

**CAPITAL AREA METROPOLITAN PLANNING ORGANIZATION
REQUEST FOR QUALIFICATIONS (RFQ)**

SOLICITATION NO: AJ--001

DATE ISSUED: November 22, 2016

SERVICE DESCRIPTION: Transportation Planning:
Development of a Regional Incident Management
Strategic Plan and Performance Assessment

PRE-PROPOSAL CONFERENCE TIME AND DATE:
1:30 P.M. (CST), Friday, December 9, 2016,

LOCATION: 3300 N Interstate 35 Frontage Road, Suite
630, Austin, Texas 78705

A call-in number has been established for those
potential proposers that cannot attend the Pre-
Proposal meeting:

Call-in Number: (415) 655-0001
Access Code: 199 494 915

FOR CONTRACTUAL AND TECHNICAL ISSUES

CONTACT: Theresa Hernandez, Financial Manager
CAMPO

Phone: (512) 215-8225

Email: Theresa.hernandez@campotexas.org

PROPOSAL DUE PRIOR TO: 3:00 P.M. (CST), Thursday,
December 22, 2016,

ATTENTION: Theresa Hernandez

LOCATION: 3300 N Interstate 35 Frontage Road, Suite
630, Austin, Texas 78705

TENTATIVE INTERVIEW DATES: TBD
(subject to change)

NOTE: Offers must be received and time stamped in the CAMPO office prior to the Due Date and Time. It is the responsibility of the Offeror to ensure that their Offer arrives at the receptionist's desk in the CAMPO office prior to the time and date indicated. All updates regarding this solicitation can be found on the CAMPO procurement web page (<http://www.campotexas.org/about/requests-for-proposal-and-qualifications/>). It is the responsibility of the Offeror to view the procurement web page for all updates including addenda associated with this solicitation.

RFQ SUBMITTAL

Each respondent of this RFQ is requested to present a proposal discussing the scope of work as described in Section III. CAMPO reserves the right to reject any or all proposals or portions of proposals, if it is deemed to be in the best interest of CAMPO. This RFQ document is organized as follows:

I. Proposal Contents and Specifications

This section contains the specific and general description of the information to be provided within the proposal. Federal requirements and specifications are noted. Due to the nature of this contract, all the contents and specifications may not apply to his contract.

II. Evaluation of Proposals

This section describes the methodology by which the proposals will be evaluated and firms/individuals selected for proposal interviews.

III. Contract Objectives and Scope of Work

This section describes the work to be performed in the study and tasks to be executed.

RFQ PROCESS INFORMATION

This RFQ will be sent to all consultants in CAMPO's consultant database, which satisfies the search criteria of: firms with experience in regional and transportation planning. All requests for this RFQ packet will be welcomed. This RFQ will be available on CAMPO's website at <http://www.campotexas.org/about/requests-for-proposal-and-qualifications/>).

After the proposals are received, CAMPO's evaluation committee will score the submissions then select the top ranked firm(s). Following approval by the Transportation Policy Board, CAMPO staff will begin negotiations with the top ranked provider.

CAMPO retains the right to select from the firms responding to this RFQ. Any or all submissions may be rejected, if they do not meet the Evaluation Committee's criteria or fail to comply with RFQ specifications. CAMPO also retains the right to withdraw this RFQ at any time.

CAMPO is responsible for this contracted project. Further inquiries should be directed to Theresa Hernandez, Financial Manager at 512-215-8225.

SECTION I
SUBMISSION CONTENTS AND SPECIFICATIONS

Submissions should include the following:

A. Executive Summary

The executive summary of three (3) pages or less should include a summary of important points/sections of the proposal, project objectives, brief description of each section of attached proposal, and any special considerations. The letter must include the primary contact name, telephone number, and email address for the responding agency.

B. Project Work Program

The consultant should detail their approach to undertaking the tasks listed in this RFQ. A recommended methodology for performance of each task identified in the RFQ should be included, along with demonstration of ability to meet specified deadlines from CAMPO management as assigned. This contract should be completed within nine (9) months of contract execution, although CAMPO may extend the contract due to extenuating circumstances.

