

Exhibit A - SCOPE OF SERVICES

FDOT DISTRICT 4 RTMC OPERATIONS CONTRACT

Exhibit A — Scope of Services

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LIST OF ABBREVIATIONS

Abbreviation	Definition
24/7/365	24 hours a day, 7 days a week, 365 days a year
AAR	After Action Review
ADAPT	Active Device And Performance Tool
ADMS	Arterial Dynamic Message Sign
AI	Artificial Intelligence
AID	Automated Incident Detection
AMP	Arterial Management Program
AMS	Arterial Management System
ATMS	Advanced Traffic Management System
ATSPM	Automated Traffic Signal Performance Measures
CAT	Crisis Assessment Team
CAV	Connected and Automated Vehicle
CBAM	Cloud-Based Arterial Management
CCTV	Closed-Circuit Television
CMB	Change Management Board
CO	Central Office
ConOps	Concept of Operations
CTST	Community Traffic Safety Team
CV	Connected Vehicle
DART	Data Analysis and Reporting Tool
DMS	Dynamic Message Sign
ELOP	Express Lanes Operational Procedures
ELS	Express Lanes Software
EOC	Emergency Operations Center
ERP	Emergency Response Plan
FACTS	Florida Accountability Contract Tracking System
FAST	Fixing America’s Surface Transportation
FDOT	Florida Department of Transportation
FHP	Florida Highway Patrol
FHWA	Federal Highway Administration
FL511	Florida 511 System
FMS	Freeway Management System
FTE	Florida’s Turnpike Enterprise
F.S.	Florida Statute
Gbps	Gigabit per second
HAR	Highway Advisory Radio
HOV	High Occupancy Vehicle
I	Interstate Road
ICM	Integrated Corridor Management
ICS	Incident Control System
IT	Information Technology
ITB	Invitation to Bid

Abbreviation	Definition
ITN	Invitation to Negotiate
ITS	Intelligent Transportation System
ITSFM	Intelligent Transportation System Facility Management
iVEDDS	Interagency Video Event Data Distribution System
JPA	Joint Partnership Agreement
JTF	Joint Task Force
LOA	Letter of Authorization
LWRCC	Lake Worth Regional Communication Center
MAP 21	Moving Ahead for Progress in the 21st Century Act
MIMS	Maintenance Inventory Management System
MOA	Memorandum of Agreement
MOT	Maintenance of Traffic
MOU	Memorandum of Understanding
MUTCD	Manual of Uniform Traffic Control Devices
MVDS	Microwave Vehicle Detection System
NATO	North Atlantic Treaty Organization
NG SELS	Statewide Express Lanes Software Next Generation
NIMS	National Incident Management System
NTP	Notice to proceed
PM	Preventive Maintenance
PTMS	Portable Traffic Monitoring Stations
P3	Public-Private-Partnership
QA	Quality Assurance
QMS	Quality Management System
RFP	Request for Proposals
RISC	Rapid Incident Scene Clearance
RRMA	Ranger Mobile Application
RRMP	Road Ranger Management Portal
RRSP	Road Ranger Service Patrol
RS	Ramp Signaling
RTMC	Regional Transportation Management Center
RWIS	Road Weather Information System
SEFRTOC	Southeast Florida Regional TMC Operations Committee
SEG	Standard Employee Guidelines
SELS	Statewide Express Lanes Software
SHEMP	Strategic Hurricane Emergency Management Plan
SIRV	Severe Incident Response Vehicle
SLERS	Statewide Law Enforcement Radio System
SMP	SIRV Management Portal
SOP	Standard Operating Procedures
SR	State Road
SRT	SIRV Reporting Tool
SSUG	SunGuide® Software User’s Group
STEM	Science, Technology, Engineering, and Math

Abbreviation	**Definition**
SWZ	Smart Work Zone
TIM	Traffic Incident Management
TIMSA	Traffic Incident Management Self-Assessment
TIMSO	Traffic Incident Management Support Office
TMC	Transportation Management Center
TOQC	TMC Operations Quality Control
TPAS	Truck Parking Availability System
TSM&O	Transportation Systems Management and Operations
TSMCA	Traffic Signal Maintenance and Compensation Agreement
TTS	Travel Time System
US	United States
V2X DEP	Vehicle-to-Everything Data Exchange Platform
VDS	Video Detection Systems
vphpl	vehicles per hour per lane
WWD	Wrong Way Driving

1. OBJECTIVE

Transportation Systems Management and Operations (TSM&O) is an integrated program to optimize the performance of the existing multimodal roadway infrastructure through implementation of systems, services, and projects that preserve capacity and improve the security, safety, and reliability of the transportation system. The objective of this Districtwide Transportation Management Center (TMC) Operations Contract (CONTRACT) is to operate the transportation system within Florida Department of Transportation (FDOT) District 4 at the highest level of cost-effective performance, resulting in improved safety, reduced excess delay on arterials and freeways, real-time management and traveler information for all transportation modes, and seamless coordination with all operating agencies.

