

# Government of the District of Columbia

## Department of Transportation



### DISTRICT DEPARTMENT OF TRANSPORTATION ARCHITECT AND ENGINEER (“A/E”) SCHEDULE TASK ORDER (“TO”) REQUEST FOR QUALIFICATIONS (RFQ)

**Date:** 10/3/2023

**Category of Services:** Category G - Program Management

**Title:** DC Circulator Program Management Consultant Support Services

**Solicitation No.:** DCKA-2023-TR-0079

## 1. PROJECT BACKGROUND

In 2018, DDOT issued a contract for operations and maintenance (O&M) services for the DC Circulator. The DC Circulator transit network operates six (6) fixed-routes which provide residents and visitors access to neighborhoods and business districts. The Circulator fleet consists of 73 buses, including hybrids, clean diesel, and several older model diesel buses being phased out of the fleet. DDOT is responsible for oversight of all program components under the O&M contract. Therefore, DDOT is seeking to procure the services of a Program Management Consultant (PMC) to support efforts associated with oversight of the Circulator operations and maintenance contractor. The PMC team will be closely integrated with DDOT staff, working to provide support across a range of program activities, including:

- Contract Management
- Accounting and Financial Oversight
- Revenue Collection and Related Services
- Service Monitoring
- Customer Service
- Operations Oversight
- Maintenance Oversight
- ITS Support
- Data Collection

## 2. PROJECT PURPOSE

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.

### 3. TASK ORDER COMPETITION

The District is soliciting qualifications from the below 3 firms awarded an A/E schedule contract in category Program Management to perform the required services. One task order award is anticipated. The 3 firms are:

- WSP
- Parsons Transportation Group
- HDR Engineering

### 4. ATTACHMENTS

No.	Agency	Title	Incorporated By
1	DDOT	Circulator Operations and Maintenance Contract DCKA-2017-C-0052	Attached in Full-Text

### 5. MANDATORY SUBCONTRACTING REQUIREMENTS

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).

- 1) If there are insufficient SBEs to completely fulfill the requirement of paragraph one, 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.
- 2) 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 this clause.
- 3) Except as provided in paragraphs five and six, 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.
- 4) If the prime contractor 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, the CBE member of the certified joint venture 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. If the CBE member of the certified joint venture prime contractor performs less than 50% of the contracting effort, the certified joint venture shall be subject to enforcement actions under D.C. Official Code § 2-218.63.
- 5) Each CBE utilized to meet these subcontracting requirements shall perform at least 35% of its contracting effort with its own organization and resources.

- 6) 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.

**6. SCOPE OF WORK:** The scope of work includes but is not limited to the following:

### **Performance Schedule**

Within five days from the kickoff meeting, the consultant shall provide a performance schedule containing the significant milestones required for successful performance. The schedule shall represent the consultant's good faith estimate for the allocation of the Period of Performance ("PoP").

The performance schedule shall include:

- Significant milestones required for performance.
- An estimated PoP for each task; and
- Sufficient detail to adequately analyze the performance schedule for adequacy and reasonableness in comparison to the Task Order.

### **PMC Contract Transition Plan**

The PMC shall develop a transition plan outlining activities to transition historical information, reports, formats, and documents relevant to the O&M contract from the existing PMC contractor. The transition plan is due within one (1) week from the date of award. The PMC shall coordinate with the previous contractor to gather information and documentation required to assist DDOT in the Circulator O&M contract oversight. The transition activities shall be completed within 2-weeks from the date of award.

### ***Deliverables***

- Transition Plan outlining activities to be accomplished.
- Transition Document outlining information, documentation, electronic copies of files, tasks, risks, etc. to ensure successful transition of the PMC contract from previous contractor.

### **Contract and Program Management**

The PMC shall support DDOT in the overall management of its Circulator Operations and Maintenance contract. The contract and program management tasks include but are not limited to:

1. Create a Program Oversight Manual outlining the steps the PMC will take to oversee the Circulator program. This task would incorporate the standard operating procedures (SOPs), goals for program oversight, processes that may not be currently be included in the SOPs, and marketing. The PMC personnel creating the Program Oversight Manual must possess prior contract oversight experience, transit operations and maintenance experience. The Program Oversight Manual shall be completed and approved by DDOT within the base period and updated as needed during the option years.
2. Developing SOPs including any necessary forms, templates, notices, reports for contract management and oversight functions. The SOPs shall be developed and approved by DDOT within the base period and updated as needed during the option years.

