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Andrew B. Fremier
Deputy Executive Director, Operations

November 24, 2015

**Addendum No. 1
to
Request For Proposal
For 511 Traveler Information and Express Lanes Operational Services
dated October 30, 2015**

Dear Bidder:

This letter is Addendum No. 1 to the Request For Proposals (RFP) for 511 Traveler Information and Express Lanes Operational Services dated October 30, 2015. Where text is revised, deleted text is shown in strike-through format; added text is *italicized*. The RFP is revised as follows:

<u>Addendum Item</u>	<u>Reference</u>	<u>Change</u>
1.	RFP, Letter of Invitation, 4 th paragraph (page 1)	Any contract entered into as a result of this RFP will be funded, in whole or in part, with federal funds from the Federal Highway Administration. Accordingly, the requirements included in Attachment H, <u>Federally Required Clauses of Appendix E, MTC Standard Consultant Contract</u> , and <u>Appendices H through H-5</u> shall apply to this procurement.
2.	RFP, Section I, MTC and Project Description, Section C, Coordination Responsibilities, Table 3, 511 and EL Operations Facilities, 1st paragraph after table (page 18)	<i>OS Contractor will not be required to provide equipment and furniture maintenance and/or replacement.</i> OS Contractor will be required to provide: <ul style="list-style-type: none"> • Office supplies (paper, toner, and all other ancillary office supplies); • Pass-through costs for 511 operations; and • Mobile phones, as needed, for 511 and EL staff to perform the responsibilities as described in <u>Appendix A, Preliminary Scope of Work</u>.

3.	RFP, Section III, <u>Scope of Work, Period of Performance, and Budget</u> , C. Budget	<p>C. Budget</p> <p>MTC has budgeted approximately <i>a maximum of</i> five million six hundred thousand dollars (\$5,600,000) for this effort for the initial term of the contract, through June 30, 2020, subject to annual budget approval.</p> <p>The total projected cost for the contract from on or about March 1, 2016 through June 30, 2024, including extensions that may be exercised at MTC's sole option, is twelve million dollars (\$12,000,000). Funding for each Fiscal Year is subject to annual budget approval.</p> <p>Additional funding may be added beyond the projected totals listed above and in the table below if additional corridors are added for EL Operations. Implementation approaches for additional corridors may vary. The budget for operations may also be reduced in the future, if EL corridors or other tasks are removed or reduced.</p>
4.	RFP, Section III, <u>Scope of Work, Period of Performance, and Budget</u> , Table 4: 511 and EL Cost/Budget Assumptions (Page 21)	Table 4 is deleted in its entirety and replaced with Attachment A, Table 4: 511 and EL Cost/Budget Assumptions (revised) below.
5.	RFP, Section VII, <u>Form of Proposal</u> , Article E, Work Plan, Item 3 (page 26)	<p>3. Describe approach to staffing the required tasks and Scope of Work elements. Proposer shall recommend a staffing approach that will achieve the objectives of both programs. <i>In particular, Proposer should describe strategies for providing a qualified, stable work force, and eliminating or reducing the possibility of staff turnover.</i></p> <p>For EL tasks, proposer shall describe two scenarios: Scenario A - all-day staffing (4:00 AM to 9:00 PM); and Scenario B - peak period (4:00 AM to 10:00 AM; and 2:00 PM – 8:00 PM). Scenario B will not be evaluated. Describe staffing synergies between the two programs and how proposer will address coordination among staff. Describe the proposer's approach for training/cross-training.</p>