The purpose of this CONTRACT is to provide operational support services for the TSM&O Program at the Florida Department of Transportation (FDOT or DEPARTMENT) District 4 Regional Transportation Management Center (RTMC) at 2300 West Commercial Blvd., Fort Lauderdale, Broward, Florida, and TSM&O associated facilities:

- The Palm Beach Vista Center Transportation Management Center (TMC), located at 2300 N. Jog Road, in Palm Beach County, Florida.
- The Traffic Incident Management Support Office (TIMSO), at 3601 Oleander Avenue, FDOT Treasure Coast Operations Center, Fort Pierce, Florida, which serves as a backup TMC for the Broward RTMC operations in case of a catastrophic event.
- Any other designated backup locations/TMC as designated by FDOT within District 4.

Operational support services will include operation and management of the Broward RTMC and the Palm Beach Vista Center TMC, as well as management and maintenance of the emergency backup data center at the FDOT Treasure Coast Operations Center at TIMSO. Operational support services will include the operation and management of the freeway program, including I-595 from SR7/SR 441 to US-1, I-95 and I-75 within the five counties of FDOT District 4 – Broward, Palm Beach, Martin, St. Lucie, and Indian River counties; the 95 Express Lanes going from south of Broward Blvd in Broward County to Linton Blvd in Palm Beach County, with coming expansion from south of Hollywood Boulevard to south of Broward Boulevard; ramp signals along I-95 from the Hallandale Beach Blvd interchange to Linton Blvd; the 75 Express from the Homestead Extension of the Florida's Turnpike to I-595. Operational support services will include the operation and management of the Arterial Management Program (AMP), including 168 miles of arterial roadways in Broward and Palm Beach counties, and future expansion as outlined in the FDOT Five-Year Work Program.
(https://fdotewp1.dot.state.fl.us/fmsupportapps/workprogram/WorkProgram.aspx).

2. DEFINITION OF TERMS USED IN THE CONTRACT

2.1 CONTRACT

All Florida Department of Transportation and Vendor Proposal documents, exhibits and attachments specifying requirements, description, and terms of services to be provided by the VENDOR, billing rates for these services and how the VENDOR shall be compensated for these services, executed by both the VENDOR and the Florida Department of Transportation.

2.2 VENDOR/CONSULTANT

The Consultant retained by the Florida Department of Transportation to perform the Contractual Services described in this Scope of Services, including its sub-consultants.

2.3 DEPARTMENT/DISTRICT 4/DISTRICT/FDOT

The Florida Department of Transportation (FDOT), District 4 TSM&O Office.

2.4 DEPARTMENT’S PROJECT MANAGER

The DEPARTMENT’S staff member(s), manager(s), and/or consultant(s) with overall responsibility and authority to oversee the contractual services being provided by the VENDOR for the DEPARTMENT as described in this CONTRACT.

2.5 VENDOR’S PROJECT MANAGER

The VENDOR’s staff member(s) or manager(s), with overall responsibility and authority to oversee the contractual services being performed/provided by the VENDOR for this CONTRACT.

2.6 LETTER OF AUTHORIZATION

A Letter of Authorization (LOA) issued by the DEPARTMENT and/or the DEPARTMENT’S Project Manager (or his/her designee) authorizing the VENDOR to commence work on a specific task in accordance with the services being performed/provided by the VENDOR as described in this CONTRACT. Completion due dates and fees are specified in the Letter of Authorization.

2.7 NOTICE TO PROCEED (NTP)

A letter issued by the Procurement Office or the DEPARTMENT’S Project Manager (or his/her designee) at CONTRACT Execution.

2.8 WRITTEN NOTICE

Written notice is herein defined as notice in writing signed and may be a facsimile of the original.

2.9 DAYS

The terms “Day” and “Days” are herein defined as Calendar Days, unless it is otherwise specified to be Business Days.

2.10 BUSINESS HOURS

For submittal purposes, business hours end at 11:59 PM on the due date.

