

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

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

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

GENERAL INFORMATION

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

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

MDOT FORMS REQUIRED AS PART OF PROPOSAL SUBMISSION

5100D – Request for Proposal Cover Sheet

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

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

REQUEST FOR PROPOSAL

The Michigan Department of Transportation (MDOT) is seeking professional services for the project contained in the attached scope of services.

If your firm is interested in providing services, please indicate your interest by submitting a Proposal, Proposal/Bid Sheet or Bid Sheet as indicated below. The documents must be submitted in accordance with the latest (Consultant/Vendor Selection Guidelines for Services Contracts” and “Guideline for Completing a Low Bid Sheet(S)*, if a low bid is involved as part of the selection process. **Reference Guidelines are available on MDOT’s website under Doing Business > Vendor/Consultant Services >Vendor/Consultant Selections.**

RFP SPECIFIC INFORMATION

ENGINEERING SERVICES BUREAU OF TRANSPORTATION PLANNING OTHER

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

<input type="checkbox"/> Prequalified Services – See the attached Scope of Services for required Prequalification Classifications.	<input type="checkbox"/> Non-Prequalified Services – If selected, the vendor must make sure that current financial information, including labor rates, overhead computations, and financial statements, if overhead is not audited, is on file with MDOT’s Office of Commission Audits. This information must be on file for the prime vendor and all sub vendors so that the contract will not be delayed. Form 5100J is required with Proposal for firms not currently prequalified with MDOT
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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. Failure to comply with this procedure may result in your bid being rejected from consideration.

PARTNERSHIP CHARTER AGREEMENT

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

**NOTIFICATION
MANDATORY ELECTRONIC SUBMITTAL**

Proposals submitted for this project must be submitted electronically.

The following are changes to the Proposal Submittal Requirements:

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

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

The following are Requirements for Electronic Submittals:

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

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

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

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

Required Bookmarking Format:

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

2/14/12

**NOTIFICATION
E-VERIFY REQUIREMENTS**

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

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

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

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

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

9/13/12

Michigan Department of Transportation

**SCOPE OF SERVICE
FOR
SPECIALTY SERVICES
STATEWIDE TRANSPORTATION OPERATIONS CENTER (STOC)**

CONTROL SECTION: 84900

JOB NUMBERS: 113522, 116391, 119987

LOCATIONS: Statewide

PROJECT DESCRIPTION: The Michigan Department of Transportation (MDOT) seeks a qualified Consultant to provide Control Room Operations support for the Statewide Transportation Operations Center (STOC), which is located in the Van Wagoner Building, 425 W. Ottawa St., Lansing, MI 48933. The selected Consultant shall provide qualified personnel to support STOC 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.

PRIMARY PREQUALIFICATION CLASSIFICATION: None

SECONDARY PREQUALIFICATION CLASSIFICATION: None

ANTICIPATED SERVICE START DATE: September 1, 2016

ANTICIPATED SERVICE COMPLETION DATE: December 31, 2018

Following the initial completion date, the contract may be extended by two additional 1-year periods, at the option of MDOT.

DBE REQUIREMENT: N/A

MDOT PROJECT MANAGER:

Hilary Owen, P.E.
System Operations Engineer
6333 Lansing Rd.
Lansing, MI 48917
Phone: 517-636-0290
E-mail: OwenH2@michigan.gov

PREFERRED QUALIFICATION REQUIREMENTS:

Project Manager

- Engineering degree from an accredited university
- Minimum five years of experience managing TOC operations or other 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

Project manager duties are expected not to exceed approximately 20-25 hours per month.

Operations Manager

- Minimum 5 years of experience managing or working with TOC operations or other transportation or operations projects.
- Responsible for maintaining the day-to-day operations of STOC
- Responsible for the timely and successful completion of all tasks assigned by the STOC Manager, including tasks assigned to the Operations Supervisor and other Consultant staff.
- Shall be fully trained in all of the functions of the STOC Supervisor, the ATM Operator, and the Control Room Operator, and be able to perform these duties as necessary

Operations Manager duties are expected to average 40 hours per week.

Operations Supervisor

- Minimum 2 years of experience managing or working with TOC operations, or other transportation or operations projects.
- Maintains day-to-day oversight of control room activities, scheduling, and operations tasks
- Fully trained in all of the functions of the ATM Operator and the Control Room Operator, and able to perform these duties as necessary
- Responsible for the training of all new Consultant staff, whether such training occurs by the Operations Supervisor or is delegated to others

Operations Supervisor duties are expected to average 40 hours per week.