3. Attending one meeting per month for 12 months with DDOT personnel to discuss management of the contract and any changes to the Circulator program
4. Preparing meeting notes, action items, follow-ups, and outcomes from the 12 meetings with DDOT.
5. Reviewing reports, inquiries, and notices as needed.
6. Assist with responses to public comments as needed.
7. Review contract reports, inquiries and notices and provide recommendations to DDOT.

### **Accounting and Financial Oversight – Circulator Operations and Maintenance Contractor**

The PMC team shall provide oversight to ensure the accuracy of invoices to DDOT, track revenue hours, and special event hours. The support staff performing accounting and financial oversight must have experience with accounting, Excel expertise, and experience in fixed-route invoicing to provide financial program support as needed. The accounting and oversight tasks include, but are not limited to:

1. Review the Operations and Maintenance Contractor (OMC) invoices for compliance in a timely fashion in accordance with DDOT invoice processing procedures.
2. Ensure that all invoices, records, and payments provided by DDOT are accurate and in compliance with standard operating procedures.
3. Review OMC compliance with performance standards related to contract incentives and disincentives.
4. Support DDOT staff to ensure payments to the OMC are prompt and accurate, in accordance with District prompt payment requirements.
5. Review records tracking revenue hours for the DC Circulator.
6. Review monthly invoices for accuracy, comment, and edit based on documentation.
7. Provide other administrative, financial, and analytical reports as necessary.

### **Service Monitoring**

The PMC shall provide quarterly field audit support to DDOT for operations oversight and noting the OMC's performance of service, and compliance with Circulator Operations and Maintenance contract requirements.

#### *Tasks*

The PMC shall provide monitoring oversight services with bus operations and perform quarterly field work on the 6 fixed routes. The quarterly tasks include, but are not limited to the following:

1. Document the number and location of buses providing service.
2. Document traffic laws violated by Circulator buses.
3. Record unsafe driving by operators.
4. Record missed and completed trips.
5. Conduct observations on route-specific projects, observing resolutions implemented by the contractor.
6. Validate electronic records produced by Automatic Vehicle Location (AVL), Automatic Passenger Counter (APC) and other onboard ITS.
7. 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.

8. Monitor the quality of customer service and courtesy provided by bus operators and OMC personnel both from the street and onboard observation.
9. Provide feedback to DDOT staff to share with the OMC weekly operations report.
10. Record the number and location of passengers waiting for buses, actual wait times at bus stops, the condition of bus stops and/or shelters, and any other conditions/circumstances affecting the Circulator service. Monitor availability and quality of Wi-Fi and other technology deployed on the buses.
11. Monitor on-time performance and contractor's schedule adherence.
12. Maintain records regarding the number, types, and resolution of complaints received.
13. Ensure coordination with DDOT on all customer service matters.
14. Work with project management financial analysts to document and recommend eligibility for incentives and disincentives to be applied to OMC invoices.

### **Maintenance Oversight**

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

1. Ensuring the Operations and Maintenance Contractor is following standard operating procedures.
2. Reviewing Operations and Maintenance Contractor staffing and maintenance training and make recommendations for training program improvements.
3. Ensuring compliance with warranty provisions.
4. Ensure OMC is documenting all procedures and maintenance-related activities electronically.
5. Reviewing OMC preventive maintenance inspections (PMIs) and reporting on the timeliness and completeness of PMIs.
6. Reviewing OMC staffing plans and compliance with these plans to ensure the OMC has sufficient staff in place to perform maintenance activities.
7. Performing other maintenance oversight activities.
8. Observe pullout regularly and report on pullout issues.
9. Inspect and determine if buses will make service in the morning.
10. Instruct contractor maintenance personnel on best practices.
11. Ensure training plans and SOP compliance by the OMC.
12. Update the OMC on service bulletins.
13. Assist with parts acquisition if needed.
14. Ensure documentation of warranty usage.
15. 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.