2.11 DUE DATES FOR SUBMITALS

Due dates for submission of all documents, reports, and any deliverable are identified in the tables in Section 13. Performance Requirements and Measures.

3. MINIMUM RESPONSIBILITIES OF VENDOR FOR PROVIDING SERVICES

This CONTRACT describes the roles and responsibilities of the VENDOR. The DEPARTMENT may, at its discretion, add, delete, or revise responsibilities of the VENDOR. The VENDOR shall provide the services described in this CONTRACT through careful planning, assignment, coordination, inspections, quality control, field operations, reporting, and other forms of administrative management techniques that shall optimize the VENDOR’S performance.

The VENDOR will begin provision of services upon issuance of a Letter of Authorization (LOA) from the DEPARTMENT. The VENDOR shall work closely with the DEPARTMENT’S Project Manager who will be responsible for the overall supervision of this project.

The DEPARTMENT will provide written authorization for each fiscal year. The VENDOR shall not provide services until receipt of the written authorization. For each "Letter of Authorization" (LOA) the VENDOR, following the Scope of Services as set forth in Exhibit "A", shall prepare an estimate of work and price based on the rates established in Exhibit "C". Once an acceptable Maximum Amount has been agreed upon by the VENDOR and the DEPARTMENT'S Project Manager, a LOA shall be issued by the DEPARTMENT'S Project Manager (or designee) to authorize the specific work to be done and the funding allocated. The DEPARTMENT’S Project Manager shall issue a Notice to Proceed (NTP) containing both the start of the transition period and the full services anticipated to start on Dec 31, 2024. All work authorizations shall be completed within the term of this Agreement.

The VENDOR’S Project Manager, management personnel, supervisor, operations personnel, and other staff fall under the responsibility of the DEPARTMENT’S Project Manager. The DEPARTMENT’S Project Manager is the authority responsible for managing the fulfillment of contractual obligations between the VENDOR and the DEPARTMENT. The VENDOR and VENDOR’S staff shall have the technical and performance experience needed for this type of work. The VENDOR’S staff shall exercise sound judgment in carrying out their duties and conduct themselves in such a manner that will reflect favorably upon the DEPARTMENT and other public agencies. VENDOR staff shall be courteous at all times.

The VENDOR will provide the services described in this CONTRACT, including management, administrative, operational, and technical aspects of the CONTRACT. All activities are required to be tracked, meetings minutes produced, coordination activities documented, and all other aspects of this CONTRACT that are not directly related to operational support service duties. It is the VENDOR’s responsibility to maintain qualified staff at all times.

3.1 COORDINATION WITH THE DEPARTMENT

All aspects of this CONTRACT and/or of each LOA will be coordinated through the DEPARTMENT'S Project Manager (or his/her designee). All LOA's and approvals shall be in writing and executed by the DEPARTMENT prior to commencement of work.

During any temporary absence from the office of the DEPARTMENT'S Project Manager, the DEPARTMENT shall authorize another individual (Designee) to perform the DEPARTMENT'S Project Manager's duties.

3.2 RECORD MAINTENANCE AND DOCUMENTATION

At least thirty (30) days before the end of the transition period, the VENDOR shall submit a Quality Management System (QMS) for record keeping and documentation to support the overall operations of the Broward RTMC (**official delivery**). The QMS shall be based on standard practice and must be approved by the DEPARTMENT prior to implementation The VENDOR shall provide the name of the QMS to be implemented, a description of the record management system, and a Quality Assurance/Control Plan that describes the procedures to be utilized to verify, independently check, and review that record keeping and documentation is being performed in accordance with the QMS. The VENDOR shall describe how the checking and review processes are to be documented to verify that the required procedures were followed. The names of the VENDOR's staff that will perform the quality control reviews shall be included in the Quality Control Plan.

Once approved by the DEPARTMENT, the VENDOR shall implement the QMS to all documents produced for this CONTRACT by the VENDOR, including documents created before the QMS approval and implementation.

3.3 SUB-CONTRACTOR(S)

The VENDOR shall be fully responsible for the satisfactory completion of all subcontracted work. The VENDOR shall be responsible for the management, scheduling, and administration of all Sub-Contractor(s), including invoice processing and payment of the Sub-Contractor(s).

All Sub-Contractors, whether it be an individual or a firm, must be approved by the DEPARTMENT in writing prior to the initiation of any work.