6.	RFP, Section IX, <u>General Conditions</u> , Item K. Performance and Payment Bond (pages 37 – 38)	<p>RFP, Section IX, <u>General Conditions</u>, Item K. Performance and Payment Bond is deleted and replaced in its entirety as follows:</p> <p>K. SECURITY FOR PERFORMANCE AND PAYMENT OF SUBCONTRACTORS</p> <p>Prior to execution of the Contract, the OS Contractor shall file with MTC either a) a Letter of Credit (LOC) and a Payment Bond or b) a Performance Bond and Payment Bond in the amounts and for the purposes noted below. All surety bonds shall be on the forms provided herein. OS Contractor shall pay all premiums and costs relating to the required bonds and LOC.</p> <ul style="list-style-type: none"> • Payment Bond in the amount of 100% of the total estimated initial contract amount, to insure to the benefit of persons performing labor or furnishing materials in connection with the work of the proposed contract. This bond shall be maintained in full force and effect until all work under the contract is completed and accepted by MTC, and until all claims for materials and labor have been paid. • Performance Bond in the amount of 100% of the total estimated initial contract amount, to guarantee faithful performance of the work under the Contract, including the replacing of or making acceptable, any defective materials or faulty workmanship. This bond shall be maintained in full force and effect until all work under the contract is completed and accepted by MTC, and until all claims for materials and labor have been paid. <p>All bonds will be issued by surety companies acceptable to MTC, generally with a Best's Rating of A- or better with a Financial Size Category of VIII or better. Both the performance and payment bond shall be annually renewable per the instructions on each bond form in Appendix B-3, Bonds to Accompany Contract.</p> <p>Should any surety or sureties be deemed unsatisfactory at any time by MTC, notice will be given to OS Contractor to that effect, and OS Contractor shall forthwith substitute a new surety or sureties satisfactory to MTC. The direct and indirect costs for replacement bonds shall be the sole responsibility of the OS Contractor.</p> <p>All alterations, time extensions, extra work, additional work or any other changes authorized in the Contract, may be made without notice to, or securing the prior consent of, the surety or sureties on the Performance or Payment Bonds.</p>
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		<ul style="list-style-type: none"> The Letter of Credit is intended to secure contractor's obligations. The Letter of Credit shall be issued by a bank whose long-term debt is rated "A" or better in the amount of \$1,200,000, with a term of one year. The Letter of Credit shall be continuously renewed, extended or replaced so that it remains in effect, as required herein. MTC shall be authorized under the Letter of Credit to make one or more sight drawings upon certification to the issuing bank that an event of default by the Contractor has occurred. The Letter of Credit must also permit a drawing in the full stated amount in the event that any required renewal, extension or replacement is not made prior to 30 days of its expiration. <p>Proposers shall furnish, along with their proposals, evidence satisfactory to MTC of their present and expected ability to provide the required bonds and Letter of Credit. Full compensation for furnishing the contract bonds and Letter of Credit is included in the prices paid for the various contract items of work and no separate payment will be made for the bonds and Letter of Credit.</p>
7.	RFP, Appendix A, <u>Preliminary Scope of Work</u> , Task 3, Express Lanes Network Operations, (page 46)	<p>Add additional subtask below:</p> <p><u>On-Call Monitoring and Support</u></p> <p><i>The following are examples of situations that may require on-call monitoring and support outside of the listed hours for EL Scenario A or B.</i></p> <ol style="list-style-type: none"> <i>An accident overnight takes out equipment. EL staff would follow communications protocol and then log-in remotely to do diagnostic system checks to ensure it is responding as designed. Assess the impacts to toll collection. Plan and implement strategies to minimize impacts. Log event. Monitor online maintenance system to ensure equipment is being replaced or fixed.</i> <i>Major accident and Caltrans/CHP is requesting messaging on the express lane variable toll message signs (VTMS). EL staff would follow communications protocol, log-in remotely and set up messaging on the appropriate signs for the appropriate time period. Log event.</i> <i>Major regional event and there are requests for VTMS messaging and camera use. EL staff would follow communications protocol, log-in remotely and set up messaging on the appropriate signs for the appropriate time period. Ensure there are not issues with camera sharing. Log event.</i> <i>Assistance with system testing after maintenance/upgrade activities by running processes and reports to ensure system performance.</i>

8.	RFP, Appendix A, <u>Preliminary Scope of Work</u> , Task 3, Express Lanes Network Operations, (page 46)	<p>Task 3 Deliverables:</p> <ol style="list-style-type: none"> 1. Review, comment on, and recommend updates to SOP, as necessary. 2. Prepare daily TRO operator shift report and incident logs. 3. Run, review and comment on toll rate and traffic reports. 4. Prepare weekly/monthly graphs and reports on toll rate and traffic conditions. 5. Report on research results to support periodic TCS audits conducted by BATA Finance, which may include historical toll rate analysis, trip building analysis, etc. 6. Provide responses to RCSC escalated customer inquiries and to Finance inquiries on toll rates and trip transactions. 7. Prepare Monthly TCS status summary report from TCS reports, shift reports, incident logs, historical trends in tolls and lane operations, maintenance activities, RCSC/Finance support, etc. 8. Provide, review and comment on TCS operational upgrades, as applicable. 9. Complete configuration change management forms, if applicable. 10. Review TSI performance monitoring summary report and ~20 supporting reports and provide written feedback and recommendations on approval of report and TSI invoice. 11. Provide written feedback and recommendations on approval for the TSI annual performance audit of the TCS. 12. Design/generate custom ad hoc reports, as needed. 13. <i>Prepare summary report to document on-call support.</i>
9.	RFP, Appendix C-4, <u>511 Operations</u> , (page 56)	Appendix C-4, <u>511 Operations</u> is deleted and replaced in its entirety with the revised Appendix C-4, <u>511 Operations</u> provided in Attachment B.

