



**State of Florida
Department of Transportation
Florida's Turnpike Enterprise**

INVITATION TO BID

DOT-RFP-21-8029-GB

RESPONSE TO QUESTIONS – GROUP NO. 1

Question No. 1: Will TMC operator overtime and premium overtime be a reimbursable cost, as OT is referenced in SOG Section 3.8.0 ?

Response: Section 3.8.0 in the SunGuide TMC Operation Concept and Protocols (SOG) are based upon the current contract. Overtime hours, when required to maintain staffing levels are requested from the Department and will be paid at the same reimbursement rate as normal hours.

Question No. 2: Can you confirm Form 1C and Form 1D are excluded from the 75-page, page count?

Response: Refer to Page SC12, sub-section 22.4 Presenting the Proposal.

Question No. 3: Can you confirm that Form 8: Report of Relatives Working for The Department of Transportation (Form 250-011-01) is not to be submitted with the Technical Proposal?

Response: Refer to Addendum No. 2.

Question No. 4: Can hyperlinks to the internet be included in the proposal?

Response: Hyperlinks shall not be included in the proposal.

Question No. 5: RFP, Instructions for Electronic Submission of Proposals: The instructions in this section regarding how the files should be marked differ from RFP, Section 22.1 General Information, RFP Section 22.3 Price Proposal (Part II), and RFP, Section 27, Item b Electronic Proposal Submittals. Which is the correct way to mark the submittal files?

Response: Refer to Addendum No. 2.

Question No. 6: RFP, Section 22.4 Presenting the Proposal: Are front and back covers, the Table of Contents, and section divider pages included or excluded from the 75-page limit?

Response: Front and back covers, Table of Contents, and section divider pages are excluded from the total page count.

Question No.7: Forms, Form 1: Are subconsultants required to provide any of the following forms: Attachment 1C, Attachment 1D, Attachment 1E, Attachment 1H?

Response: No, subconsultants are not required to provide Attachments 1C, 1D, 1E, and 1H.

Question No. 8: Forms: Are subconsultants required to provide the following forms: Forms 3, Form 4, Form 7 and Form 8?

Response: No, subconsultants are not required to provide Forms 3, 4, 7 and 8.

Question No. 9: Forms, Form 3: Please confirm this form should be submitted with the Technical Proposal package.

Response: Refer to Form 3 Contractor Notification and Form 10 Exhibit C, Price Proposal Signature Page. Form 3 must be submitted with the Technical Proposal.

Question No. 10: Forms, Form 1, Attachment 1H: This attachment states that “All subcontractors assigned more than five percent (5%) of the Contract dollar value per year are considered Major Subcontractors.” Please clarify the purpose of designating “Major Subcontractors.” Please identify any FTE contracting opportunities “Major Subcontractors” may be ineligible to pursue.

Response: The Department cannot identify which subcontractors are ineligible to pursue contracting opportunities. It is the responsibility of the firm to determine which subcontractors may have a conflict of interest.

Question No. 11: RFP, Section 22.2, Item 2b Identification of Key Personnel: The Proposer is expected to identify at least one individual for seven key positions: TMC Project Manager, TMC Operations Manager, TMC Assistant Operations Manager, TMC IT Operations Administrator, Field Incident Response Coordinator, TMC Operations Shift Supervisor, and TMC IT Technical Support (Help Desk) Supervisor or TMC IT Technical Support (Help Desk) Specialist.

We recognize the benefit of current staff, below top leadership positions, to preserve continuity of operations. Many of requested named key staff position will be difficult to identify or acquire conditional job contracts in the time required to submit the proposal. This current key staff requirement may prohibit firms interested in pursuing this contract from proposing or encouraging them to provide temporary names already committed to other projects.

We would like to request limiting the required key staff to the TMC Project Manager, TMC Operations Manager, and TMC Assistant Operations Manager. If this is not possible, we would like to request the department extend the proposal deadline to allow appropriate time for proposers to post for the positions, interview and secure conditional contracts for qualified resources.

Response: Refer to Addendum Nos. 1 and 2.

