

Government of the District of Columbia

Department of Transportation



d. Office of Contracting and Procurement

DISTRICT ARCHITECT AND ENGINEER (“A/E”) SCHEDULE TASK ORDER (“TO”) SOLICITATION

Date: July 3, 2018

Category of Services: Category U – Program
Management

Title: Request for Qualifications (“RFQ”) for the
DC Circulator Program

Solicitation No.: OCPTO180036

1. BACKGROUND

The District Department of Transportation (“DDOT”) operates the DC Circulator to provide residents, employees, and visitors with connections to major destinations in the Nation’s capital, including, as the most recent addition, the National Mall. The DC Circulator system includes six routes providing five million trips annually. Currently the service includes a fleet of 72 vehicles which include clean diesel, hybrid electric and electric vehicles. The DC Circulator system operates an estimated 234,567 revenue hours per year.

DDOT is working to expand and enhance transit service in the District. Areas requiring additional support and expertise have been identified. These efforts will ensure the development of a transit network that is at pace with current and future demands of a world-class city.

2. TASK ORDER COMPETITION

The District is soliciting qualifications from firms awarded an A/E schedule IDIQ contract containing Category U – Program Management in accordance with the provisions of the A/E schedule IDIQ contract. One Firm-Fixed-Priced TO award is anticipated. The five firms are:

- a. Hill International, Inc.;
- b. Jacobs Engineering Group Inc.;
- c. WSP, P.C.;
- d. RK&K, LLP; and
- e. AECOM Services.

3. APPLICABLE DOCUMENTS

a. Documents to be incorporated by reference:

- (1) Contractor's respective A/E Schedule IDIQ Contract
- (2) All District of Columbia, DDOT and Federal Highway Administration ("FHWA") requirements and regulations apply.
- (3) Solicitation DCKA-2017-R-0052 and all associated attachments, appendices, specifications, and resulting contract, DKCA-2017-C-0052.

b. Reference Information Documents ("RIDs"):

- (1) Contract between the District of Columbia and the DC Circulator operations and maintenance contractor ("O&M Contract"). If the O&M Contract has not been executed when the task order contemplated by this task order solicitation is executed, then a specimen copy of the anticipated O&M Contract will be provided. A fully executed copy will be provided when reasonably practicable.
- (2) DC Circulator Revenue Hours and On-Time Performance Information (included in RFP and resulting O&M Contract)
- (3) DC Circulator Bus Audit for January 2018 (provided by DDOT)
- (4) Table 2 Supplement, Route Calculations (included in RFP and resulting O&M Contract)
- (5) FY 2017 National Transit Database (NTD) DC Circulator Forms (included in RFP and resulting O&M Contract)
- (6) DC Circulator 2017 Transit Development Plan Update (see www.dccirculator.com/tdp)

RIDs are for information only and are not to be relied upon by the Contractor. Cross-references in the contract documents to the RIDs do not incorporate the RIDs or portions thereof as contract documents or requirements.

4. SUBCONTRACTING REQUIREMENTS

- a. Unless the Director of the Department of Small and Local Business Development ("DSLBD") has approved a waiver in writing, for all contracts in excess of \$250,000, at least 35% of the dollar volume of the contract shall be subcontracted to qualified small business enterprises ("SBEs").
- b. If there are insufficient SBEs to completely fulfill the requirement of paragraph 1), then the subcontracting may be satisfied by subcontracting 35% of the dollar volume to any qualified certified business enterprises ("CBEs"); provided, however, that all reasonable efforts shall be made to ensure that SBEs are significant participants in the overall subcontracting work.

- c. A prime contractor that is certified by DSLBD as a small, local or disadvantaged business enterprise shall not be required to comply with the provisions of sections 4.a and 4.b of this clause.
- d. Except as provided in sections 4.e and 4.g, a prime contractor that is a CBE and has been granted a bid preference pursuant to D.C. Official Code § 2-218.43, or is selected through a set-aside program, shall perform at least 35% of the contracting effort with its own organization and resources and, if it subcontracts, 35% of the subcontracting effort shall be with CBEs. A CBE prime contractor that performs less than 35% of the contracting effort shall be subject to enforcement actions under D.C. Official Code § 2-218.63.
- e. A prime contractor that is a certified joint venture and has been granted a bid preference pursuant to D.C. Official Code § 2-218.43, or is selected through a set-aside program, shall perform at least 50% of the contracting effort with its own organization and resources and, if it subcontracts, 35% of the subcontracting effort shall be with CBEs. A certified joint venture prime contractor that performs less than 50% of the contracting effort shall be subject to enforcement actions under D.C. Official Code § 2-218.63.
- f. Each CBE utilized to meet these subcontracting requirements shall perform at least 35% of its contracting effort with its own organization and resources.
- g. A prime contractor that is a CBE and has been granted a bid preference pursuant to D.C. Official Code § 2-218.43, or is selected through a set-aside program, shall perform at least 50% of the on-site work with its own organization and resources if the contract is \$1 million or less.