C. Responsibility and Qualifications

The project manager and other key staff members must be specified and a clear indication given as to their involvement in the project, the amount of time they will be on-site and the percent of their time dedicated to this project. Brief resumes of staff members should be included. The successful respondent to this RFQ must understand they are expected to provide qualified personnel to accomplish each portion of the work in the scope outlined. Substitutions for essential personnel involved in the tasks will not be allowed without CAMPO's prior approval and resulting delays will be the responsibility of the consultant. CAMPO retains the right to request the removal of any personnel found, in CAMPO's opinion, to be unqualified to perform the work.

D. Prior Experience

Describe only relevant corporate experience and individual experience for personnel who will be actively engaged in the project. Do not include experience prior to 2006. Supply the project title, year, and reference name, title, present address, and phone number of principal person for whom prior projects were accomplished.

E. References

The consultant should provide three references from Governmental agencies that have solicited similar assistance in providing both general and technical planning services.

F. Budget

CAMPO has established a cost ceiling for the requested services not to exceed \$300,000. An estimated product budget should be included.

G. Disadvantaged Business Enterprise (DBE) Goal

In connection with receiving grants from the U. S. Department of Transportation (DOT), CAMPO has established a goal of 25% Disadvantaged Business Enterprise (DBE) participation in its total annual third party consulting opportunities. Each respondent is encouraged to take affirmative action and make every effort possible to use DBE firms in the performance of work under this contract. Nothing in this provision shall be construed to require the utilization of any DBE firm, which is either unqualified or unavailable.

H. Title VI Requirements

Successful consultants will be required to comply with all requirements imposed by Title VI of the Civil Rights Acts of 1964 (49 U.S.C. Section 2000d), the Regulations of DOT issued there-under (49 C.F.R. part 21), and the assurances by CAMPO thereto.

I. Conflict of Interests/Debarment

Proposals should state whether there is a potential conflict of interest and be cognizant of the requirement for executing a debarment certification stating that they have not been barred from doing work involving federal funds. A signed Debarment Certification will be required of successful respondent for each of the consultant team members.

While the above items provide a general description of what sections and information are expected in the proposal, they are not meant to limit or exclude other information from being included. For example, Sections 2 and 3 in this RFQ contain requirements for information that may not be specifically mentioned in this section. Responders should include such information in their proposal.

Also, the Texas House Bill 914, codified as Chapter 176 of the Local Government Code, requires vendors and consultants contracting or seeking to do business with CAMPO to file a conflict of interest questionnaire (CIQ). The required questionnaire is located at the Texas Ethics Commission website <http://www.ethics.state.tx.us/>.

The CIQ must be completed and filed with the bid/proposal response. Vendors and consultants that do not include the form with the response, and fail to timely provide it, may be disqualified from consideration by CAMPO.

SECTION II EVALUATION OF SUBMISSIONS

Procedures have been established for the evaluation and selection of Consultant(s) that provide for a consistent approach to carry out CAMPO projects. In order to accomplish this objective, the CAMPO Consultant Evaluation committee will review each submission based on the following criteria:

- Previous Experience - Submissions will be assessed on prior experience of the firm in the subject areas covered in Section III of this RFQ. (30 points);
- Understanding of Project Scope – The responding consultant team must present their team’s approach through further clarification and understanding of all tasks involved in this study and the project. Any work on similar type projects may be listed to validate this understanding. (30 points);
- Experience/Availability of Consultant – This project involves many simultaneous tasks; the consultant team must demonstrate its ability to meet the project schedule. The consultant team should indicate other significant projects being worked on by the principals, % of involvement, and probable completion dates. (20 points);
- Past Performance – The Consultant must have a demonstrated track record of timely performance, quality, and integrity, as evidenced by a list of client references (10points);
- Additional Services, Ideas, or Products - Any additional services, innovative ideas, cost-saving measures, safety-measures, products, DBE/WBE/MBE/HUB usage, etc. will be considered for their usefulness to CAMPO or their contribution to the project (10 points).

The Evaluation Committee will evaluate all submissions according to the criteria described. It will necessarily not happen, but may be a short-list or all the respondents may be invited to make an oral presentation to the Evaluation Committee before the final ranked firm is proposed. Following approval by the Transportation Policy Board, CAMPO staff will begin negotiations with the top ranked consulting firm. If a contract cannot be negotiated with the top ranked firm, CAMPO may choose to proceed to negotiate with the next ranked firm, and so on, until a contract has been successfully negotiated.