Question No.12: Is the TMC Quality Assurance and Training Specialist considered a Key Personnel description an subject to the same requirements as RFP, Section 22.2, Item 2b Identification of Key Personnel? Is Form 1G required for the TMC Quality Assurance and Training Specialist?

Response: No, the TMC Quality Assurance and Training Specialist is not identified as needing to meet the requirements of the proposal submittal for Page SC11, sub-section 22.2(b) Identification of Key Personnel or Form 1G.

Question No. 13: RFP, Section 22.2, Item 4e: This item requires the proposer to provide employee benefit information. Company benefits are considered proprietary information.

- Will this information be protected from disclosure to competitors requesting copies of our proposal through the Freedom of Information Act and Florida’s broad Public Records law?
- As most firms offer a cafeteria of benefit options and as most teams will have several companies with differing benefit offerings, is it acceptable to outline a range of offerings covering the least and most expensive options?

Response: A. Refer to Page SC13, Section 25 Attachment to RFP Submittal – Confidential Material.

B. Refer to Page SC12, sub-section 22.2(4e), Employee Benefits for a complete description of the requirements.

Question No. 14: RFP, Section 33 Renewal: This section states “Upon mutual agreement, the Department and the Contract Vendor may renew the Contract for a period that may not exceed three (3) years or the term of the original Contract, whichever is longer.” Standard Written Agreement, Section 2, Item A states the contract term is five years and Section 2, Item B states that the agreement may not be renewed. Please clarify that the contract terms and pricing will apply to a five year contract term or if there will be a renewal option and how pricing terms will apply to any renewal periods.

Response: Refer to Addendum No. 2.

Question No. 15: RFP, Exhibit “A” Scope of Services, Section 5.0 Performance of Services: This section outlines minimum staffing levels. Section 5.0, Item C states: “The VENDOR shall have a minimum of eight (8) operators during peak times (Sunday through Saturday, 6:00 a.m. to 10:00 p.m.) and three (3) operators on duty for the balance of the schedule 24 hours, 7 days/week, 365 days/year (24/7/365). These minimum numbers are inclusive of the TMC Operations Shift Supervisor and TMC Lead Operator positions.” Do these minimum staffing levels represent staffing levels at Pompano and Turkey Lake combined or minimum staffing levels at each center?

Response: The minimum staffing levels represent combined staffing at both Pompano and Turkey Lake, but exclusive of Lake Worth Regional Communications Center (LWRCC).

Question No. 16: Will FDOT consider providing current staffing levels for each TMC and location: Pompano, Turkey Lake, LWRCC?

Response: Exclusive of TMC managers, Pompano has fourteen (14) positions, Turkey Lake has sixteen (16) positions and Lake Worth Regional Communications Center (LWRCC) has three (3) positions. These are inclusive of Advanced Traveler Information System (ATIS) team leads/supervisors.

Question No. 17: Will FDOT provide current organizational charts for: Pompano, Turkey Lake, and LWRCC?

Response: See attached organizational charts for Turnpike Traffic Operations, TMC Operations section.

Question No. 18: Will FDOT provide the current shift schedules for each TMC: Pompano, Turkey Lake, LWRCC?

Response: The Department does not have current shift schedules within its records, as this is maintained for internal purposes by current consultant.

Question No. 19: RFP, Exhibit "A" Scope of Services, Section 5.0, Item E states: "...The VENDOR shall be responsible for providing any additional staffing needed during all peak hours of traffic, special events, natural disasters, emergency situations, and/or changes in environmental conditions as requested or directed by the DEPARTMENT'S Project/Contract Manager. The VENDORS shall assume all costs for these types of situations in their proposals."

RFP, Exhibit "A", Section 6.0, Item C Operations Under Hurricane or other Declared Emergency states: "The DEPARTMENT may, at its sole discretion and notwithstanding any other provision of this CONTRACT, PAY for TMC Operations staff hours in the performance of emergency assistance as requested by the DEPARTMENT (VENDOR shall bill at the current billing rate for each position)."

These sections appear to contradict each other and both sections imply that the Department will not compensate the vendor for non-exempt staff being paid time and half for any hours worked over 40 hours per week.

The law requires the vendor to pay all non-exempt staff time and half for any hours worked over 40 hours per week.