The PMC is responsible for coordinating all audits (performed every four months) 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 Intelligent Transportation Systems (ITS). The PMC will also examine OMC maintenance practices and procedures to ensure their compliance with manufacturer requirements and industry standards and make recommendations to DDOT for improvements to maintenance practices and procedures. The PMC will also ensure that facilities are maintained in an orderly and safe manner

and in compliance with District and federal regulations and are fully functional in order to facilitate best maintenance practices to deploy the full fleet as necessary for reliable service delivery.

The PMC staff performing maintenance oversight must have experience with bus maintenance oversight to execute the deliverables listed below. Additional support staff might be needed to assist with PM QA/QC inspections and audits.

### ***Deliverables***

The maintenance oversight deliverables include, but are not limited to the following:

1. Provide written monthly reports on vehicle conditions and trends.
2. Perform random checks/audits of OMC maintenance practices, work orders, and vehicle conditions and provide written report to DDOT.
3. Conduct weekly random inspection of maintenance performed and provide written monthly report to DDOT.

### **Operations and Maintenance Facility Oversight**

The PMC shall provide oversight of DDOT operations and maintenance facilities. This includes examining maintenance facility practices and procedures of the Operations and Maintenance Contractor 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.

### ***Deliverables***

The operations and maintenance facility oversight deliverables include, but are not limited to the following:

1. Complete facility semi-annual audit and submit written audit report.
2. Examine facilities on a quarterly basis and submit written review report.
3. Perform random checks of Contractor facility practices and vehicle conditions and provide written report of findings to DDOT.
4. Audit and provide written report on the contractor's compliance with worker safety, including OSHA standards, as well as facility hazards like vehicle movement practices, facility ventilation, etc.

### **Data Analysis**

The PMC shall provide DDOT support, on an as needed basis, for data tracking and performance, including establishing and organizing system for key performance indicators (KPI) for operations as they relate to the OMC. The PMC shall also provide support developing and maintaining an automated reporting system and operating a support database to track and report KPIs. KPIs should feed into an automated system to track equipment, operator, and operating performance as required by the Federal Transit Administration (FTA) and in coordination with the needs of DDOT. Data will need to be outlined and organized such that monthly reports can be issued in a consistent format. Finally, the PMC will independently identify problems with DC Circulator processes and develop solutions and recommendations to improve and enhance operations and overall performance, to include extending hours, altering vehicle-route assignments, purchasing vehicles, and recommending additional studies.

## *Tasks*

The PMC will perform data analysis tasks on as needed basis including but not limited to the following:

1. Track and report Key Performance Indicators.
2. Collect and analyze performance data to determine established data quality and reliability.
3. Formulate data gathering protocols for recording, evaluating, and reporting data.
4. Analyze data gathered and develop solutions or alternative methods of collecting data.
5. Assist in aggregating and interpreting performance data.
6. Summarize quantitative and qualitative analyses into formats appropriate for a range of audiences. Reconfigure existing reports as necessary.
7. Analyze current business processes and/or SOPs and make recommendations to the Contract and Program Manager.
8. Make recommendations to improve DC Circulator oversight.
9. Make recommendations to DDOT about the OMC deployment of supervisors and safety officers in cooperation with DDOT project staff.
10. Collect and analyze data to recommend changes to existing policies and procedures as needed.
11. Perform quantitative analyses to evaluate contractor performance for compliance with standards as regards service delivery processes, service standards, and cost.
12. Attend meetings with various internal and external DC Circulator stakeholders.
13. Prepare and present data, reports, analysis, and recommendations to a variety of audiences to include executive-level boards.
14. Act on behalf of the DDOT and Project Manager in the event of their absence, serving as a liaison between DDOT and the OMC
15. Develop process for SharePoint record-keeping in cooperation with DDOT staff.
16. Perform analyses of trends and patterns over temporal, spatial, and situational contexts.
17. Audit OMC's data collection and reporting responsibilities.
18. Assist OMC and DDOT in local, regional, and federal data reporting requirements.