5. TASK ORDER SPECIAL PROVISIONS

- a. The District may extend the term of this task order for a period of two 12-month option periods, or successive fractions thereof, by written notice to the Contractor before the expiration of the task order; so long as the base period of the task order has not extended beyond the expiration of the Contract. The District will give the Contractor a preliminary written notice of its intent to extend at least 30 days before the task order expires. The preliminary notice does not commit the District to an extension. The exercise of this option is subject to the availability of funds at the time of the exercise of this option. The Contractor may waive the 30-day preliminary notice requirement by providing a written waiver to the Contracting Officer prior to expiration of the contract.
- b. If the District exercises this option, then the extended contract shall be deemed to include this option provision.

- c. The total duration of this task order, including the exercise of any options under this clause, shall not exceed 36 months.
- d. DDOT will review the base period's work orders to determine if each option exercise is in the best interest of the District.

6. SCOPE OF WORK (“SOW”) OVERVIEW

a. Project Overview

On September 28, 2017, DDOT issued a Request for Proposals (“RFP”) for operations and maintenance (“O&M”) services for the DC Circulator. The DC Circulator transit network operates six (6) fixed-routes providing service that complements WMATA by facilitating resident and visitor access to neighborhoods and business districts. The Circulator has a very strong brand identified by distinctive and comfortable buses, high-frequency service, easy navigable routes, and low fare. The Circulator fleet consists of seventy-two (72) buses, which consist of hybrids, clean diesel, electric and several older model diesel buses being phased out of the fleet. Currently, DC Circulator service is provided in partnership with WMATA, which conducts service and contract oversight of the contracted operator. Under the new contract to be issued via the current solicitation, DDOT will be responsible for all program components currently provided by WMATA. To that end, DDOT is seeking to procure the services of a Program Management Consultant (“PMC”) to oversee the operations and maintenance contractor selected through the DC Circulator O&M RFP solicitation. This oversight will include reviewing the Circulator service pull out and operation of the fixed routes to detail the service performance in determining whether the service is meeting required standards. Also, the oversight entails reviewing the fleet maintenance operation to detail the repair and maintenance process to determine whether it meets the required standards and maximizes the lifespan of the Circulator fleet.

The PMC team will be closely integrated with DDOT staff, working to provide support across the full range of program activities, including:

- (1) Contract Management
- (2) Accounting and Financial Oversight
- (3) Revenue Collection and Related Services
- (4) Service Monitoring
- (5) Customer Service
- (6) Operations Oversight
- (7) Maintenance Oversight
- (8) Intelligent Transportation System (ITS) Support
- (9) Data Collection

b. General

This scope of work is divided into performance phases including a Base Period and two Option Years. The activities for the Base Period are focused on the O&M Contract Transition and Start-Up phase which, among other things addresses the transition from the current Circulator contract to the new O&M Contract. The Option Year activities are focused on the Revenue Service operated under the new O&M Contract. The SOW is divided into phases based on the expected activities for that period. However, activities may be performed across phases to maintain the continuity of operations.

Phase 1: O&M Contract Transition/Start-Up:

Base Period of Performance (“PoP”): 12 Months from TO Award

Phase 2: O&M Contract Revenue Service:

Option Period 1 PoP: 12 months from Option Exercise

Option Period 2 PoP: 12 months from Option Exercise

c. Performance Schedule

Within five days from the kickoff meeting, the consultant shall provide a performance schedule, for DDOT review, comment, and approval, containing the significant milestones required for successful performance. The schedule shall represent the consultant’s good faith estimate for the allocation of effort across the Period of Performance (“PoP”).

The performance schedule shall include:

- (1) Significant milestones required for performance;
- (2) An estimated PoP for each task; and
- (3) Sufficient detail to adequately analyze the performance schedule for adequacy and reasonableness in comparison to the TO.

7. SOW - PHASE 1: O&M CONTRACT TRANSITION/START-UP

a. Contract and Program Management

- (1) The PMC shall support DDOT in the overall management of the transition period from the WMATA O&M Contract for the DC Circulator service to

the new District-led O&M contract . The tasks of this position include but are not limited to:

- (a) Attending meetings with DDOT personnel to discuss management of the District's O&M Contract and any changes to the DC Circulator system;
- (b) Reviewing all reports, inquiries, and notices required by the District's O&M Contractor;
- (c) Developing standard operating procedures including necessary forms, templates, notices, reports for O&M Contract management and oversight functions;
- (d) Reviewing standard operating procedures and providing recommendations to DDOT;
- (e) Developing and coordinating with DDOT on service monitoring guidelines;
- (f) Providing overall day-to-day management support of the O&M contract; and coordination with the Office of the Chief Financial Officer ("OCFO"), the Office of Contracting and Procurement ("OCP"), other Offices and Divisions of DDOT as well as other District agencies, as necessary, to provide advice about O&M contract interpretation and implementation of related issues.

(2) Deliverables

The Program Manager assigned by the PMC to coordinate and manage all activities will perform duties including, but not limited to, the following:

- (a) Provide overall day-to-day management of the contract, to be summarized in monthly status reports.
- (b) Provide support for contractor transition and report weekly during the transition period.
- (c) Manage all notices required by the O&M contract between DDOT and the Operations and Maintenance Contractor ("OMC").
- (d) Review Standard Operating Procedures ("SOPs") to be submitted by the OMC and make recommendations to DDOT on revisions to or approval thereof.
- (e) Develop SOPs for DDOT's internal processes.
- (f) Ensure contractor utilizes DDOT branded format for providing reports and other documentation;
- (g) Manage notices of nonpayment as directed by DDOT staff.