- Are proposers expected to build overtime costs into Salaries, Overhead, Fringe Benefits and Expenses portion of the pricing sheet?
- How many EOC's/Special events does the Department expect to request staff to work overtime in a typical year?

Response: A. Yes.

B. A three (3) year review of historical special events (declared storm emergencies) between 2018 and 2020 found that the Turnpike TMC was engaged in preparations and recovery of three (3) declared storm events: Dorian in 2019, Isaias in 2020 and Eta in 2020. Of these three (3), only Dorian required significant extra TMC staffing

for both evacuation and recovery phases. Hurricane Dorian resulted in approximately two hundred and twelve (212) overtime hours for TMC operations over a five (5) day period for altered shift scheduling for monitoring evacuation and storm impacts. At the same time, certain TMC staff impacted by storm did not work some hours originally scheduled due to storm impacting travel to a facility.

Question No. 20: Typically when TMC contracts turn over, the new vendor will hire most of the current staff to promote continuity of operations. RFP, Exhibit "A" Scope of Services, Section 14.11: This section outlines minimum pay rates for operations staff positions. Given most of the current operations staff has been working in the centers for many years we expect their hourly rates are significantly higher than the outlined minimum.

- Will FDOT provide the current direct labor pay rates for each staff and their designated position?
- Will FDOT provide the average and maximum hourly rate for each position?

Response:

- A. The Department does not have information for current direct labor pay rates of staff in TMC Operations. That information is held by the current consultant.*
- B. FDOT is supplying the average and maximum hourly salary reimbursement rates for the TMC operations staff classifications in the current contract, which started in October 2015 and does not have any contract rate escalation:*
- Entry Level (Operator 1) - \$15.00 (average and maximum).*
 - Certified (Operator 2) - \$17.92 average, \$19.65 maximum.*
 - Lead Operator (Operator 3) - \$19.55 average, \$19.65 maximum.*
 - Shift Supervisor - \$21.89 average, \$23.50 maximum.*

Question No. 21: RFP, Exhibit "A" Scope of Services, Section 18.0: This section states "The VENDOR shall provide two (2) full-size pickup trucks for each of the two (2) proposed Field Incident Response Coordinator positions.

- Please clarify that we will only need to provide one truck per Coordinator for a total of two trucks provided in the contract.

Response:

Refer to Addendum No. 2.

Question No. 22: Price Proposal, Exhibit "C": This exhibit requests the proposer to enter per hour "Profit or Operating Margin" for each position. Does FTE prefer the proposer to use profit based on the fully loaded rate or specify operating margin based on raw labor rates?

Response:

Refer to Exhibit "B," Method of Compensation, Page B-1, subsection 3.1(B).

Question No. 23: Price Proposal, Exhibit "C", Schedule 3a and 4a, Footnote #2: states "only actual salaries paid to employees holding each position type". This appears to imply the vendor will receive compensation based on direct labor rates actually paid to employees and not category rates bid in the price proposal. Please clarify.

Response:

Refer to Exhibit "C," Price Proposal, Total Billing Rate.

Question No. 24: Price Proposal, Exhibit “C”, Schedule 4a Execution through June 30, 2022: 1,512 hours are allocated for the TMC Administrative Assistant, however, Schedules 4b-4f do not have any hours allocated to the TMC Administrative Assistant. Is this an oversight?

Response: Exhibit “C,” Price Proposal Schedule 1 through Schedule 4f, was provided as reference only. The Exhibit “C,” Price Proposal Schedule 1 through Schedule 4f, MUST be completed in Excel. Please contact Gail Brown at gail.brown@dot.state.fl.us for a copy of the Excel files.

Question No. 25: Price Proposal, Exhibit “C”, Schedule 3a Execution through June 30, 2022: nine months are allocated for TMC Office Reimbursable Expenses, however, Schedules 3b-3f do not have any place to allocate office expense costs. Is this an oversight?

Response: Refer to the response for Question No. 24.

Question No. 26: Price Proposal, Exhibit “C”, Schedule 4a Execution through June 30, 2022: nine months are allocated for Equipment Reimbursable Costs, however, Schedules 4b-4f do not have any place to allocate Equipment costs. Is this an oversight?