3.4 CELLULAR COMMUNICATIONS

The VENDOR will provide cellular communications services to all VENDOR'S staff that need to be reachable (i.e., on-call personnel, field personnel), as determined by the DEPARTMENT'S Project Manager and the VENDOR'S Project Manager. The VENDOR shall be responsible for all fixed and recurring costs associated with the cell phone and communication services throughout the term of this CONTRACT.

3.5 WHERE ARE SERVICES TO BE PERFORMED?

Services shall be performed at the following facilities as directed by the FDOT Project Manager:

A. FDOT District 4 RTMC: 2300 W. Commercial Boulevard, Fort Lauderdale, Broward, Florida 33309.
B. The Palm Beach County Vista Center TMC: 2300 N. Jog Road, West Palm Beach, Florida 33411.
C. Treasure Coast Operations Center at the Traffic Incident Management Support Office (TIMSO): 3601 Oleander Avenue, Ft. Pierce, FL 34982.
D. District 4 Headquarters: 3400 West Commercial Boulevard, Fort Lauderdale, Florida 33309.
E. Florida Highway Patrol (FHP) Troop F: 14190 West State Route 84, Davie, Florida 33325
F. Florida's Turnpike Enterprise: Mile Post 65 - Pompano Beach Service Plaza, Pompano Beach, FL 33069.
G. Florida Highway Patrol's Lake Worth Regional Communication Center: Florida Turnpike, FHP Building 9330, Lake Worth Service Plaza, Mile Post 94, Lake Worth, FL 33467.
H. Any other location as required by the DEPARTMENT within District 4.

The DEPARTMENT will provide equipment/furnishings (e.g., video monitors, workstations, consoles, chairs, tables) and utilities (e.g., air conditioning, lighting, electrical power) at the facilities listed above at no cost to the VENDOR. The VENDOR will also have access to office space, printers, fax machines, copiers, and phones for business use.

The VENDOR shall facilitate all system hardware and software changes that may be implemented by others during the term of this CONTRACT as directed by the DEPARTMENT. These changes include updating the systems to accommodate roadway changes as well as TSM&O expansion.

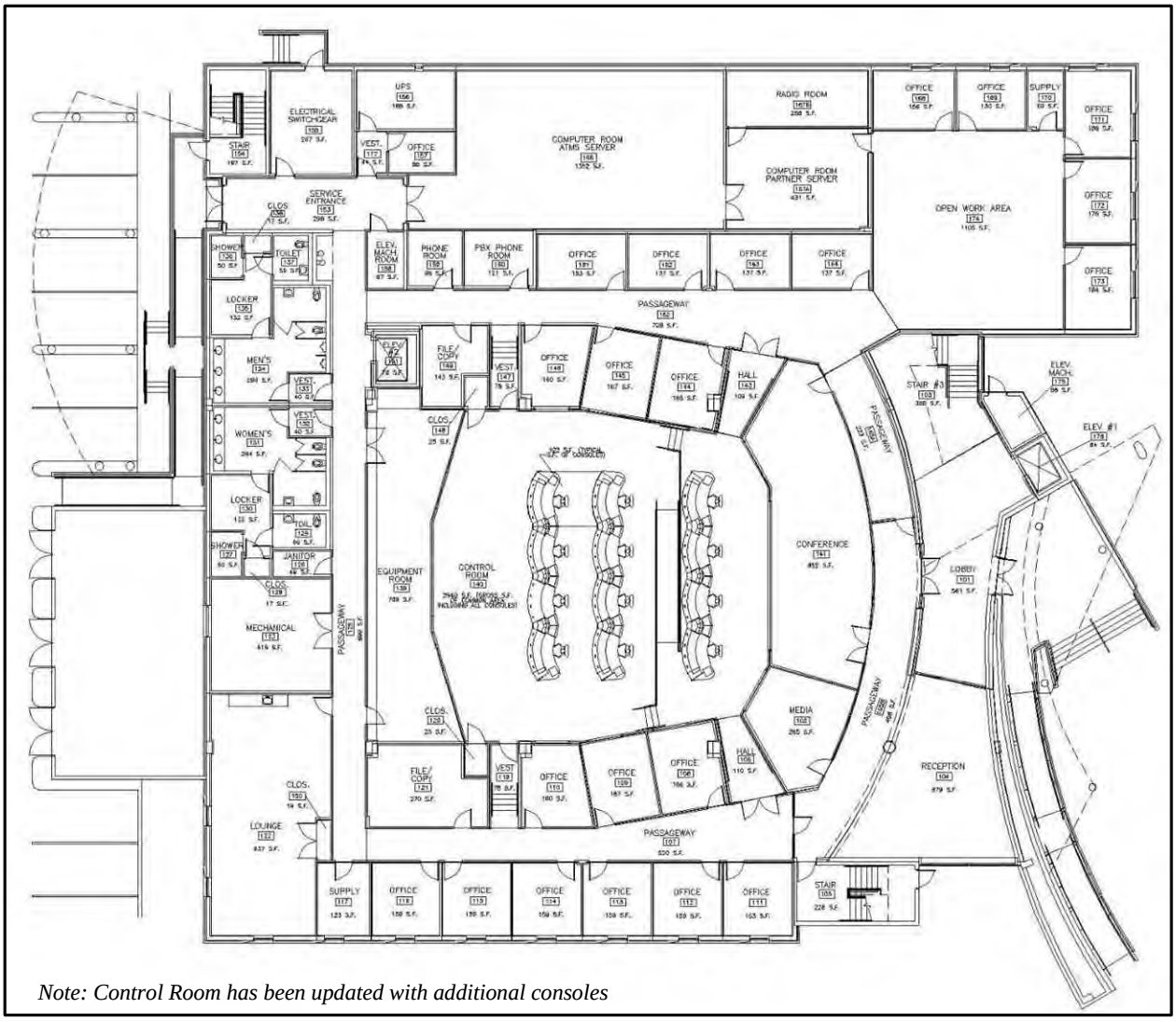
FDOT has developed a statewide traffic management software known as SunGuide software (http://www.sunguidesoftware.com/). SunGuide software is a comprehensive Advanced Traffic Management System (ATMS) software that acts as an interface with Intelligent Transportation System (ITS) field devices. SunGuide software is a standard for all TMCs throughout the State of Florida and is capable of center-to-center communications. The software is flexible and expandable to match the individual needs of each TMC. SunGuide software maintenance in District 4 is provided by the DEPARTMENT through a separate software maintenance contract (Contract #BE181). The VENDOR shall use SunGuide software for monitoring and managing TSM&O devices and facilitate all activities for software installation and maintenance.