- (h) Prepare analysis and support documentation for proposed service planning changes.
- (i) Coordinate and document meetings between DDOT and OMC.
- (j) Review contract reports, inquiries and notices and provide recommendations to DDOT

(3) Staffing Requirements

This task anticipates one full-time Project Manager who shall be located at DDOT and who shall execute the deliverables listed above, with support, as needed, from PMC staff principally assigned to other tasks.

b. Accounting and Financial Oversight

The PMC shall provide oversight to ensure the accuracy of invoices submitted to DDOT and shall maintain financial records on behalf of the CA to submit to the DDOT Resource Allocation Division (“RAD”), the OCFO, and the Federal Transit Administration (“FTA”). This task will require accounting and financial analysis staff to ensure that all invoices, account records, financial records, and payments are accurate and in compliance with standard operating procedures, and with applicable laws and regulations. The PMC is also responsible for maintaining all financial records related to the DC Circulator. The PMC shall support the Contract Administrator in preparing O&M CONTRACT payment documentation for DDOT approval, and in preparing accounting records using data from DDOT’s financial management systems.

(1) Deliverables

The PMC Accounting and Financial Oversight staff will perform duties including, but not limited to, the following:

- (a) Prepare financial reports, as specified by DDOT, showing financial results including expenses, at monthly, quarterly, or other intervals as required by DDOT.
- (b) Review the OMC invoices for compliance in a timely fashion in accordance with DDOT invoice processing procedures, and assist DDOT staff with the reconciliation of monthly invoices.
- (c) Support DDOT staff to ensure payments to the OMC are prompt and accurate, in accordance with District prompt payment requirements.
- (d) Maintain all financial records for the DC Circulator.
- (e) Provide other administrative, financial, and analytical reports as necessary, and as required by DDOT.

(f) Develop and provide a realistic and reasonable capital and operating budget for the DC Circulator in accordance with DDOT's direction.

(2) Staffing Requirements

This task requires staff with accounting and National Transit Database ("NTD") expertise to execute the deliverables listed above.

c. **Service Monitoring**

The project support team shall provide support to DDOT for the day-to-day oversight of operations and for the completion of field reports on the daily performance of DC Circulator service and for noting the OMC's performance of service delivery, compliance with contract requirements, and eligibility for contract incentives and disincentives.

(1) Deliverables

Service monitoring personnel will perform duties daily including, but not limited to, the following:

- (a) Finalize SOP for service and customer service oversight.
- (b) Document the number and location of buses providing service.
- (c) Conduct observations on route-specific projects, observing resolutions implemented for the Circulator service.
- (d) Validate electronic records produced by Automatic Vehicle Location ("AVL"), Automatic Passenger Counter ("APC") and other onboard ITS. Monitor availability and quality of Wi-Fi and other technology deployed on the Circulator buses.
- (e) Observe and provide reports on bus condition, including cleanliness, dents and scratches, destination signs, and heating and cooling systems, both from the street and onboard observation.
- (f) Monitor the quality of customer service and courtesy provided by bus operators of the Circulator service personnel both from the street and onboard observation.
- (g) Provide feedback to DDOT staff in a weekly operations report.
- (h) Record the number and location of passengers waiting for buses, actual wait times at bus stops, the condition of bus stops and shelters, and any other conditions and circumstances affecting DC Circulator customer service.
- (i) Monitor on-time performance of the Circulator service for schedule adherence.

(2) Staffing Requirements

This task anticipates service monitors with bus operations experience,

actively working in the field to provide program support to execute the deliverables listed above.

d. Maintenance Oversight

(1) Scope

The PMC shall provide support to DDOT in the day-to-day oversight of all maintenance activities of the DC Circulator beginning with the oversight of the existing operator under the WMATA contract and during the transition of the activities to the new District O&M contractor, and in asset management of District assets to include facilities, parts, and equipment. These activities include, but are not limited to:

- (a) Review OMC maintenance training, and make recommendations for training program improvements;
- (b) Ensure maintenance SOP compliance with warranty provisions;
- (c) Ensure OMC is documenting all procedures and maintenance-related activities electronically and providing the District access to their databases (in an effort to capture what the organization's SOPs are so as to improve oversight);
- (d) Review OMC staffing plans and compliance with these plans to ensure the OMC has sufficient staff in place to perform maintenance activities; and
- (e) Perform other maintenance oversight activities with regards to the performance of the transition maintenance audit.

The PMC is responsible for supporting the coordination of the transition audit and quarterly maintenance audits of the OMC's maintenance program including the condition of vehicles, maintenance practices, vehicle maintenance records, technician staffing levels and certifications, spare parts inventory, use of fluids analysis, and maintenance of ITS. The PMC shall examine OMC maintenance practices and procedures to ensure their compliance with manufacturers' requirements and industry standards. PMC shall recommend improvements in maintenance practices and procedures to DDOT. The PMC shall ensure that facilities are maintained in an orderly and safe manner and in compliance with District and federal regulations. The PMC shall ensure that facilities are fully functional so as to facilitate best maintenance practices, and to enable deployment of the full fleet, as necessary, for reliable service delivery.