The remaining provisions of the RFP remain unchanged. In the event of a conflict between this Addendum and the previous version(s), this Addendum takes precedence.

A Questions and Answers document is attached to this Addendum.

Any questions concerning this Addendum to the RFP should be directed to Denise Rodrigues, Contracts Specialist, at (510) 817-5787 or drodri@mtc.ca.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew B. Fremier". The signature is fluid and cursive, with a prominent initial "A" and a long horizontal stroke at the end.

Andrew B. Fremier
Deputy Executive Director

SH: mb

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ATTACHMENT A

Table 4: 511 and EL Cost/Budget Assumptions (revised)

511 Operating Costs, Annual through FY 19-20 (Federal Funds)

Category	FY 15-16	FY16-17	FY17-18	FY18-19	FY19-20
Start Up Costs*	\$184,000				
Annual Budget	\$0	\$466,000	\$468,000	\$479,000	\$489,000
Emergency Response		\$125,000			\$144,000
TIC Operation Pass Through Costs	\$17,000	\$51,000	\$52,000	\$53,000	\$54,000
Contractor Transition				\$50,000	\$50,000
Subtotal 511	\$201,000	\$642,000	\$520,000	\$5832,000	\$68737,000

EL Operating Costs, Annual through FY 19-20 (Non-Federal Funds), *****

Category	FY 15-16	FY16-17	FY17-18	FY 18-19	FY 19-20
Annual Budget****	\$0	\$425,000	\$603,000	\$867,000	\$1,028,000
Emergency Response	\$0	\$4,000	\$4,000	\$4,000	\$4,000
ROC Supplies	\$0	\$2,000	\$2,000	\$2,000	\$2,000
Contractor Transition				\$50,000	\$50,000
Subtotal Express Lanes	\$0	\$431,000	\$609,000	\$92873,000	\$1,0384,000

Combined Total by FY	\$201,000	\$1,073,000	\$1,129,000	\$1,5405,000	\$1,7821,000
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Notes and assumptions on costs:

Labor and expenses are shown at a 2% annual escalation.

*Start up costs are for partial year, transition and staff ramp-up costs for 511 only.

**Budget for FY 18-19 is prorated based on a January 2019 opening date for I-880 in Alameda County between Oakland and Milpitas and I-680 in Contra Costa County between the Benicia Bridge and Walnut Creek.

***EL budget listed is for Scenario A, all-day tolling. Budget for peak hour operations (Scenario B) expected to be approximately 25% lower.

****Start up costs for EL are included in the annual budget for FY16-17.

ATTACHMENT B

**APPENDIX C-4 REVISED
511 OPERATIONS**

**APPENDIX C-4
511 OPERATIONS**

Staff	Proposed Staff Name	FY 15-16			FY 16-17			FY 17-18			FY 18-19			FY 19-20		
		Hourly Rate	Annual Hours	Annual Cost	Hourly Rate	Annual Hours	Annual Cost	Hourly Rate	Annual Hours	Annual Cost	Hourly Rate	Annual Hours	Annual Cost	Hourly Rate	Annual Hours	Annual Cost
Project Manager - must identify name																
Task 1 - Project Mgmt Administration																
Task 2 - 511 Operations																
Task 5 - Transition Support																
511 Supervisory Functions																
Task 2 - 511 Operations																
Task 5 - Transition Support																
511 Operations Functions																
Task 2 - 511 Operations																
Task 5 - Transition Support																
511 Operations Functions																
Task 2 - 511 Operations																
Task 5 - Transition Support																
<i>Add Additional Rows if Needed</i>																
Additional Staff																
Enter Title/Function																
Enter Title/Function																
Enter Title/Function																
511 Staff Hours and Labor Costs Subtotal																
Emergency Operations (Task 4)																
Non-Labor Costs																
Pass Through Costs																
Other 511 costs (identify)																
Non-Labor Costs Subtotal																
Total 511 Annual Hours and Costs																
													TOTAL			

511 Direct Expenses includes Pass-Through Costs identified in Table 4

**REQUEST FOR PROPOSAL (RFP)
FOR 511 TRAVELER INFORMATION AND EXPRESS LANES OPERATIONAL
SERVICES, DATED OCTOBER 30, 2015**

**QUESTIONS RECEIVED FROM PROPOSERS' CONFERENCE HELD ON
NOVEMBER 10, 2015 AND OTHER QUESTIONS SUBMITTED**

Q1: The current Transportation Management Center (TMC) uses union employees; is MTC requiring Proposers to take on union employees? Knowing that current 511 Operation Center Operators are unionized, how will this affect the contract transition period, particularly training of new 511 operators, if non-union employees are hired?