3.5.1 District 4 Regional Transportation Management Center (RTMC) in Broward

District 4 RTMC is located at 2300 W. Commercial Boulevard, Fort Lauderdale, Broward, Florida 33309. This facility is the central location for operations of the Districtwide TSM&O and is currently owned by Broward County. The County will serve as the building manager and be responsible for repairs and overall maintenance of the facility. The DEPARTMENT and Broward County have an agreement on procedures for all personnel with access to the RTMC. The DEPARTMENT and its representatives will have access and use of designated space, including offices, control room, server room, and other common areas on the designated floors of the facilities as agreed upon in the Operation and Maintenance Joint Partnership Agreements (JPA)

signed by Broward County and the DEPARTMENT (JPA contract #AOA57), and as the County policies further regulate.

The VENDOR staff will share the Broward RTMC floor space with Broward County Traffic Engineering staff, who primarily work on the operation of the Broward County traffic signal system, and the I-595 Express traffic operations personnel. Operators at the Broward RTMC also collaborate with their counterparts in Florida's Turnpike Enterprise, Greater Miami Expressway Agency (GMX), and FDOT District 6 to effectively manage road traffic at a regional level (Southeast Florida). Operators at the Broward RTMC also coordinate with counterparts at FDOT District 1 and FDOT District 5. The VENDOR will be responsible for coordinating activities and keeping a professional relationship with the Broward County staff and I-595 Express traffic operations staff.



Note: Control Room has been updated with additional consoles

Figure 3.5.1-1 Broward RMTC Floor Plan

Take a virtual tour of the Control Room for a look at the current layout by visiting https://virtualtour.fdotd4traffic.com/.

3.5.2 Palm Beach County Vista Center TMC

The Palm Beach County Vista Center TMC is a TMC for the District 4 TSM&O Program where Operators monitor traffic and provide incident management for arterial roadways in Palm Beach County. The Vista Center TMC is located at 2300 N. Jog Road, in West Palm Beach. The Vista Center TMC is collocated with the Palm Beach County Traffic Engineering Division. The Palm Beach TSM&O TMC serves as a secondary location for emergency operations during hurricanes and other severe weather events.

