The Services shall be performed to the satisfaction of the Department consistent with applicable professional standards.

The Services described herein are financed with public funds. The Consultant shall comply with all applicable Federal and State laws, rules, and regulations. The Consultant shall perform field operations in accordance with MIOSHA regulations and accepted safety practices. The Consultant staff shall conduct themselves with professionalism in carrying out their duties.

The Consultant will notify the Project Manager, in writing, prior to any personnel changes from those specified in the Consultant's original approved proposal. Any personnel substitutions are subject to review and approval of the Project Manager.

At the request of the Department, the Consultant, during the progress of the Services, shall furnish information or data relating to the Services described herein that may be required by the Department to enable it to carry out or to proceed with related phases of the Project not described herein, or which may be necessary to enable the Department to furnish information to the Consultant upon which to proceed with further Services.

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

GENERAL INFORMATION:

WMTOC provides coverage for the 13 county Grand Region of MDOT, which includes the counties of Allegan, Barry, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Muskegon, Newaygo, Oceana, Osceola, and Ottawa. WMTOC's existing field infrastructure currently includes 57 traffic cameras, 27 Dynamic Message Signs (DMS), and 125 microwave vehicle detectors (MVD). The infrastructure is connected to the workstations at the TOC via a variety of communications paths. There are several projects in process or planned throughout the contract period that will increase the number of devices available for use, including the addition of environmental sensor stations.

The control room currently includes four computer workstations with monitors, a vehicle detection system workstation, a laptop with connection to view the City of Grand Rapids signal control system, which also controls MDOT trunkline signals, an 800 MHz emergency radio, police scanner, and other audio/video equipment. Annual reports and monthly performance reports from WMTOC are available at: www.michigan.gov/its then click on "West Michigan."

Telephone, in-person, and electronic communication with field personnel, public safety agencies, and other transportation facilities extend the reach of the MDOT control room operations. Equipment within the control room office will be provided by MDOT.

The Consultant shall have a minimum of five years' experience with operating a Traffic Management Center / TOC. If the selected consultant is different than the current Consultant, the new and existing Consultants are expected to work together to ensure a timely, efficient and effective transition. It is anticipated that the new contract will start in early November, with full Control Room operations beginning in December.

ADDITIONAL INFORMATION:

MDOT is currently working on or investigating several projects/programs that may affect the TOC operations within the contractual timeframe.

MDOT is in the process of implementing statewide ATMS software. Additional devices are continually being added to the system, and as a result the number of devices managed by the TOCs continues to increase. Consultant staff will need to adjust to these changes as they occur, and may be requested to assist in testing of the software.

Daily coordination between STOC, WMTOC, and the Southeast Michigan TOC (SEMTOC) in Detroit is required and procedures will be updated as necessary. STOC provides after-hours backup to WMTOC, so effective communication between these centers is particularly vital.

Control Room coverage will continue to be evaluated for providing quality coverage for traffic operations. Operational hours and CRO staffing levels may be modified by MDOT as appropriate.

CONSULTANT RESPONSIBILITIES

Operations Schedule

Below is the current control room schedule. Due to the evolving nature of the control room operations, the schedule may need to be adjusted to meet operational needs.

The Control Room is anticipated to operate with one operator coverage during the following hours:

Day	Time of Day
Mondays – Thursdays	6:00a.m. to 8:00p.m.
Fridays (May – September)	6:00a.m. to 9:00p.m.
Saturdays	12:00 pm to 8:00 pm
Sundays	12:00 to 8:00 pm
Fridays (October – April)	6:00a.m. to 8:00p.m.
Holidays*	As needed
Special Events	As needed

An additional Control Room Operator is anticipated to be necessary for at least 6 hours per weekday during peak traffic hours. The second operator will also be scheduled to work on tasks and other duties during non-peak hours, but will be available for operations support as necessary.

On a case by case basis, operating hour may need to begin earlier or be extended beyond what is listed above based on traffic and weather conditions (i.e. begin operations at 5:30am due to large winter storm, or extend to 10:30pm due to large crash).

* Holidays are defined as: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Days (Thursday and Friday), and Christmas Day. Holiday hours may be scheduled, if determined to be beneficial.