ATM Operator

- Minimum 2 years of experience managing or working with TOC operations or other transportation or operations projects

- Fully trained in all aspects of the ATM system and will have primary responsibility for operating the system, including Lane Control Signals (LCS), Variable Speed Limits (VSL), CCTV cameras and DMS throughout the corridor during operational hours.
- Fully trained in all of the functions of the Control Room Operator, and able to perform these duties as necessary

ATM Operator duties are expected to average 40 hours per week.

Control Room Operator

- Must have relevant experience in TOC operations, traffic operations, emergency dispatch, security systems, or a related field prior to starting their position as a CRO. Students actively seeking an Engineering degree and currently enrolled in a college or university engineering program may also qualify, depending on coursework completed and other relevant experience
- Good communication and interpersonal skills (oral and written)
- Proficient computer and documentation skills
- Capable of performing duties with minimum supervision

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.

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 MDOT), 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 MDOT 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 MDOT, 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 MDOT.

At the request of MDOT, the Consultant, during the progress of the Services, shall furnish information or data relating to the Services described herein that may be required by MDOT 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 MDOT to furnish information to the Consultant upon which to proceed with further Services.

STOC 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:

STOC provides primary coverage for five MDOT regions: Bay Region (with the exception of St. Clair County), North Region, Southwest Region, Superior Region, and University Region. In addition, STOC serves as a backup operations center for the Southeast Michigan Transportation Operations Center (SEMTOC) in Detroit, the West Michigan Transportation Operations Center (WMTOC) in Grand Rapids, and the Blue Water Bridge Transportation Operations Center (BWBTOC) in Port Huron. STOC also provides primary coverage for the Grand Region during hours when WMTOC is not in operation.

The Intelligent Transportation Systems (ITS) field infrastructure consists of Closed-Circuit Television (CCTV) cameras, Dynamic Message Signs (DMS), Microwave Vehicle Detection Systems (MVDS), Environmental Sensor Stations (ESS), and other technological devices, which are connected to the State of Michigan network, and ultimately the workstations at STOC, via a variety of communications paths. STOC utilizes an Advanced Traffic Management System (ATMS), as well as other software applications developed for MDOT, to access and utilize these devices. In addition to computer workstations, the control room also makes use of a video wall, 800 MHz emergency radios, and other audio and video equipment to respond to and manage incidents. Equipment within the control room office environment is provided by MDOT.

ADDITIONAL INFORMATION:

MDOT is currently working on several projects and programs that may affect STOC 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 STOC continues to increase. MDOT is also studying expansions of several current systems and programs into new areas of the state. Consultant staff will need to adjust to these changes as they occur, and will occasionally be asked to assist in testing of devices and software.

In addition, MDOT is in the process of designing, constructing, and operating multiple Active Traffic Management (ATM) systems throughout the state. STOC staff will be responsible for day-to-day operations of the ATM system on US-23 in Washtenaw and Livingston Counties when completed, and may also be responsible for operation of other ATM systems completed during the duration of the contract. ATM will require the addition of new staff, as outlined later in this RFP. STOC staff will also be asked to assist in testing of devices and software.

Daily coordination between STOC and the other MDOT TOCs is required and procedures will be updated as necessary. This includes potentially working in close partnership with another consultant(s). 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 staffing levels may be modified by MDOT as appropriate.

The MDOT Project Manager may fulfill the role of STOC Manager, as outlined in this Scope of Services, or may delegate these responsibilities to other MDOT staff. In addition, the responsibilities of the STOC Manager may be assigned to one person or divided between two or more people, depending on the staffing needs of MDOT, and may change throughout the duration of this contract. The Consultant will be notified in writing as soon as possible of any changes in MDOT staffing or work assignments.

CONSULTANT RESPONSIBILITIES:

Operations Schedule

The STOC Control Room is operational 24 hours per day, 7 days per week, 365 days per year, including all holidays. The Consultant shall provide a minimum of one Control Room Operator (CRO) at all times, except as noted below.