Palm Beach County serves as the building manager and is responsible for repairs and overall maintenance of the facility. The VENDOR’s staff will share the TMC floor space with Palm Beach County Traffic Division. The VENDOR will be responsible for coordinating activities and keeping a professional relationship with County and other DEPARTMENT staff.

The VENDOR, as a representative of the DEPARTMENT, will have access and use of designated space, including offices, control room, server room, and other common areas on the designated floors of the facilities as agreed upon in the Operation and Maintenance Joint Partnership Agreements (JPA) signed by Palm Beach County and the DEPARTMENT (JPA contract #API73), and as the County policies further regulate.

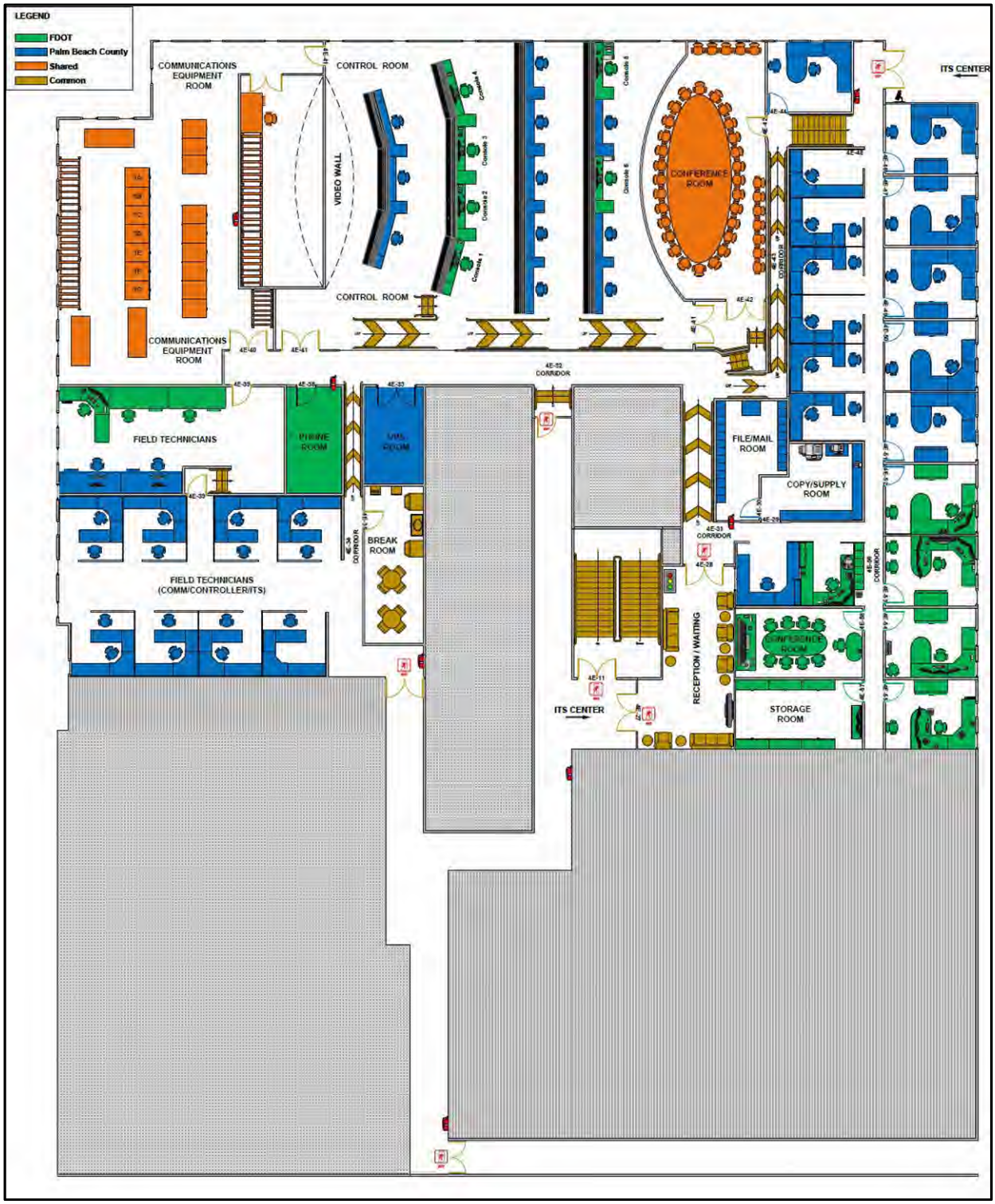


Figure 3.5.2-1 Palm Beach Vista Center TMC Floor Plan

3.5.3 The Treasure Coast Operations Center

FDOT District 4 TSM&O utilizes the Treasure Coast Operations Center as a backup TMC to the Broward RTMC, which is approximately 100 miles away. The Treasure Coast Operations Center is designated for limited FDOT District 4 RTMC Operations in case of a catastrophic event, containing a data center equipped with a high availability duplicate system and networking equipment. The Treasure Coast Operations Center is located at the Traffic Incident Management Support Office (TIMSO) facility, at 3601 Oleander Avenue, Fort Pierce, FL, 34982