Response: Refer to the response for Question No. 24.

Question No. 27: [RFP page SC9 of SC17] Section 18 provides link to “Vendor Certification Regarding Scrutinized Companies List”, however we are not able to obtain access to this link. Can you please provide form as pdf or doc?

Response: Refer to Addendum No. 2 and Form 4, Vendor Certification Regarding Scrutinized Companies List located in the RFP package.

Question No. 28: Exhibit A; Scope of Services, Page A-9, Section 8, Item B1:
Our understanding was that it may not be necessary for the (part-time) TMC Project Manager (PM) to be on-site, and the position is intended to assist overall administration of the Project, enabling the TMC Operations Manager’s focus on operational details. However, Exhibit “A” Scope of Services, section 8.0, B1 states “*TMC Project Manager (part time, expected to be on site 20 hours per week).*” Understanding the TMC PM requirements in Section 14, and with an expectation of the PM routinely interfacing with the Department, **is the on-site requirement intended as published or is there flexibility in the on-site requirement?**

Response: The requirement is intended as published for the TMC Project Manager to work on-site for an average of twenty (20) hours per week.

Question No. 29: Exhibit A; Scope of Services, Page A-7, Section 14.1, Item C:
The TMC Project Manager requirement calls for a Bachelors’ degree and the equivalent of five years project management experience. **Will the Department consider allowing flexibility in the degree requirement, provided the proposed Project Manager has substantial work experience in TMC Management?**

Response: No.

Question No. 30: Exhibit A; Scope of Services, Page A-7, Section 5.0, Item C:
“The VENDOR shall have a minimum of eight (8) operators during peak time (Sunday through Saturday, 6:00 a.m. to 10:00 p.m.) and three (3) operators on duty for the balance of the schedule 24 hours, 7 days/week, 365 days/year (24/7/365).” **Could the Department clarify if this is the minimum number of staff at each location (Pompano and Turkey Lake)?**

Response: Refer to the response for Question No. 15.

Question No. 31: The answers provided to the technical questions will inform the vendors’ effort to provide the Department with our best possible response / solution to the RFP. **Will the Department consider extending the proposal response date to accommodate the timeline of answers to the questions asked?**

Response: Refer to Addendum No. 1.

Question No. 32: Can proposer use smaller than 10 pt. font size for tables, charts, and graphics-related materials?

Response: Yes, proposers can submit no less than 7 pt. font size for tables, charts, and graphics-related materials only.

Question No. 33: Please confirm, cover pages (front and back) and tab/page separators, table of contents are excluded from page limit.

Response: Cover pages (front and back), tab/page separators and table of contents are excluded from the page limit.

Question No. 34: Will agency accept appendices and exclude from page count?

Response: Yes, appendices will be accepted and shall be included in the page count.

Question No. 35: Will the Department consider an extension of the technical proposal and price proposal due date of Tuesday, June 29?

Response: Refer to Addendum No. 1.

Question No. 36: If covers and section tabs are included, provided these pages have no substantive content beyond document wayfinding, would these be counted toward the page limits noted?

Response: Covers and section tab pages are excluded from the total page count.

Question No. 37: Given the large quantity of information required, will the Department allow a table of contents to be included without being counted toward the page limits noted?

Response: Table of Contents are excluded from the total page count.

Question No. 38 Will the Department consider adding a force majeure clause to the contract?

Response: Refer to Page SC17, sub-section 35.1 for link to the General Contract Conditions (PUR 1000) and see Section 24 Force Majeure, Notice of Delay, and No Damages for Delay.

Question No. 39 Is Form 1 Attachment 1G Staffing required for each key personnel identified in RFP Page SC11 of SC17 section b. Identification of Key Personnel?

Response: Yes.

Question No. 40 In the past 4 years, how many failures have occurred with TMC operations that resulted in financial consequences? Can you provide an approximate value of the TMC operational liquidated damages incurred on this contract in the last 4 years?

Response: A. There were no failures within the past four (4) years that resulted in financial consequences.