During peak travel times, which are noted below, the Consultant shall provide a minimum of two CROs. One of the two operators can be the Operations Supervisor or Operations Manager, provided that their primary task during these time periods is operations. Peak travel times shall be:

- Monday – Friday (excluding holidays): 6:00am – 9:00am
- Monday – Thursday (excluding holidays): 3:00pm – 6:00pm
- Friday (excluding holidays): 2:00pm – 8:00pm

The Consultant shall also provide additional (or reduced) staffing for special events, inclement weather, holiday weekends, or any other special situation as determined by MDOT. The Operations Supervisor and Operations Manager shall work with the STOC Manager when creating staff schedules to determine the situations where additional (or reduced) staffing is required.

In addition to these staffing levels, starting with the commencement of ATM system operations, the Consultant shall also provide a minimum of one ATM Operator during times when the ATM system is active. The Operations Supervisor or Operations Manager may fill in for the ATM Operator during these time periods as needed, provided that their primary task during these time periods is ATM operations, and provided that there are two other CROs to cover other operations tasks.

MDOT will determine, based on progress of the ATM project, the date by which the ATM Operator position will be required, and will be responsible for communicating this date to the Consultant. MDOT will also determine the operational hours of the system as the project nears completion, and reserves the right to modify the operational hours of the ATM system based on traffic demand once the system is active. This may result in a modification to the work hours of the ATM Operator(s).

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.

Staffing Positions

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 staffing descriptions and tasks given below are intended to give an overview of each position, but are not intended to be an exhaustive or complete list of the duties entailed.

Consultant Project Manager

The Consultant shall provide a Consultant Project Manager (Consultant PM). The Consultant PM shall have excellent communication skills, and the ability and willingness to be flexible and responsive. The Consultant PM will be responsible for all activities performed under this contract.

Operations Manager

The Consultant shall provide an Operations Manager. This position is responsible for maintaining the day-to-day operations of STOC. The Operations Manager will report to the Consultant PM, however, the Operations Manager shall also work closely with the STOC Manager, and will be the primary point of contact for MDOT. The Operations Manager shall be responsible for the timely and successful completion of all tasks assigned by the STOC Manager, including tasks assigned to the Operations Supervisor and other Consultant staff. The Operations Manager shall provide feedback to the STOC Manager on the status of the operation and make suggestions for improvement as appropriate. The Operations Manager shall be fully trained in all of the functions of the Operations Supervisor, the ATM Operator, and the Control Room Operators, and able to perform these duties as necessary.

Operations Supervisor

The Consultant shall provide an Operations Supervisor. This position will report to the Operations Manager, however the Operations Supervisor may also accept tasks directly from the STOC Manager. The Operations Supervisor will maintain day-to-day oversight of control room activities, scheduling, and operations tasks. The Operations Supervisor will have the responsibility of general organization of control room activities and keeping appropriate personnel informed of such activities. The Operations Supervisor shall be fully trained in all of the functions of the ATM Operator and the Control Room Operators, and able to perform these duties as necessary. In addition, the Operations Supervisor shall be responsible for the training of all new Consultant staff, whether such training occurs by the Operations Supervisor or is delegated to others.

ATM Operator

The Consultant shall provide a minimum of one ATM Operator at all times when the ATM system is active. This position will be fully trained in all aspects of the ATM system and will have primary responsibility for operating the system, including Lane Control Signals (LCS), Variable Speed Limits (VSL), CCTV cameras, and DMS, throughout the corridor during operational hours. The ATM Operator shall also be fully trained in all of the functions of the Control Room Operators, and able to perform these duties as necessary.

Control Room Operator

The Consultant shall provide Control Room Operators (CROs) for all required operational hours and staffing levels. The Consultant may utilize a combination of full-time and part-time CROs in order to meet the needs of the operation. The Consultant shall work with the STOC Manager in determining the appropriate number of full-time and part-time CROs at any given time, and any changes in the number of full-time and part-time CROs shall be approved in writing by the STOC Manager prior to implementation.

CROs will be responsible for performing the day-to-day tasks of STOC operations in a timely and accurate manner. This includes, but is not limited to, the following duties:

- Traffic monitoring and camera control.
- Incident and congestion detection and verification.
- DMS messaging.
- High impact traffic advisory notifications.
- Traffic information dissemination via phone, email, Mi Drive, and Twitter.
- Entering incident data and maintaining incident records and documentation.
- Documenting daily activities, such as:
 - Call log updates.
 - DMS message logs.
 - Communication logs.
 - Shift reports.
- Providing summaries of activity logs, incident reporting, and other control room activity as needed.