CAMPO retains the right to select from the firms responding to this RFQ. Any or all submissions may be rejected, if they do not meet the Evaluation Committee's criteria or fail to comply with RFQ specifications. CAMPO also retains the right to withdraw this RFQ at any time.

SECTION III
Scope of Work
SOLICITATION NO. AJ-001

Description: Development of a Regional Incident Management Strategic Plan and Performance Assessment

1. PURPOSE

The Capital Area Metropolitan Planning Organization, hereinafter referred to as CAMPO, seeks offers in response to this RFQ to compile a list of qualified firms to conduct an assessment of the Austin region's incident management efforts, identify the benefits of these efforts in reducing congestion and crashes, and develop a strategic plan for increasing the coverage of incident management efforts on critical facilities throughout the region. Respondents are requested to discuss their expertise in the areas listed below. The consultant will be required to have knowledge and expertise in many areas. Therefore, recommended criteria for the consultants on this project have been outlined.

2. BACKGROUND

The greater Austin area has been experiencing significant growth over the past two decades. Between 1990 and 2010, the six-county Transportation Management Area, consisting of Bastrop, Burnet, Caldwell, Hays, Travis, and Williamson Counties, grew by over 1 million residents to nearly 1.9 million people. An additional two million people are anticipated to reside in the region within the next 25 years. This additional growth has and will continue to result in millions of additional vehicle miles traveled in the region daily.

Due to this growth, the region has already seen its major highways stressed in terms of capacity and performance. The construction of new facilities is not always the most immediate answer to addressing the congestion problem. Funds for building new facilities continue to decrease, placing more pressure on regions to operate their existing facilities more efficiently. In addition, a traffic incident on a newly-constructed freeway can render the facility unusable unless a system is operational to clear the incident. Finally, freeway traffic incidents, be they stalls or crashes, can also result in causing secondary incidents to occur as unsuspecting travelers happen upon stopped traffic on a freeway while traveling at 60 plus miles per hour. Reducing the amount of time such incidents affect a freeway reduces the opportunity of these secondary incidents from happening.

Currently, the Austin area has the HERO Program operated by the Central Texas Regional Mobility Authority. The HERO Program is a service designed to remove any obstacle that interferes with the continuous flow of traffic to maximize use of available roadway capacity for the traveling public along sections of select roadways throughout the core of Travis County. In doing so, this free roadside service provides aid to stranded motorists, safe passage around incidents and removes debris from mainlane traffic in an effort to minimize traffic delays, and improves highway safety along a 55-mile section of I-35 from the City of Kyle (Yarrington Road) to the City of Georgetown

(SH 130 North) and a 12-mile stretch of US 183 between I-35 and Lakeline Boulevard from 6 a.m. to 10 p.m. Monday through Friday. The City of Austin also has a program that pre-positions contract tow operators at a number of areas where there has been a high crash experience.

3. INCIDENT MANAGEMENT STUDY AREA

The study area for this study will be the six county Transportation Management Area (TMA), which consists of Bastrop, Burnet, Caldwell, Hays, Travis, and Williamson Counties. The primary focus of the study involves freeway incident management within these counties, which include IH-35, 183A, US 183S, US 183N, MoPac, US 290, SH 71, SH 360, RM 620, SH 130 and SH 45. In some cases, these roadways are supported by parallel facilities (e.g., frontage roads, arterial streets) that together form a corridor that operates as one system. These parallel facilities should also be considered part of the study area when developing strategies to manage incidents on the primary roadways.

4. SCOPE OF WORK

The Scope of Services to be provided by the Consultant involves the development of a strategic plan and corresponding quantitative evaluation model that would assess the costs and benefits of current and proposed incident management practices, propose operational efficiencies and approaches to expanding incident management efforts in the greater Austin region, identify funding mechanisms to support the operation and expansion of the incident management strategies, and effective communication materials to market the program for public and political acceptance. In order to develop this plan, the Consultant will be expected to work with CAMPO, as well as those involved in incident management efforts, such as agency personnel, law enforcement, emergency service providers, traffic engineers, the towing industry, and the medical community, to determine the best approaches for improving and growing incident management in the greater Austin region.

In developing this Strategic Plan, the Consultant will be expected to address the following issues as identified through the Incident Management Workshop:

Task 1: Program Administration/Management

This task shall include management of all project activities and work. This task will involve continuous project coordination and administration; CAMPO staff administration of the contract, preparation of monthly progress reports, invoices and billings; meetings and coordination activities; preparation of meeting minutes; Quality Assurance/Quality Control; and other project management activities specified by CAMPO.