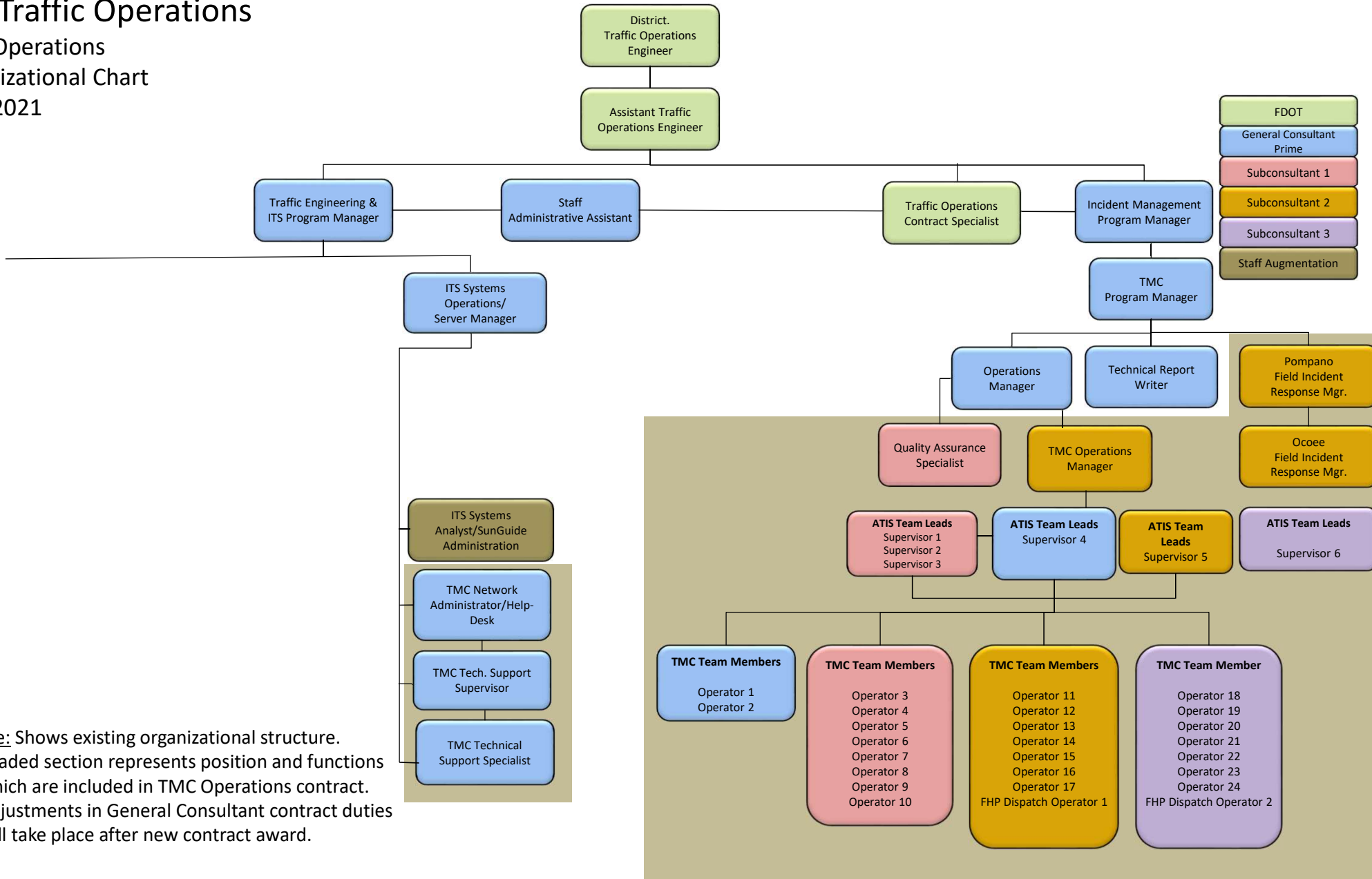
B. There were no liquidated damages within the past four (4) years.

FTE Traffic Operations

TMC Operations

Organizational Chart

June 2021



Note: Shows existing organizational structure.
 Shaded section represents position and functions which are included in TMC Operations contract.
 Adjustments in General Consultant contract duties will take place after new contract award.