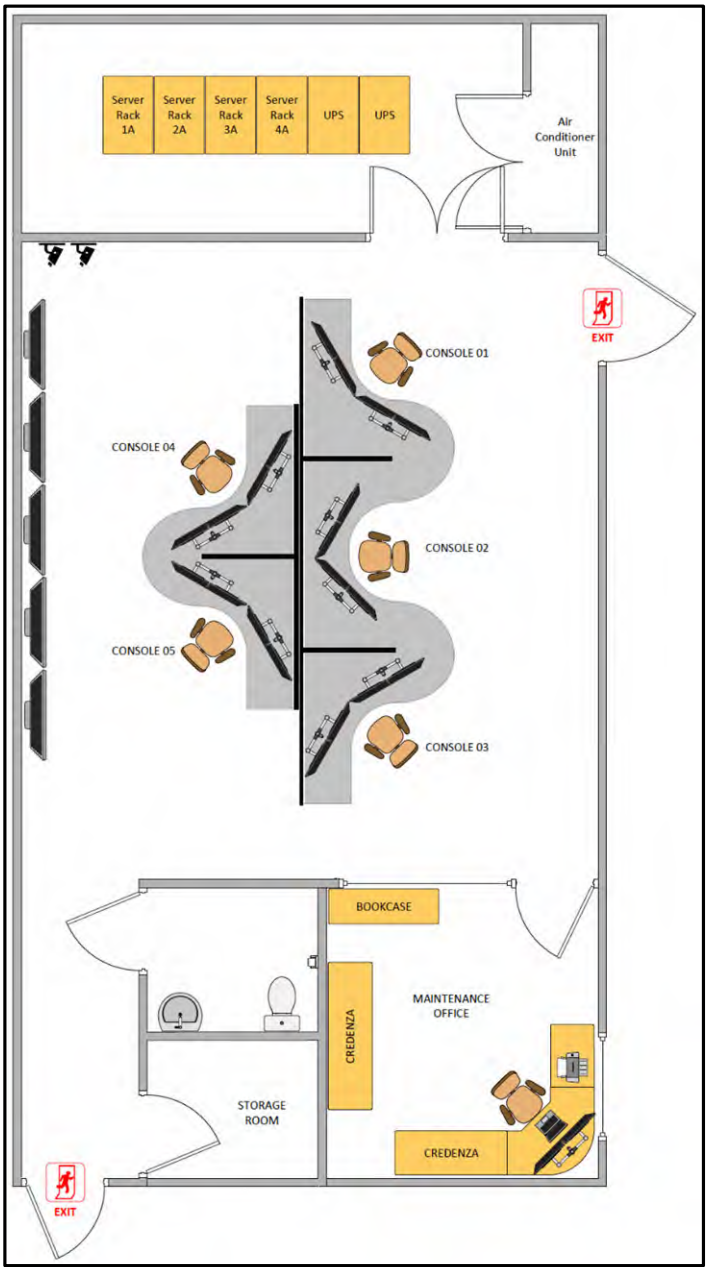


Figure 3.5.3-1 Control Room and Server Room at the Treasure Coast Operations Center

3.6 RTMC OPERATIONS UNDER HURRICANE, GOVERNOR DECLARED EMERGENCY, OR CATASTROPHIC EVENT

The VENDOR will provide emergency staffing for the RTMC operation prior to, DURING, and after a hurricane, Governor declared emergency, or any catastrophic event affecting the Broward RTMC. Staff is REQUIRED to be in the RTMC or other DEPARTMENT-designated alternate location DURING any catastrophic event, emergency, or an actual hurricane, regardless of hurricane strength, projected path, or rating, as long as the assigned location conditions satisfy Occupational Safety and Health Administration's requirements regarding safety, rating, sleeping, and eating.