- Reviewing and verification of traveler information posted on MDOT and local public websites, including travel time information.
- Monitoring media traffic broadcasts for applicable information.
- Monitoring 800 MHz radio traffic for applicable information.
- Communicating with the Michigan State Police (MSP), county and local police dispatches, and other public safety agencies for effective incident management.
- Communicating with MDOT personnel on a regular basis.
- Detecting, reporting, and tracking ITS infrastructure maintenance issues.
- Assisting with tracking and reporting ITS device issues during installation projects.
- Following up on incidents to help ensure safe and effective operation of the highway system.
- Advanced Traffic Management System (ATMS) system testing, monitoring, and operation.
- Monitoring and reporting on weather information as it affects roadway operations.
- Maintaining access control, facilitating tours, managing safety message schedule, and related duties.
- Truck Parking System (TPS) calibration and monitoring.
- Freeway Courtesy Patrol (FCP) dispatching and operation.
- Active Traffic Management (ATM) system testing, monitoring, and basic operation.
- Other tasks as assigned by the Operations Supervisor, Operations Manager, or STOC Manager.

Support Personnel

Any Consultant staff other than those listed above shall be considered Support Personnel. Support Personnel may include specialists, subject matter experts, and trainers, and may be provided by the Consultant at the request of MDOT in order to meet the needs of the operation. Support personnel shall have relevant experience as required for the tasks to be performed, as approved by the STOC Manager, prior to work being performed. All hours charged to the project by support personnel shall be approved in writing by the STOC Manager prior to the work being performed.

Staffing Plan

The Consultant shall develop and maintain a Staffing Plan for all personnel provided on the contract. The Staffing Plan shall cover, at a 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 CROs and the STOC Manager. All Consultant staff accessing MDOT facilities shall abide by the security protocol in place for the facility, as provided by MDOT.

The Consultant shall inform the STOC Manager as soon as possible of any staffing issues or changes, including departures and terminations. However, the Consultant shall not share details or confidential employee information with MDOT that the Consultant is not allowed to share,

whether due to law or due to the Human Resources policies of either the Consultant or the State of Michigan.

Transition Plan

In order to ensure continuity in control room operations, this project will overlap with the existing STOC operations contract for the first 3-4 months of this contract. The selected Consultant shall coordinate closely with the STOC Manager and the current consultant to develop a plan for transitioning operations between contracts. It is anticipated that the transition will take place over a period of 2-3 months, during which time operations will continue with a combined staff. Once the transition period has ended, the selected Consultant will then be responsible for all control room operations. Similarly, the final 3-4 months of this contract will also be a transition period. The Consultant shall also work with MDOT and any newly selected consultant(s) at the end of this contract to ensure a smooth transition and maintain continuous control room operations.

Training

The Consultant shall be responsible for all training necessary to ensure fully competent and knowledgeable operations staff. Staff meetings shall be conducted quarterly, at a minimum, and shall provide all staff with updates in regards to changes in policies and procedures. The Consultant shall also provide similar updates to all staff on a continuous basis, both verbally as well as in writing, so that all staff are fully updated of changes at all times. Training sessions and staff meetings shall also incorporate relevant traffic engineering fundamentals, when applicable, for optimum performance of freeway and non-freeway operations.

The Consultant shall submit a staff training plan for review and approval within 45 days of the start of the contract. MDOT will provide access to all existing STOC Operations manuals, guides, and training materials, from which the training plan can be developed. The training plan shall also be updated annually to incorporate any changes in the operation since the previous update. All newly hired staff shall complete the training program defined in the training plan. The Consultant is responsible to ensure that all STOC staff has the required training necessary to perform their assigned responsibilities, including any refresher training or specific training based on individual employee needs.

The Consultant shall also develop and maintain an operator certification program. The program shall apply to all on-site staff and require recertification on an annual basis. Any staff not meeting the requirements to become certified or recertified shall be provided with additional training as needed. The Consultant shall maintain documentation of successful completion of the certification program and training plan for all staff.

Prior to the commencement of ATM system operations, the Consultant shall update the training plan and certification program to include basic functionality of the ATM system for all CROs. The Consultant shall also develop and administer specialized ATM training for the ATM Operator, Operations Supervisor, and Operations Manager. The ATM training plan shall be submitted to MDOT for approval at least 90 days prior to the commencement of ATM system operations, and shall be provided to all staff 1-2 months prior to ATM.