(2) Deliverables

PMC maintenance project management support staff shall perform duties including but not limited to the following:

- (a) Support coordination of the vehicle transition audit and other maintenance audits as needed.
- (b) Support the OMC with the instruction of maintenance best practices in coordination with DDOT.
- (c) Ensure training plans and SOP compliance by the OMC.
- (d) Update the OMC on service bulletins.
- (e) Ensure documentation of warranty usage.
- (f) Conduct oversight functions on the state of facilities and report to DDOT.
- (g) Provide DDOT staff with ongoing updates on maintenance practices and collaborate with DDOT in the implementation of any new guidance or recommendations related to improving maintenance practices.

(3) Staffing Requirements

This task requires one full-time maintenance staff person with bus maintenance experience who shall be located at DDOT and who shall provide the deliverables listed above. This staffing requirement may need additional staffing support to complete tasks as needed and required.

e. **Operations and Maintenance Facility Oversight**

The PMC shall provide oversight of DDOT operations and maintenance facilities. These tasks include, without limitation, examining maintenance facility practices and procedures of the OMC to ensure their compliance with requirements established in the O&M Contract and alignment with industry standards. If deficiencies are discovered, then it is the responsibility of the PMC to alert the DDOT Project Manager so corrective action can be taken.

(1) Deliverables

The PMC facility monitoring staff will perform duties including but not limited to the following:

- (a) Develop facility audit report.
- (b) Complete facility semi-annual audit and submit audit report.
- (c) Ensure OMC's compliance with worker safety, including, without limitation, (i) OSHA standards, and (ii) facility hazards including, without limitation, vehicle movement practices, and facility ventilation.

(2) Staffing Requirements

This task requires program support to execute the deliverables listed above.

f. Data Analysis

The PMC shall provide DDOT support for data tracking and performance, including, without limitation, the establishment of an organizing system for key performance indicators (“KPIs”) with respect to OMC operations. KPIs must feed into an automated system capable of tracking equipment, operators, and operating performance, as required by FTA, and that satisfies the needs of DDOT. Data must be outlined and organized so that monthly reports can be issued in a consistent format. This task requires the development and maintenance of an automated reporting system and operating a support database for tracking and reporting KPIs. The PMC shall independently identify problems with DC Circulator processes and shall develop solutions and recommendations to improve and enhance operations and overall performance including, without limitation, extending hours, altering vehicle-route assignments, purchasing vehicles, and identifying potential additional studies.

(1) Deliverables

The PMC data analysis staff shall perform duties including, but not limited to, the following:

- (a) Create automated KPI tracking system.
- (b) Formulate data gathering protocols for recording, evaluating, and reporting data.
- (c) Analyze data gathered and develop solutions or alternative methods of collecting data.
- (d) Summarize quantitative and qualitative analyses into formats appropriate for a range of audiences to include Government Officials, the DDOT Director, the public and other transit and community stakeholders in the District. Reconfigure existing reports as necessary.
- (e) Analyze current business processes and SOPs, and recommend changes to the CA
- (f) Make recommendations to improve DC Circulator oversight.
- (g) Make recommendations to the O&M CONTRACT about the deployment of supervisors and safety officers in cooperation with DDOT project staff.
- (h) Collect and analyze data to recommend changes to existing policies and procedures as needed.
- (i) Attend meetings with internal and external DC Circulator stakeholders as required by DDOT.
- (j) Prepare and present data, reports, analysis, and recommendations to DDOT staff including, without limitation, executive-level boards.

- (k) Develop stable and secure data storage and record-keeping systems in cooperation with O&M CONTRACT and DDOT staff.
- (l) Ensure that data is available promptly and is accessible remotely in electronic format.

(2) Staffing Requirements

This task requires a data analyst with the requisite experience to be able to execute the deliverables listed above.

g. NTD Reporting

DDOT is required by the FTA to report operational, financial, safety, and other data to the federal National Transit Database (“NTD”) on a yearly basis. In combination with the ITS Support task (Section 7.h), the PMC will be required to work with the O&M CONTRACT and DDOT to develop a certification plan for DC Circulator automatic passenger counter (“APC”) equipment, in pursuit of FTA approval for use of APC data for NTD reporting purposes. DDOT will be required to define and implement a federally compliant Transit Asset Management (“TAM”) Plan to include a database that will allow the Transit Delivery Division to manage all of its transit assets. The PMC is expected to work with DDOT and the O&M CONTRACT to develop and implement the TAM Plan, to include inventorying, asset assessment, target setting, and reporting of TAM data to the NTD and local Metropolitan Planning Organization (“MPO”).