## **ITS Support**

DDOT has invested in ITS technologies to support service, maintenance, management, and the customer experience. ITS technologies are inclusive of all Clever Devices and other supporting technologies utilized to manage services. The PMC will be expected to ensure that these systems are designed, tested, accepted, operated, and maintained properly. The PMC ITS personnel will help manage deployments of required technology. As components are deployed, there will be a shift to a coordination role for software/hardware administration and maintenance. The PMC shall support the administration of network infrastructure and Data Collection. The tasks shall also include, but not be limited to the following:

- Maintain documentation of ITS technologies in use for the DC Circulator program.
- Verify continued proper installation, acceptance, and functioning of each ITS system.

## ***Deliverables***

1. Submit report of documented monthly testing of each system component with any deficiencies noted.
2. Provide weekly updates on the status and functionality of the Circulator ITS systems.

3. Provide documented best management practices for system monitoring to ensure data integrity and reporting on a quarterly basis.

## **SAFETY AND SECURITY PLANNING DELIVERABLES**

### ***Deliverable 1: Continuity of Operations Plan (COOP)***

- 1) The PMC shall develop a Continuity of Operations Plan (COOP) that complies with guidelines set forth in *APTA-SS-SEM-S-001-08, Rev. 2 Continuity of Operations Plan for Transit Agencies*, The District Response Plan, and The District Recovery Plan.
- 2) The PMC shall coordinate with the Transit Delivery Division (TDD) Safety Team, DC Circulator Program Team, Operations and Maintenance Contractor (OMC), DC Homeland Security and Emergency Management Agency (HSEMA) and the DDOT Emergency Preparedness Manager on the development of the COOP.
- 3) The PMC shall submit the draft COOP for review and comment to DDOT Safety Team, DC Circulator Program Team, Operations and Maintenance Contractor (OMC), and the DDOT Emergency Preparedness Manager.
- 4) The PMC shall follow DDOT's Security Sensitive Information (SSI) policy as it relates to the distribution and storage of the DC Circulator COOP.
- 5) The PMC shall incorporate all reviews and incorporate comments into the final document. The PMC will issue DDOT the final COOP once all comments have been addressed.

#### Performance Requirements:

- Attend monthly and ad hoc progress meetings.
- Develop a timeline to include milestones, draft submission dates, and final draft completion dates.
- Provide monthly progress reports outlining the progress, barriers and next steps in completing the document.
- Submit the draft COOP final version of the COOP.

### ***Deliverable 2: DC Circulator Security and Emergency Preparedness Plan (SEPP)***

- 1) The PMC shall develop a written Security and Emergency Preparedness Plan (SEPP) that complies with guidelines set forth in *APTA SS-SRM-RP-001-09, Rev. 2 Development and Implementation of a Security and Emergency Preparedness Plan (SEPP)*.
- 2) The PMC shall coordinate with the TDD Safety Team, DC Circulator Program Team, Operations and Maintenance Contractor (OMC), DC Homeland Security and Emergency Management Agency (HSEMA), and the DDOT Emergency preparedness Manager on the development of the SEPP.
- 3) The PMC shall submit the draft SEPP for review and comment to DDOT Safety Team, DC Circulator Program Team, Operations and Maintenance Contractor (OMC), and the DDOT Emergency Preparedness Manager.
- 4) The PMC shall follow DDOT's Security Sensitive Information (SSI) policy as it relates to the distribution and storage of the Circulator SEPP.
- 5) The PMC shall incorporate all reviews and incorporate comments into the final document. The PMC will issue DDOT the final SEPP once all comments have been addressed.

#### Performance Requirements:

- Attend Monthly and ad hoc progress meetings.



- Develop a timeline to include milestones, draft submission dates, and final draft completion dates.
- Provide Monthly progress reports outlining the progress, barriers and next steps in completing the document.
- Submit the draft SEPP to all stakeholders for review and comment.
- Submit to DDOT the final version of the SEPP.

## 7. DELIVERABLES

See Scope of Work

## 8. PERIOD OF PERFORMANCE

Base Period: 12 months from the date of task order award

Option Years: Three (3) one-year options

## 9. INSTRUCTIONS TO OFFERORS

### 9.1 Submission Due Date

- Submissions, in whole, shall not exceed 50 pages in length.
- Submissions are due on or before 2:00 PM on 10/24/2023.