A1: MTC is not requiring that the OS Contractor staff the required positions with either unionized or non-unionized workers. Proposers should evaluate any potential issues that may arise due to the current 511 TIC staff being unionized in crafting their proposals, including as such issues relate to a contract transition.

Q2: Currently the TIC staff are unionized. What labor laws and other requirements apply to the continuing delivery of TIC services using unionized staff?

A2: MTC is not requiring that the OS Contractor staff the required positions with either unionized or non-unionized workers. Proposers should consult with their own counsel on any legal requirements relative to their proposals.

Q3: What is the current hourly rate for the TMC union employees?

A3: MTC does not possess this information.

Q4: How will cross training of union and non-union positions will be handled? Can union employees train and/or cross train non-union employees?

A4: MTC is unaware of any prohibition on unionized workers training non-unionized workers, or vice versa. Proposers should evaluate any potential issues that may arise due to the current 511 operators being unionized in crafting their proposals, including as such issues relate to training and to cross training between 511 and EL functions, if that is part of the proposer's strategy. Please note that cross training is desirable.

Q5: Can union employees be moved between the two Express Lane (EL) and 511 locations?

A5: Proposers should present their strategies for ensuring their proposals show the ability to meet the scope of work. Depending on a Proposer's strategy for staffing, EL workers may need to fill in for 511 workers and vice versa, which could mean some workers occasionally having to work at both locations. Proposers should consult with their own counsel on any legal requirements relative to their proposals.

Q6: During the period when the RFP is out, are there any restrictions on what current or potential bidders can say to current operational staff?

A6: MTC is aware of no such restriction. Proposers should consult with their own counsel on any legal requirements relative to their proposals.

Q7: In the event that union staff are needed at the 511 Operations Center (511 OC), how will that work from MTC's view for employment? If it is the same group, how will that implementation work (training, etc.)? Who will the employees work for during the implementation period?

A7: This is up to the proposer to determine. MTC's expectation is that the OS Contractor will provide a qualified, stable workforce and will comply with all labor and employment laws/requirements. Per Section VII. Form of Proposal, Item E. Work Plan, proposers are asked to describe how they will manage the transition from the existing 511 operations contract to the new 511 staffing approach.

Q8: Is MTC requiring that staff be able to work in both the EL and 511 locations interchangeably?

A8: Yes, by direction from the MTC PM, mainly during emergencies, 511 staff may need to work at the Regional Operations Center (ROC) at MTC's new office or the 511 Operations Center (511 OC) located on the 7th floor of the Caltrans District 4 Office. Likewise, express lane staff may need to work out of the 511 OC at Caltrans. Exceptions may be made in consultation with the MTC PM.

Q9 Will there be a responsibility and coordination matrix beforehand?

A9: See Request for Proposal (RFP), Section C. Coordination Responsibilities, Table 2: Roles and Responsibilities of 511 and EL Agencies and Contractors, pages 12-16.

Q10: What is the current staffing level of the 511 OC?

A10: The current staffing is 16 total staff: 13 Operator Staff (7 full time operators, 6 part time operators), 2 Supervisors, and 1 Operations Manager. Note that is the current staffing, which is for a 24/7 operation, the current RFP does not expect 24/7 coverage. Additionally, the duties under this RFP are changing significantly due to data automation.

Q11: It would be helpful in giving Proposers ideas on how to provide the best coverage and staff for each program. Also, any additional information you can give Proposers to assist us in proposing the right people at the right time would be appreciated. Specifically please answer the following: How many resources does MTC predict needing for the 511 and EL operation? What were the ideas behind the hours for EL? EL looks like its 24/7 but it's really not, is that correct? Is there a list of possibilities of what MTC expects could go wrong with EL? If so can you share that list with Proposers? Can you provide example of on-call requirements for EL?

A11: There isn't a specific number of employees required. For both 511 and EL, MTC requires the contractor to perform the specified tasks and provide coverage for specified hours. How that coverage is provided is up the Proposer to determine.

Per RFP, Section I, MTC and Project Description, Table 3: 511 and EL Operations Facilities (page 17), the EL operators in-office coverage is for the express lane tolling hours plus one hour before and one hour after said coverage, The extra hours are to assess conditions and prepare for and wrap-up the real-time operations.