(1) Deliverables

Personnel will perform duties daily including, but not limited to, the following:

- (a) Develop an APC certification plan, including benchmarking plan and maintenance plan
- (b) Report TAM plan data and documentation to the NTD
- (c) Report TAM plan targets and any other required data to the local MPO

(2) Staffing Requirements

This task requires a data analyst to provide program support to execute the deliverables listed above.

h. ITS Support

DDOT has invested in ITS technologies to support service, maintenance, management, and the customer experience. DDOT’s ITS vendors include Clever

Devices, which is the provider to onboard tracking equipment and associated software, including Automated Passenger Counters, Automated Vehicle Locator, and Automated Bus Stop Announcements. ITS technologies are inclusive of all Clever Devices technologies and other supporting technologies used to manage service. The PMC shall ensure that these systems are designed, tested, accepted, operated, and maintained properly for the maximum benefit of the service and customers. PMC ITS personnel shall support and assist in the management of project deployments of new technology. As components are deployed, there will be a shift to a coordination role for software and hardware administration and maintenance. The PMC will be expected to support the administration of network infrastructure and any associated databases used for ITS data storage.

(1) Deliverables

Personnel will perform duties daily including, but not limited to, the following:

- (a) Document the ITS technologies in use for the DC Circulator system
- (b) Verify proper installation, acceptance, and functioning of each ITS system

(2) Staffing Requirements

This task requires an ITS Specialist with the requisite experience to provide program support for the execution of the deliverables listed above.

8. SOW - PHASE 2: O&M CONTRACT REVENUE SERVICE

a. Contract and Program Management

- (1) The PMC shall support DDOT in the overall management of its DC Circulator O&M Contract service. The tasks of this position include, but are not limited to:
 - (a) Attend meetings with DDOT personnel to discuss management of the O&M Contract and any changes to the DC Circulator system;
 - (b) Review all reports, inquiries, and notices required by the O&M Contract;
 - (c) Develop SOPs including necessary forms, templates, notices, reports for contract management and oversight functions;
 - (d) Review SOPs and provide recommendations to DDOT;
 - (e) Develop and coordinate with DDOT on service monitoring guidelines;
 - (f) Provide overall day-to-day management support of the O&M Contract; and coordination with OCFO, OCP, other offices and divisions of

DDOT, and other District agencies, as necessary, to provide advice about O&M Contract interpretation and implementation of related issues.

(2) Deliverables

The Program Manager assigned to coordinate all O&M Contract management activities will perform duties including, but not limited to, the following:

- (a) Provide overall day-to-day management of the O&M Contract, to be summarized in monthly status reports.
- (b) Manage the provision of all notices required by the O&M Contract.
- (c) Review SOPs to be submitted by the OMC and make recommendations to DDOT on revisions or approval.
- (d) Develop SOPs for DDOT's internal processes.
- (e) Conduct service provision inspections and file monthly reports on service quality and contract compliance.
- (f) Manage notices of nonpayment as directed by DDOT staff.
- (g) Manage warranty disputes between the OMC and equipment vendors and provide recommendations to DDOT staff on resolution.
- (h) Prepare analysis and support documentation for proposed service planning changes.
- (i) Coordinate and document DDOT-OMC meetings.
- (j) Prepare responses to public comments.
- (k) Review contract reports, inquiries and notices and provide recommendations to DDOT.
- (l) Coordinate and document revenue collection oversight.

(3) Staffing Requirements

This task requires one full-time Project Manager who shall be located at DDOT and who shall execute the deliverables listed above, with support, as needed, from other PMC staff principally assigned to other tasks.

b. Accounting and Financial Oversight

The PMC shall provide oversight to ensure the accuracy of invoices to DDOT and the proper accounting of farebox revenues. The PMC shall maintain financial records on behalf of the DC Circulator for submission to the DDOT Resource Allocation Division ("RAD"), the OCFO, and the FTA. This task requires accounting and financial analysis staff to ensure that all invoices, account records, financial records, and payments provided to DDOT are accurate and in

compliance with SOPs. The accounting and financial oversight staff are also responsible for maintaining all financial records related to the DC Circulator. They must support the Contract Administrator in (i) the preparation of OMC payment documentation for DDOT approval, (ii) the preparation of accounting records using data from DDOT's financial management systems, and (iii) coordination of DDOT's revenue collection contractor(s) with respect to processing and reconciliation of farebox vault contents. The analyst shall also assist in collection and gathering of financial data for submission to the NTD, in collaboration with the OMC and DDOT staff, and for submission to the FTA in compliance with FTA requirements.

(1) Deliverables

The PMC accounting and financial oversight staff will perform duties including, but not limited to, the following:

- (a) Prepare financial reports, showing financial results including revenues and expenses, at monthly, quarterly, annual, or other intervals.
- (b) Review the OMC invoices for compliance in a timely fashion in accordance with DDOT invoice processing procedures, and work in the reconciliation of monthly invoices with DDOT staff.
- (c) Review OMC compliance with performance standards related to contract incentives and disincentives.
- (d) Coordinate data collection with the OMC and DDOT for submission to NTD, per FTA requirements.
- (e) Produce accounting records of all farebox cash revenues and post accounting records of all SmarTrip revenues.
- (f) Support DDOT staff to ensure payments to the OMC are prompt and accurate, in accordance with District prompt payment requirements.
- (g) Maintain all financial records for the DC Circulator.
- (h) Develop a cost allocation plan for expenses.
- (i) Provide other administrative, financial, and analytical reports as necessary.
- (j) Develop and provide a realistic and reasonable capital and operating budget for the DC Circulator per DDOT's direction.