Work Locations

The Consultant PM will work primarily from the Consultant's office location. Office space at the Van Wagoner Building will not be provided for the Consultant PM, however conference room or cubicle space may occasionally be available for use on a case-by-case basis.

On-site personnel (Operations Manager, Operations Supervisor, ATM Operator(s), and all CROs) shall work at the Van Wagoner Building in Lansing. 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. All travel to other locations shall be coordinated with the STOC Manager in advance.

In order to maintain a successful operation, it is imperative that all on-site personnel are working at STOC as often as possible. Therefore, except for on-call and emergency situations, all on-site personnel shall perform all work charged to this contract at the Van Wagoner Building. Any work to be performed from any other location shall be approved in advance by the STOC Manager. This includes working from home, work performed at the Consultant's office location, and any other remote working location. It is expected that very few hours will be worked off-site by any of the on-site personnel.

Work Hours

The Operations Manager and Operations Supervisor are expected to average 40 hours per week on this project. The Operations Manager and Operations Supervisor 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 STOC Manager shall be notified, in advance when possible, of such deviations.

The Operations Manager and/or Operations Supervisor 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, to activate the ATM system during off-peak hours, or to maintain other needs of the operation. An "on-call" schedule may be developed indicating whether the Operations Manager or Operations Supervisor is on-call, however, either the Operations Manager or Operations Supervisor should always be available to the STOC Manager and/or CROs.

CROs must be flexible in their availability and understanding of the needs of a 24/7 operation. It is the responsibility of the Consultant to make sure that CROs are available to work at their scheduled hours, are reliable, and are able to perform their required duties regardless of the 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.

Meetings

The Operations Manager shall meet with the STOC Manager on a weekly basis to discuss the day-to-day operations of STOC. This includes incident updates, staffing updates, a discussion of upcoming events, and anything else that may be pertinent to the success of the operation.

The Consultant PM, Operations Manager, and Operations Supervisor shall meet with the STOC Manager and other MDOT staff on a quarterly basis to discuss the status of the STOC operation. This may include topics similar to the weekly meetings, but will also include a more general discussion of the overall progress of developing STOC and future initiatives. It may also include an update on the progress of tasks assigned to the Consultant, as applicable.

The Consultant may be requested, at the direction of the STOC Manager, to participate in additional meetings. These may include, but are not limited to:

- Coordination meetings with MDOT region offices, TSCs, and other TOCs
- Internal and external stakeholder meetings
- Traffic Incident Management meetings
- Maintenance and construction meetings
- Special event coordination meetings
- Communications coordination meetings
- ATMS stakeholder, testing, and other project meetings
- ATM stakeholder, testing, and other project meetings
- Post-incident debriefings
- Other meetings related to STOC operations, as determined by MDOT

Participation may include preparation and presentation of handout materials, scheduling and notification of meetings, development and distribution of agendas, leading meetings on behalf of MDOT, recording and distribution of meeting notes and minutes, or other tasks related to the planning and running of meetings. The STOC Manager reserves the right to request assistance for additional meetings not listed above that are related to STOC software, policies, procedures, or other operational functions. In general, participation at these meetings will include only the on-site staff, as directed by the STOC Manager.

Travel and Direct Expenses

The Consultant may occasionally encounter travel expenses in order to participate in meetings. The Consultant is expected to minimize travel expenses whenever reasonably possible, such as carpooling to and from meetings when more than one person is attending. Travel expenses will not be paid in excess of that allowed by MDOT for its own employees in accordance with the State of Michigan's Standardized Travel Regulations. MDOT reserves the right to deny any travel expenses that do not meet these requirements, or that are not in the best interest of the project.

The Consultant may also encounter other direct expenses related to STOC operations. The Consultant shall work with MDOT staff to obtain office supplies and other items needed for daily control room operations through normal MDOT procurement channels before purchasing them as a direct expense to this contract. Direct expenses must be approved by the STOC Manager in advance of the expenditure. MDOT reserves the right to deny any direct expenses that are not in the best interest of the project.