Please see Addendum No. 1, Item #6 and #7 for a list of emergency/after hour examples for which express lane staff will be responsible. Please note: This list is not exhaustive and only represents examples. Additionally, the EL toll system user interface is web-based, which allows changing messages and viewing basic operations screens and video feeds from a remote location, such as an operator's home.

Q12: Anything on the anticipated SOP for EL would be helpful to give Proposers an understanding on the scope for that program. Can you provide more information on the user interface for the Toll System and an hourly outline of the expected work day for an Express Lanes Supervisor and Operator.

A12: MTC will not provide an hourly outline of the expected workday for an EL Supervisor and Operator however the following three draft documents are provided as a supplemental document, see "DRAFT BAIFA Express Lane SOP Excerpt and Supporting Material.pdf" in Document section of the procurement website, <http://bids.mtc.ca.gov/procurements/218>: 1) Standard Operating Procedures, Chapter 4: TRO Daily Tasks & Procedures; 2) TRO Procedures Daily Check Lisa; and 3) Subset of BAIFA ELN TRO Daily Operations Screens.

Q13: Can MTC give a copy of traffic patterns for EL? It would be helpful to consider traffic conditions during various time when determining adequate coverage for EL.

A13: Yes, traffic data is provided as a supplemental document, see "CC-680_Traffic_Volume_Speed.pdf" in Document section of the procurement website, <http://bids.mtc.ca.gov/procurements/218>.

Q14: Are EL reversible?

A14: No, the Express Lanes in RFP Scope of Work are not reversible. There is a single lane in each direction.

Q15: This RFP is for operational services not deliverables so MTC is in a good position to offset the risk as an agency rather than requiring bonding requirements. There could be other ways to address MTCs risk concerns that is more flexible and accessible. Please consider removing the bonding requirements.

A15: Please see Addendum No. 1, Item #6.

Q16: Is MTC looking for an Operation Services (OS) Contractor to provide coordination of information amongst the operations and MTC, Caltrans, CHP and transit operators?

A16: Refer to Section C. Coordination Responsibilities for details on the OS contractor role and Appendix A, Preliminary Scope of Work, Section II. Functional Requirements/Tasks for specific coordination tasks.

Q17: Does the OS Contractor need to maintain any part of the systems?

A17: No.

Q18: Can MTC provide a list of the types of planned and unplanned events the Contractor will be responsible for providing staff coverage for?

A18: Please see RFP, Appendix A, Preliminary Scope of Work, Task 4, Emergency Operations

Q19: Will the operators need to monitor, calculate and manually enter drive times and/or incident times?

A19: No. For a list of required duties, refer to RFP, Appendix A, Preliminary Scope of Work, Task 2, 511 Operations, Task 3, Express Lanes Network Operations, and Task 4, Emergency Operations.

Q20: Who is currently running the 511 Operations Center?

A20: IBI Group, as a subcontract to Leidos.

Q21: RFP, Appendix E, MTC Standard Consultant Contract appears to be missing Attachment H-5. Please confirm and provide if appropriate. Additionally, since there is no DBE goal, is it necessary to complete and submit Attachments H-1 through H-4?

A21: A) There is no Attachment H-5, please see Addendum No. 1, Item #1.
B) The contract resultant of the RFP has a 0% goal which requires that all Proposers complete and submit Attachments H-1 through H-4 with their Proposal. Also, the OS Contractor selected under this RFP will be required to submit all applicable DBE forms included in RFP, Attachment E, MTC Standard Consultant Contract.

Q22: RFP, Section I, MTC and Project Description, Section C, Coordination Responsibilities, Table 2, Roles and Responsibilities of 511 and EL Agencies and Contractors does not clearly articulate which contractor(s) is responsible for equipment and furniture maintenance and/or replacement in the TIC and EL Operation Centers. Please clarify.

A22: See Addendum No. 1, Item #2.

Q23: RFP, Appendix A, Preliminary Scope of Work, Task 2.5 states “Monitor and Evaluate operator performance, and coordinate with MTC staff on monthly audits”. Does MTC expect to receive formal operator evaluations, or can these remain as human resource matters internal to the Contractor?

A23: MTC does not expect to receive formal operator evaluations. The coordination with MTC staff would involve audit of overall performance against the standard operating procedures, not individual performance.

Q24: Can MTC provide any additional information regarding assumptions for Emergency Response Costs, TIC Operation Pass Through Costs, and ROC Supplies?

A24: Any increase above what is budgeted for these items, though not anticipated, would be provided by MTC through a contract amendment.

Q25: Will MTC consider extending the proposal submission deadline beyond Tuesday, December 8, 2015?

A25: No, at this time MTC will not extend the proposal submission deadline.