(2) Staffing Requirements

This task anticipates one full-time staff person with accounting and NTD data expertise who shall provide (i) financial program support as needed and (ii) NTD reporting submittals.

c. **Service Monitoring**

The project support team shall provide support to DDOT for the day-to-day oversight of operations to complete field reports on the daily performance of Circulator service and noting the OMC's performance of service, compliance with contract requirements, and eligibility for contract incentives and disincentives.

(1) Deliverables

Service monitoring personnel will perform duties daily including, but not limited to, the following:

- (a) Document the number and location of buses providing service.
- (b) Document traffic laws violated by Circulator buses.
- (c) Record unsafe driving by operators.
- (d) Record missed and completed trips.
- (e) Conduct observations on route-specific projects, observing resolutions implemented by the contractor.
- (f) Validate electronic records produced by AVL, APC, and other onboard ITS.
- (g) Observe and provide reports on bus condition, including, without limitation, cleanliness, dents and scratches, destination signs, and heating and cooling systems both from the street and onboard observation.
- (h) Monitor the quality of customer service and courtesy provided by bus operators and OMC personnel both from the street and onboard observation.
- (i) Provide feedback to DDOT staff to share with the OMC weekly operations report.
- (j) Record the number and location of passengers waiting for buses, actual wait times at bus stops, the condition of bus stops and shelters, and any other conditions and circumstances affecting the DC Circulator service. Monitor availability and quality of Wi-Fi and other technology deployed on the buses.
- (k) Monitor on-time performance and contractor's schedule adherence.

(2) Staffing Requirements

This task requires service monitors with bus operations experience who shall be required to actively work in the field to provide program support for the purpose of executing the deliverables listed above.

d. **Customer Service Oversight**

The project management team will support DDOT in tasks related to the oversight of customer service-related inquiries with the OMC and the collection of data related to the resolution of customer-related complaints. The PMC project

management team members supporting customer service will work with the OMC to ensure that documentation is provided. The PMC project management customer service support staff will work with the financial analyst to ensure incentives and disincentives are applied to the OMC invoices as they pertain to customer service activities.

(1) Deliverables

- (a) Maintain records of the number, type, and resolution of complaints received.
- (b) Ensure coordination with DDOT on all customer service matters.
- (c) Work with project management financial analysts to document and recommend eligibility for incentives and disincentives to be applied to OMC invoices.

(2) Staffing Requirements

This task anticipates program support needed, but not a specific position, to execute the deliverables listed above.

e. **Maintenance Oversight**

(1) Scope

The PMC shall provide support to DDOT for the day-to-day oversight of all maintenance activities of the DC Circulator by the OMC, and for asset management of District assets including facilities, parts, and equipment. These activities include, but are not limited to:

- (a) Ensure the OMC is following SOPs;
- (b) Review OMC maintenance training and recommend training program improvements;
- (c) Ensure compliance with warranty provisions;
- (d) Ensure OMC documents all procedures and maintenance-related activities electronically;
- (e) Review OMC preventive maintenance inspections (“PMIs”) and reporting on the timeliness and completeness of PMIs;
- (f) Review OMC staffing plans, and compliance with staffing plans, to ensure the OMC has sufficient staff in place for performance of maintenance activities; and
- (g) Perform other maintenance oversight activities as required by DDOT.

The PMC is responsible for coordinating all audits (performed every four months) of the OMC’s maintenance program including, without limitation, the condition of vehicles, maintenance practices, vehicle maintenance

records, technician staffing levels and certifications, spare parts inventory, use of fluids analysis, and maintenance of ITS. The PMC shall examine OMC maintenance practices and procedures to ensure their compliance with manufacturer requirements and industry standards, and shall recommend improvements in maintenance practices and procedures to DDOT. The PMC shall ensure that facilities are (i) maintained in an orderly and safe manner, (ii) in compliance with District and federal regulations, and (iii) fully functional; so as to (x) facilitate best maintenance practices, and to (y) enable deployment of the full fleet, as necessary, for reliable service delivery.

(2) Deliverables

PMC maintenance project management support staff shall perform duties including, but not limited to, the following:

- (a) Coordinate the completion of the tri-annual audit.
- (b) Provide monthly reports on vehicle conditions and trends.
- (c) Randomly check OMC maintenance practices and vehicle conditions.
- (d) Observe pullout regularly and report on pullout issues.
- (e) Inspect buses for maintenance performed.
- (f) Inspect and determine if buses will make service in the morning.
- (g) Instruct maintenance personnel on best practices.
- (h) Ensure training plans and SOP compliance by OMC.
- (i) Update OMC on service bulletins.
- (j) Assist with parts acquisition if needed.
- (k) Ensure documentation of warranty usage.
- (l) Conduct oversight functions on the state of facilities and report to DDOT.
- (m) Provide DDOT staff with ongoing updates on maintenance practices, and collaborate with DDOT on the implementation of new guidance or recommendations related improvement of maintenance practices.