### 9.2 Organization and Content

- 9.2.1 Offerors shall submit qualifications on the Standard Form 330 to include all parts and sections via email to the general A/E schedule mailbox at [ddot.aeschedule@dc.gov](mailto:ddot.aeschedule@dc.gov), Franci Orellana, Contract Specialist, at [franci.orellana@dc.gov](mailto:franci.orellana@dc.gov), and Benita Scott, Contracting Officer, at [benita.scott@dc.gov](mailto:benita.scott@dc.gov). Inclusion of other materials by reference will not be considered. All questions must be submitted via email to the aforementioned email addresses no later than seven (7) calendar days before the due date for submissions identified in § 9.1.
- 9.2.2 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 10 of this TO RFQ.
- 9.2.3 Describe your understanding of the project's complexities, and your experience and qualifications in overcoming the type of complexities identified.
- 9.2.4 Provide qualifications and experience regarding implementing best practices and strategies applicable to the requirement, including: avoidance and mitigation of impacts in the adjacent public space; public outreach and communication between stakeholders; experience utilizing QA/QC processes to ensure contract compliance; and identification, management, and mitigation of project risks.
- 9.2.5 Provide relevant information regarding Factor 4 - Past Performance. Offerors should note that Factor 4 relates to the administration of the experience with regards to cost control, quality of work, and

compliance with performance schedules. Offerors shall specifically address their past performance in the context of cost control, quality of work, and compliance with performance schedules.

- 9.2.6 Identify (3) three significant potential risks to successful performance and describe your experience and mitigation strategies in overcoming the identified risks.

### **9.3 Notice of Non-response**

- 9.3.1 In accordance with Section G.16.6.1.3 of the contract, offerors must transmit a notice of non-response to the Contracting Officer by 5 pm local time the 3rd business day after receipt of the request. If an offeror fails to provide timely notification to the District, the missed opportunity will be counted towards the offeror's opportunity count in the applicable category.

## **10. EVALUATION OF QUALIFICATIONS**

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

- 1) Factor 1 - Professional qualifications necessary for satisfactory performance of required services; (30 Points)
- 2) Factor 2 - Specialized experience and technical competence in the type of work required; (40 Points)
- 3) Factor 3 - Capacity to accomplish the work in the required time; (20 Points) and
- 4) Factor 4 - Past performance on contracts with Government agencies and private industry in terms of cost control, quality of work, and compliance with performance schedules. (10 Points)

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

- District eVAL
- Federal Awardee Performance and Integrity Information System (FAPIIS)
- Publicly available information

Factor 5 - Risk Assessment: The offeror's demonstrated (i) understanding of the potential risks to performance, quality, and costs, along with associated mitigation measures for such risks, and (ii) quality of its plan to ensure successful project delivery. (25 Points)

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

Total Possible Points: **125**

## **11. SCORING METHODOLOGY**

The technical evaluation panel will review the submittals with reference to the evaluation factors specified in Section 12 in accordance with the rating scale provided in this section and will assign a quantitative rating for each of the evaluation factors.

<u>Numeric Rating</u>	<u>Adjective</u>	<u>Description</u>
0	Unacceptable	Fails to meet minimum requirements, e.g., no demonstrated capacity or offeror did not address the factor.
1	Poor	Marginally meets the minimum requirements; major deficiencies are present.
2	Minimally Acceptable	Marginally meets minimum requirements; minor deficiencies are present.
3	Acceptable	Meets requirements; no deficiencies.
4	Good	Meets requirements and exceeds some requirements; no deficiencies.
5	Excellent	Exceeds most, if not all requirements; no deficiencies.

The rating scale is a weighting mechanism that will be applied to the point value for each evaluation factor to determine the Offeror's score for each factor. The Offeror's total score will be determined by adding the Offeror's score in each evaluation factor. For example, if an evaluation factor has a point value range of zero (0) to fifty (50) points, using the Rating Scale above, if the District evaluates the Proposer's response as "Good," then the score for that evaluation factor is 4/5 of 50, or 40 points.

## 12. CONTRACTING OFFICER (CO)

Name: Benita F. Scott

Title: Deputy Chief Contracting Officer

Agency: Office of Contracting & Procurement

Address: 250 M Street, SE Washington, DC 20003

Phone: 202-961-7872

Email: [benita.scott@dc.gov](mailto:benita.scott@dc.gov)

*Sincerely,*

/S/

Benita Scott, Contracting Officer