Performance Measures Reporting

The Consultant shall prepare and distribute monthly and annual STOC 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 STOC operations data. The Consultant shall work with the STOC Manager and other MDOT staff on determining the exact measures to be tracked and the format of the reports. As approved by the STOC Manager, Support Personnel may be utilized to assist in completing these tasks.

The Consultant shall provide incident logging and reporting support for statewide Traffic Incident Management initiatives. These tasks shall be completed in an accurate and timely manner. All efforts shall be closely coordinated with the STOC Manager and the MDOT Traffic Incident Management Engineer.

The Consultant shall provide data collection and reporting support related to the MDOT Wildly Important Goal (WIG) initiative. This may include compiling and analyzing incident data, generating tables and charts, distributing information to MDOT staff, and entering data into the FranklinCovey 4DX website.

MDOT may also occasionally need data and/or reports for other projects, programs, and initiatives. This may include ATM, FCP, TPS, and traffic studies. The Consultant shall assist MDOT with obtaining and reporting this data as needed.

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

SOP Manual and Document Maintenance

In order to ensure effective control room operations and maintain consistent standards, the Consultant shall maintain, and update as necessary, the statewide TOC Standard Operating Procedures (SOP) manual. The Consultant shall also maintain training materials, quick reference sheets, contact sheets, and other related documentation that is used on a daily basis by CROs. As approved by the STOC Manager, Support Personnel may be utilized to assist in completing these tasks.

Updates to procedures or policies in the SOP manual or other documentation shall be distributed to CROs as they are implemented, and shall be incorporated into the full version of the SOP manual on a quarterly basis. Also, since the SOP manual has been developed for use at multiple TOCs, all update efforts shall be coordinated with the other TOCs in Michigan. Quick reference sheets, contact lists, ITS infrastructure location lists, maps, summary procedure documents, and other documents shall be updated as needed, but at a minimum shall be reviewed for accurate and timely information at least annually.

The Consultant shall work with MDOT staff and the other TOCs in Michigan in the development and maintenance of statewide SOPs for ATM. At this time it is anticipated that the SOPs for ATM will be incorporated into the SOP manual. Additional information will be provided as the ATM projects in Michigan become closer to completion.

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 monthly quality control reports to MDOT.

Communication, Coordination, and Collaboration

The key functions of STOC are to provide efficient and effective management of both planned and unplanned events, provide timely and accurate incident and traffic information to internal and external stakeholders and to the motoring public, and to provide appropriate coordination between MDOT personnel and with partner agencies. In order to accomplish these goals, effective communication, coordination, and collaboration with a wide variety of stakeholders and partner agencies is required. MDOT has invested a significant amount of time developing and maintaining relationships with first responders, media outlets, and other public agencies.

The Consultant shall work closely with MDOT to maintain and develop these relationships through contact between these entities and the STOC control room. All Consultant staff are expected to provide clear, effective, and accurate information to first responders and to the public, to ensure a positive relationship between partners and MDOT, and to maintain professional communications at all times. Consultant personnel will frequently be called upon to represent and act on behalf of MDOT in many different situations, and it is therefore imperative that all staff strive to represent MDOT and the Consultant in a manner that is as positive as possible.

Occasionally, information may be provided to Consultant staff that is sensitive in nature. In these situations, the Consultant shall not release any information to broadcast, print, or internet media other than real-time traffic information updates. The Consultant shall refer all media inquiries to the STOC Manager or the MDOT Office of Communications.

The Consultant may occasionally need to coordinate with MDOT region and TSC staff, statewide Operations and Traffic & Safety groups in Lansing, the ITS Program Office, other MDOT offices, Michigan State Police (MSP), the Michigan Department of Technology, Management, and Budget (DTMB), and other consultants. All communication with these stakeholders in respect to STOC operations and the activities of this contract shall be communicated to and coordinated with the STOC Manager.

Additional Tasks

The Consultant may be asked to perform additional tasks on an as-directed basis to improve operations at STOC, to increase the effectiveness of ITS field devices, or to support projects and initiatives of the System Operations section and/or the ITS Program Office. Any additional tasks must be approved in writing by the STOC Manager prior to any work being performed. The STOC Manager reserves the right to deny payment for any hours spent on additional tasks which were not approved in advance. Additionally, any innovations or additional tasks which the Consultant would like to propose under this contract shall first be communicated by the Consultant PM or the Operations Manager to the STOC Manager and approved in writing before being proposed to other MDOT staff.

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.