(3) Staffing Requirements

This task requires one full-time maintenance staff person with bus maintenance experience who shall be located at DDOT for the purpose of executing the deliverables listed above. This staffing requirement could potentially need additional staffing support for the completion of tasks as needed.

f. **Operations and Maintenance Facility Oversight**

The PMC shall provide oversight of DDOT operations and maintenance facilities. These tasks include such tasks as examining maintenance facility practices and

procedures of the OMC to ensure their compliance with requirements established in the contract and aligned with industry standards. If deficiencies are discovered it is the responsibility of the PMC to alert the DDOT Project Manager so corrective action can be taken.

(1) Deliverables

The PMC shall perform duties including, but not limited to, the following:

- (a) Complete facility semi-annual audit and submit audit report.
- (b) Examine facilities on a quarterly basis and submit review report.
- (c) Perform random checks of OMC facility practices and vehicle conditions and report findings to DDOT.
- (d) Ensure OMC's compliance with worker safety, including, without limitation, OSHA standards, and facility hazards including, without limitation, vehicle movement practices, and facility ventilation.

(2) Staffing Requirements

This task requires program support to execute the deliverables listed above.

g. **Data Analysis**

The PMC shall provide support and assistance to DDOT for data tracking and performance, including, without limitation, establishment of an organizational system for KPIs with respect to OMC operations. KPIs must feed into an automated system that tracks equipment, operator, and operating performance as required by FTA and as required by DDOT. Data must be outlined and organized so that monthly reports are issued in a consistent format. This task requires development and maintenance of an automated reporting system, and operation of a support database that tracks and reports KPIs. The PMC shall independently identify problems with DC Circulator processes and shall develop solutions and recommendations to improve and enhance operations and overall performance including, without limitation, extending hours, altering vehicle-route assignments, purchasing vehicles, and identifying potential additional studies.

(1) Deliverables

The PMC Data Analysts shall perform duties including, but not limited to, the following:

- (a) Track and report KPIs.
- (b) Maintain automated tracking system.

- (c) Collect and analyze performance data to determine established data quality and reliability.
- (d) Formulate data gathering protocols for recording, evaluating and reporting data.
- (e) Analyze data gathered and develop solutions or alternative methods of collecting data.
- (f) Assist in aggregating and interpreting performance data.
- (g) Summarize quantitative and qualitative analyses into formats appropriate for DDOT staff to review and to provide to the public. Reconfigure existing reports as necessary.
- (h) Analyze OMC business processes for service delivery and SOPs, and recommend improvements to DDOT.
- (i) Recommend improvements to DC Circulator oversight; focus the work of monitors on problem areas.
- (j) Recommend deployment of supervisors and safety officers to the OMC in cooperation with DDOT project staff.
- (k) Collect and analyze data for the purpose of recommending changes to existing policies and procedures as needed.
- (l) Perform quantitative analyses for the evaluation of (i) contractor performance, and (ii) compliance with standards; with respect to service delivery processes, service standards, and cost.
- (m) Compile data from all available, relevant sources and provide daily, weekly, and monthly reports on selected key performance measures.
- (n) Attend meetings with internal and external DC Circulator stakeholders.
- (o) Prepare and present data, reports, analysis, and recommendations to DDOT staff including, without limitation, executive-level boards.
- (p) Serve as a liaison between DDOT and the OMC.
- (q) Collect, validate, disseminate, and maintain data collected for DC Circulator operations and performance.
- (r) Develop stable and secure data storage and record-keeping systems in consultation with the OMC and DDOT staff.
- (s) Ensure that data is available promptly and is accessible remotely in electronic format.
- (t) Perform analyses of trends and patterns over temporal, spatial, and situational contexts.
- (u) Perform oversight of OMC's regular data collection and reporting responsibilities.
- (v) Assist OMC and DDOT in local, regional, and federal data reporting requirements.

(2) Staffing Requirements

This task requires data analysts who shall be located at DDOT, and with the appropriate and sufficient experience to be able to execute the deliverables listed above.

h. NTD Reporting

DDOT is required by the FTA to report operational, financial, safety, and other data to the federal NTD on a yearly basis. The PMC shall work with the OMC to collect, validate, and report data and other documentation for compliance with NTD requirements. In combination with the ITS Support task (as set forth in Section 7.h), the PMC shall work with the OMC and DDOT to develop a certification plan for DC Circulator APC equipment, in pursuit of FTA approval for use of APC data for NTD reporting purposes. DDOT is required to define and implement a federally compliant TAM Plan that includes a database which will allow the Transit Delivery Division to manage all of its transit assets. The PMC shall work with DDOT and the OMC to develop and implement the TAM Plan, which shall include, without limitation, inventory, asset assessment, target setting, and reporting of TAM data to the NTD and local MPO.