- Project Management Plan – A Project Management Plan outlining project team organization, roles and responsibilities; program schedule; coordination and communication procedures; document and graphics

formatting protocols; QA/QC plan; filing protocols; contract close-out procedures, and other important operational information.

- Quality Assurance/Quality Control Plan – A QA/QC Plan to document the quality control program to be implemented by the consultant team. It will outline review processes for all work to assure that the work is conducted and completed in accordance with CAMPO requirements and applicable standards.
- Management of Work Activities – Management of all project activities and work to assure they are conducted and completed in accordance with applicable CAMPO requirements and applicable Federal and State statutes, regulations, rules and guidelines.
- Program Schedule – Schedules will be developed, maintained and actively monitored for each major work program or effort. Progress will be reviewed during coordination meetings.
- Invoice Preparation and Submittal – Monthly invoices prepared in accordance with current CAMPO invoicing procedures.
- Progress Report Preparation and Submittal – Unless otherwise directed in the work authorization, progress reports shall be submitted no later than the tenth day of the month following the month to which they apply. Each invoice shall include a copy of the progress report or reports for the period covered by the invoice. Each progress report shall specify, for each type of work that has been assigned under a work authorization, any deliverables that were completed during that month or other backup documentation as requested, physical and financial percent complete for that work, the precise nature of work that was done that did not result in a deliverable, whether the work is on schedule or not, any issues that may delay the work in the future, any actions by CAMPO or other remedial actions that are required, and for the following month, the anticipated work to be performed and the deliverables that will be submitted.
- Kick-off and Coordination Meetings – A kick-off meeting to be held immediately after each work authorization. Coordination meetings to be held at regular intervals – established in work authorizations.
- Action Tracking Log – The Consultant shall develop and maintain a log of action items. The log shall identify the action item, its status, responsible party, date assigned, and date completed. The log shall be a tool for managing assignments and shall be reviewed with CAMPO staff during coordination meetings.
- Document Control – The Consultant shall develop, implement and maintain an electronic document control and filing system that shall govern the distribution and file copies of all program-related correspondence, reports, plans and technical data.
- Project Files – Project files (electronic and hard copy) shall be assembled, maintained and delivered to CAMPO with a complete index at project closeout or as directed by CAMPO.
- Information Technology – Establishment and/or maintenance of a web based electronic management tool (EMT) for internal and external transfer

of program and planning data, document management, scheduling and coordination.

Deliverable(s):

- Draft Project Management Plan
- Final Project Management Plan
- Draft QA/QC Plan
- Final QA/QC Plan
- Program Schedule – updated at least monthly
- Monthly Invoices
- Monthly Progress Reports
- Draft Kick-Off Meeting Summary
- Final Kick-Off Meeting Summary
- Draft Coordination Meetings Summaries
- Final Coordination Meetings Summaries
- Action Tracking Log – updated weekly

Task 2: Cost-Benefit Assessment of Current Incident Management Efforts

The Consultant will be expected to review current freeway incident management efforts and perform a cost-benefit analysis of providing these services. As part of the cost-benefit analysis, the Consultant will also be required to review data collected on freeways, including travel times and speeds, incident data from TxDOT's Regional Incident Management System (RIMS), crash data from TxDOT's Crash Record Information Systems (CRIS), and any additional pertinent information to assess how incidents affect travel flow (such as INRIX) and how incident management programs affect travel flow after incidents occur. The consultant shall develop a quantitative method or evaluation model that compiles the data collected in this task and estimates the benefits of various incident management strategies based on regionally adjusted values for vehicle hours of delay, fuel consumption, emissions, and other appropriate criteria to be determined by the Consultant in conjunction with CAMPO and the other stakeholders.

Deliverable(s): Documentation and cost-benefit analysis of existing incident management efforts.

Task 3: Analysis of Existing Incident Management Initiatives in the CAMPO Region

The Consultant will be expected to assess the operations of the HERO and City of Austin Tow Program and propose how the two initiatives might be combined and their services streamlined to be more efficient and effective. If combining these two programs proves desirable, the combined program will serve as a template to expand to other corridors in the region.

Deliverable(s): Technical memorandum addressing operational efficiencies for combining HERO and City of Austin Tow Program.