The control room may be operated during special or planned events. MDOT reserves the right to operate the control room for any hours with its own personnel, or have personnel supplement the consultant staff, at any time during the contract.

The Operations Supervisor (OS) is expected to work 40 hours per week on this project, and should be scheduled in order to provide overlap between portions of the morning and afternoon peak periods. The Consultant shall develop a routine schedule that is consistent each week. The schedule may be adjusted in order to attend meetings, meet with operators, conduct training, cover control room operations, respond to emergency situations or after-hours calls, or to meet other needs of the operation. However, the MDOT PM shall be notified, in advance when possible, of such deviations.

The OS shall be available for contact in urgent situations inside and outside of control room hours. This contact may be to request operations information, to assist with emergency staffing situations, or to maintain other needs of the operation.

Work Locations

The Consultant PM will primarily work from the Consultant's office location. Office space at the WMTOC will not be provided for the Consultant PM, but there may be conference room space available for use on a case-by-case basis.

The OS and all CROs will work at the West Michigan TOC in Grand Rapids, MI. These personnel may occasionally need to travel to other locations to attend scheduled meetings, coordinate efforts with other TOCs, or substitute as a CRO at another TOC. Except for on-call and emergency situations, these personnel shall not perform any work charged to this project at any location other than the WMTOC without providing prior notification and obtaining approval from the MDOT PM.

Project Requirements

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.

Support Personnel

Support personnel, including specialists, subject matter experts, and trainers, may be provided at the request of MDOT by the Consultant in order to meet the needs of the operation. All hours charged to the project by support personnel shall be approved in writing by the MDOT PM in advance.

Staffing Plan

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

The Consultant shall maintain a schedule of control room operator coverage that is accessible to all of the operators and the MDOT Project Manager.

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

The Consultant shall be prepared to supply additional personnel to MDOT, with appropriate notice. Growth planning and procedures shall be identified in the Staffing Plan.

CROs must be flexible in their availability and understanding of the needs of the operation. It is the responsibility of the Consultant to make sure that CROs are available to work at scheduled hours, reliable, and able to perform their required duties at any time of the day or night.

However, the Consultant is also responsible for making sure that scheduling is sensible and allows for adequate rest for all CROs. The Consultant shall take reasonable steps to maintain adequate staffing levels and minimize overtime hours for CROs.

Control Room Operations

Control Room Operators (CROs), the OS, and the Project Manager shall perform all control room duties, including but not limited to the following, for planned and unplanned freeway and arterial events within the Grand Region including areas outside of the ITS device coverage area:

- Traffic monitoring and camera control
- Proactive incident and congestion detection and verification
- Dynamic Message Sign (DMS) messaging

- High impact traffic advisory notifications
- Other traffic information monitoring and dissemination, including telephone, email, and other electronic communications/social media as directed.
- Enter incident data, and maintain incident records and documentation
- Document daily activities, such as: Event logs, communication logs, shift reports.
- Reporting to MDOT Project Manager and TOC Engineer.
- **Track, measure, and analyze Control Room Operations and performance measures.**
- **Establish thresholds for speed, accuracy and timeliness of notifications. Monitor, report, and analyze opportunities for improvements.**
- Provide monthly summaries of activity logs, incident reporting, and other control room activity.
- Estimate delay incurred due to due to routine congestion activity.
- Provide monthly reports as requested.
- Review and verification of traveler information posted on MDOT and local public websites, including travel time information.
- Monitor media traffic broadcasts for applicable information, including areas within the Grand Region outside of the ITS device coverage area
- Monitor various forms of communication and information dissemination, such as 800MHz radio, police scanners, Google Maps, other public safety websites, etc.
- Database tracking and maintenance
- Communicate with the Michigan State Police (MSP), City of Grand Rapids Police and Fire Departments (GRPD & GRFD), the Kent County Road Commission (KCRC), and various other dispatch and public safety agencies for effective incident management.
- Communication with MDOT personnel: Region ITS and Operations Staff, Region TS&O Engineer, Transportation Service Center (TSC) staff, field personnel, etc.
- Detect, report, and track ITS infrastructure maintenance issues, including work orders.
- Assist with tracking and reporting ITS device issues during installation projects.
- Appropriate follow up on incidents to help ensure safe and effective operation of the highway system.
- Coordinate with MDOT Region and TSC staff to stay up-to-date with latest construction and maintenance project information.
- Communication and coordination with regional local agency contacts, such as the City of Grand Rapids, County Road Commissions, and other Cities regarding activities on or affecting state trunkline operations.
- Advanced Traffic Management System (ATMS) system monitoring and operation.
- Monitor signal system operations, as relates to congestion, incident, and event management.
- Monitor and report on weather information as it affects roadway operations.