(1) Deliverables

PMC personnel shall perform duties daily including, but not limited to, the following:

- (a) Collect, validate, maintain, and report monthly and yearly operational, and other, data required by NTD
- (b) Support implementation of APC certification plan, including, without limitation, benchmarking plan and maintenance plan
- (c) Report TAM plan data and documentation to the NTD
- (d) Report TAM plan targets and any other required data to the local MPO

(2) Staffing Requirements

This task requires a data analyst who can execute the deliverables listed above.

i. ITS Support

DDOT has invested in ITS technologies for support of service, maintenance, management, and the customer experience. ITS technologies are inclusive of all Clever Devices and other supporting technologies used to manage service. The PMC shall ensure that these systems are designed, tested, accepted, operated, and maintained properly for the maximum benefit of the service and customers. PMC ITS personnel shall support and assist in the management of project deployments of new technology. As components are deployed, there will be a shift to a

coordination role for software and hardware administration and maintenance. The PMC will be expected to support the administration of network infrastructure and the Data Warehouse.

(1) Deliverables

Personnel shall perform duties daily including, but not limited to, the following:

- (a) Maintain documentation of ITS technologies in use for the DC Circulator system.
- (b) Verify continued proper installation, acceptance, and functioning of each ITS system.
- (c) Perform regular testing of each system component, and document any deficiencies.

(2) Staffing Requirements

This task requires one full-time ITS Specialist with appropriate and sufficient experience for the execution of the deliverables listed above.

9. PERIOD OF PERFORMANCE

Phase 1: O&M Contract Transition/Start-Up:

Base Period of Performance (“PoP”): 12 Months from TO Award

Phase 2: O&M Contract Revenue Service:

Option Period 1 PoP: 12 months from Option Exercise

Option Period 2 PoP: 12 months from Option Exercise

10. DELIVERABLES

Because of the dynamic nature of design requirements, the District utilizes the District of Columbia Department of Transportation - Design and Engineering Manual (2017) (“Manual”) for determination of the deliverables required under this TO. The PMC shall comply with the deliverable requirements for the tasks required as defined in the current version of the Manual, and as otherwise required by PMC’s A/E Schedule IDIQ Contract.

11. INSTRUCTIONS TO OFFERORS

a. **Qualifications Due Date**

- (1) Submissions, in whole, shall not exceed 100 pages in length.
- (2) Qualifications are due on or before 4:00 PM on August 1, 2018.
- (3) Offerors shall submit qualifications on the Standard Form 330 to include all parts and sections via email to ddot.aeschedule@dc.gov. Inclusion of other materials by reference will not be considered.

b. **Organization and Content**

- (1) Section H of the SF 330 shall provide information regarding the following topics. The information should demonstrate an understanding of the requirement, or expound upon the experience and qualifications presented in the context of the requested information. The answers provided will be evaluated as a part of the qualifications in accordance with the evaluation criteria in Section 12 of this TO RFQ.
- (2) Describe your understanding of the project's design complexities, and your experience and qualifications in overcoming the type of complexities identified.
- (3) Identify three important issues that represent significant potential risks to successful performance, and describe your experience and qualifications in overcoming the type of issues and risks identified.
 - (a) Executing emergency work;
 - (b) Experience using QA/QC processes and the use of such processes to ensure contract compliance; and
 - (c) Identification, management, and mitigation of project risks.
- (4) Provide relevant information regarding Evaluation Factor 4 - Past Performance. Offerors should note that Factor 4 relates to the administration of a project with respect to cost control, quality of work, and compliance with performance schedules.

12. EVALUATION OF QUALIFICATIONS

Your submission is an opportunity to present your firm's qualifications to perform the work. It is important that your qualifications highlight your firm's capabilities as it relates to the SOW and the evaluation criteria. The five evaluation factors and their relative importance for this requirement are as follows:

1. Professional qualifications necessary for satisfactory performance of required services; (20 Points)

2. Specialized experience and technical competence in the type of work required; (40 Points)
3. Capacity to accomplish the work in the required time; (20 Points) and
4. Past performance on contracts with Government agencies and private industry in terms of cost control, quality of work, and compliance with performance schedules. (20 Points)

In addition to each offeror's response to Evaluation Factor 4 – Past Performance, the District may utilize additional Past Performance sources to include:

- i. District eVAL
- ii. Publicly available information

Offerors are advised to pay close attention to the evaluation criteria, and ensure they address all aspects in their qualifications. The District will evaluate qualifications in accordance with this solicitation, and only consider information received in accordance with this solicitation.

The District will conduct interviews with selected firms following receipt and evaluation of all firm qualifications. The interview location will be 55 M Street S.E., Washington, DC 20003. The date, time, and specific room will be determined after the issuance of this RFQ. Notifications will be sent via email. Interviews will be evaluated in accordance with the below evaluation criteria:

During the oral interviews, the offeror's demonstration of its understanding of the work including potential risks to performance, quality, and costs and associated mitigation measures, and the quality of their plan to ensure successful project delivery. (25 Points)

Total Possible Points: 125

13. CONTRACTING ADMINISTRATOR

The Contracting Officer, as defined in the offeror's A/E Schedule IDIQ Contract, is:

Name: TBD
Title: TBD
Agency: District Department of Transportation
Address: 55 M Street, SE Washington, DC 20003
Telephone: TBD
Email: TBD

If you have any questions regarding the solicitation or requirements, contact the undersigned at ana.rangel@dc.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read 'AR', with a large, sweeping flourish extending to the right.

Ana Rangel
Contracting Officer

cc: Jeralyn Johnson – OCP
Carla Longshore – DDOT