Task 4: Expansion of Incident Management Programs into Remainder of the Region

The Consultant will be expected to develop a plan for taking the combined program template and expanded services to the rest of the region. The Consultant will be expected to recommend improvements to the existing incident management strategies (after analysis and consulting with regional stakeholders). Initial efforts will focus on expanding the program to cover the most urbanized areas of Hays, Travis, and Williamson Counties, followed by expansion into adjacent counties in the region as may be merited over time. Work will involve connecting with impacted jurisdictions to support and participate in the incident management program. The Consultant shall utilize the cost-benefit method or evaluation model developed under Task A to assess the benefits of the proposed regional incident management program.

Deliverable(s): Technical memorandum on program expansion and technical memorandum on cost-benefit analysis of the proposed incident management program.

Task 5: Identification of Funding Sources for Current and Future Efforts:

The Consultant will be expected to identify additional and alternative approaches to funding not just an expansion of the incident management program but its current operations. Currently, incident management programs in the CAMPO region are funded through allocations of Surface Transportation Program – Metropolitan Mobility funds allocated by the Transportation Policy Board. However, other viable funding options exist in other parts of the country. Additional and alternative options to consider should include the preparation of draft legislative concepts or examples of existing legislation in other regions concerning funding for similar programs, as well as the use of eligible state and federal funding sources, considerations for the possible use of toll revenues for services that would operate in the tolled corridors, the leveraging of existing private motorist assistance programs such those funded by State Farm and AAA, among others, and the solicitation of funding from other private sector interests such as auto insurance companies and privately operated toll roads.

Deliverable(s): Technical memorandum on funding alternatives for incident management programs

Task 6: Establishment of Performance Goals

The Consultant will be expected to work with the Study Steering Committee to develop a set of performance goals and measures to allow for the evaluation of the region's incident management programs from both the operating agencies' and the traveler's perspectives. Measures for consideration may include, but not be limited to, the number of vehicles assisted/debris removed, response times, clearance times, incident duration times, accident avoidance or safety measures (before and after analysis), and cost savings. The Consultant shall also identify practical sources for collecting the operational and performance data that will enable on-going measurement as well as an analytical framework and technical approach to performance monitoring and reporting. This task may be expanded to include the development of system requirements for an automated data collection and reporting system.

Deliverable(s): Technical memorandum on proposed performance goals and measures and a data collection and reporting plan

Task 7: Development of Marketing Strategy

The Consultant will be expected to develop a marketing strategy to promote incident management not just to policymakers, but to the general public and the business community as well to stress the benefits of the program in terms of reducing time stuck in traffic and the traffic safety benefits. Currently, these programs are somewhat viewed as “AAA for those who don’t have AAA.” The benefits to the entire traveling public go far beyond a free tow for those who stall on the freeway, and those benefits need to be relayed accordingly. Deliverable(s): The Consultant will be expected to develop: (1) a two-page fact sheet on the incident management strategies and expected benefits; (2) a legislative briefing packet that identifies the benefits of incident management programs and proposed funding mechanisms; and (3) a draft brochure that explains the services to be provided by the proposed successor to the HERO program.

Task 8: Analysis of Existing Regional Agreements on Incident Management and Necessary Training

The Consultant will be expected to research and document any existing agreements among local governments, first responders, and TxDOT that govern the implementation of incident management. The Consultant will be expected to use that analysis to recommend agreements that may be necessary to better facilitate incident management and to draft agreements that may be used by regional stakeholders to operate a well-functioning incident management program. The consultant will also be expected to review available incident management training and offer recommendations on training courses that incident management professionals and first responders should take to enhance the incident management experience in the greater Austin region.

Deliverable(s): Technical memorandum on incident management agreements and recommended training.

Documentation and Reporting

1. Draft Deliverables: Consultant shall provide three (3) copies of the required deliverables for each task on CDs for CAMPO’s review and comments. The Consultant’s schedule should allow 21 days for review and comments from CAMPO staff regarding the adequacy of the materials received.
2. Final Deliverables: Once the sufficiency and accuracy of all the deliverables have been determined, the Consultant shall submit 20 copies of the complete documentation set that shall consist of the technical memoranda, evaluation and prediction model and results, marketing materials, and analysis data on CDs. The consultant will also provide ten (10) printed copies.