- Coordinate the integration of remote-controlled Portable Changeable Message Signs (PCMS) into the Advanced Traffic Management Software (ATMS) with the Department of Technology, Management and Budget (DTMB).
- Facilitating tours of the TOC
- Controlling access to the facility
- Other tasks as assigned by MDOT PM

Quality Control

The 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 accuracy of traffic information and provide options for improvement. At a minimum, accuracy shall be tracked for the following conditions: incident messages, Mi Drive postings, construction activity messaging, all DMS messaging, incident records, and other advisories.

The Consultant shall provide summary quality control reports to MDOT monthly.

Media Coordination

MDOT media partners serve an important role in disseminating traffic information to the motoring public. All media outreach activities shall be closely coordinated with the MDOT Project Manager.

The Consultant shall work with MDOT to ensure clear, effective, and accurate traffic information to the public, to help promote MDOT and Regional ITS program information, to ensure a positive relationship between media partners and MDOT, and to promote dissemination of traffic and safety information through our media partners. The Consultant shall not release any information to broadcast, print or internet media other than real time traffic information updates without prior MDOT approval. The consultant will refer all media inquiries to the MDOT Project Manager or Region Communications Representative.

The Consultant shall periodically sample the quality and accuracy of the traffic broadcasts of media partners and provide appropriate reporting to the MDOT Project Manager.

Operator Training

The Consultant shall be responsible for all training necessary to ensure fully competent and knowledgeable operations staff. Operator training updates shall be conducted quarterly, at a minimum. The Consultant shall maintain and deliver training documentation. Training shall incorporate relevant traffic engineering fundamentals for optimum performance of freeway and non-freeway operations.

The Consultant shall submit an Operator Training Plan for review and approval 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 contract 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.

MDOT may occasionally suggest or provide training for CROs specific to MDOT operations.

Meetings

Consultant shall participate in meetings with internal and external stakeholders. Participation may include preparation of presentation and handout materials, scheduling and notification, and/or development and distribution of meeting agendas and minutes.

Regularly scheduled meetings will be held. It is anticipated that a general Operations Status meeting will be held monthly, and a detailed Task Status meeting will be held bi-weekly. Both of these meeting will be coordinated and conducted by the Consultant.

Other non-regular meetings may include, local incident management meetings, MPO meetings, maintenance meetings, special event coordination, communications coordination, utility meetings, construction project meetings, and MDOT traffic safety & operations business meetings. Additional meetings may be required to meet evolving operational needs.

Performance Measures Reporting

The Consultant shall provide monthly and annual TOC Performance Measures reports that summarize control room activity, traveler information, incident management and construction management activity, and provide system reliability data, messaging accuracy, and other TOC operations data.

Currently, the TOC activity tracking and reporting utilizes a Microsoft Access database and Crystal Reports. Some of this tracking will be replaced with new ATMS software installation. Experience with databases and reporting software is required.

Control Room Operations Manual

In order to ensure effective control room operations and maintain consistent standards, the Consultant shall support the efforts of STOC and help maintain and update the TOC control room Operations Manual, Operations Guide, training materials, quick reference sheets, and related documentation that communicate operating procedures to CROs and other partners.

On an ongoing basis, the STOC will coordinate updates to the Operations Manual and the Operations Guide. The official electronic copy of the Operations Manual and the training materials will be maintained by STOC, and updates will be posted as needed to communicate procedures to operators. It is anticipated that it will be updated approximately four (4) times per year, to support training necessary to ensure effective control room operations.

Updates to TOC procedures must be coordinated with STOC and Southeast Michigan TOC (SEMTOC) operations, and will be consistent with MDOT statewide guidance documents and policies.

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. 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. 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. 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.