The District 4 TSM&O Standard Operating Procedures (SOP) (Attachment II) Section 9.0 Emergency Response Plan (ERP) includes information about the District 4 TMCs, services, equipment, as well as detailed procedures and responsibilities for emergency actions. It also identifies key contacts that can help respond and provide procedures for dealing with various aspects of an emergency. Section 9.01 Natural Emergency has the objective to make reducing/relocating/restoring operations during a hurricane a safe and smooth transition. The plan details action trigger points during severe weather, procedures that must be in place, and how damage will be assessed after the hurricane has passed. The VENDOR shall be responsible for performing all activities documented in the Natural Emergency plan before, during and after a hurricane.

Throughout the duration of this contract, the VENDOR shall evaluate and update (**official annual deliverable**) the Department's Emergency Response Plan (ERP) and the Strategic Hurricane Emergency Management Plan (SHEMP) by May 1 of each year to ensure that is as efficient and effective as possible. Updates to ERP and SHEMP shall be approved by the DEPARTMENT prior to implementation.

3.7 OPERATIONS POLICIES AND PROCEDURES

Operations staff under this CONTRACT will be approved by the DEPARTMENT; the DEPARTMENT reserves the right to reject any staff member or potential staff member at any time with a justification. The VENDOR will be responsible for supplying adequate temporary coverage for any rejected candidate responsibilities until a permanent replacement can be identified and approved by the DEPARTMENT.

3.7.1 Operations Staff Uniform

All VENDOR'S control room staff will be required to wear a standard uniform while on duty; a collared shirt with the RTMC logo and team affiliation provided by the VENDOR and casual slacks of a dark color or khaki. A jacket with the RTMC logo and team affiliation provided by VENDOR can be worn over the uniform shirt. The uniform's color, materials, and design shall be submitted for approval by the DEPARTMENT. All uniforms and gear must be replaced when signs of damage, wear and tear, or damaged items can't be fixed.

3.7.2 Operator Conduct and Grooming

Operators shall exercise good sound judgment in carrying out their duties and conduct themselves in such a manner that will reflect favorably upon the DEPARTMENT. In general, Operators will:

a. Wear clean and pressed uniforms at the start of each shift. Agreed upon shirts with collars (to be provided by the VENDOR), tucked in, and closed-toed shoes are required. No jeans, cutoffs, crocs, open toe slides/flip-flops, or sneakers are allowed. A jacket provided by the VENDOR is the only piece of clothing allowed to be worn on top of the collared shirts. The DEPARTMENT'S Project Manager may temporarily waive uniform requirements in writing for special occasions such as holidays.
b. Be well groomed.
c. Conform to policies applicable to all TMC employees, including access to the building and building security, building cleanliness, and parking.
d. Be courteous at all times.
e. No personal cell phones or any non-work-related electronics (e.g., videogames, video/music players, headphones, earbuds, etc.) will be used in the Control Room.
f. No use of reading material (e.g., books, magazines, pamphlets, etc.) beyond work-related material.
g. No sleeping while on duty.

All VENDOR'S staff shall be required to visibly wear a picture identification at all times.

FDOT reserves the right to require removal from this CONTRACT of any employee who cannot perform the duties set forth in the District 4 TSM&O SOP (Attachment II) or damages the reputation of FDOT.

3.7.3 State Law Enforcement Radio System

District 4 utilizes the Statewide Law Enforcement Radio System (SLERS) in the Control Room. The VENDOR shall make sure all employees obtain the Joint Task Force (JTF) security clearance.

3.7.3.1 Reference Check, Law Enforcement Clearance, and Background Checks

Individuals with criminal records will not be employed under this CONTRACT; minor past offenses may be acceptable at the DEPARTMENT'S Project Manager's discretion. Criminal history record check, reference checks, law enforcement clearances, and background checks shall be conducted by an approved FDOT agency and shall be provided by the VENDOR to the DEPARTMENT for each employee before being employed under this CONTRACT or before gaining access to the RTMC without approval from the DEPARTMENT'S Project Manager.

All VENDOR's employees assigned to work on-site at the District 4 RTMC in Broward, the Palm Beach Vista Center TMC, or the Treasure Coast Operations Center shall complete and submit to the Joint Task Force Manager of the FHP, the Joint Task Force (JTF) for Law Enforcement communications application for security clearance to the State Law Enforcement Radio System (SLERS) prior to providing services under the terms of this CONTRACT. The VENDOR shall submit to the DEPARTMENT the application results

for all staff. VENDOR'S staff not receiving security clearance to the SLERS system by the JTF shall not provide onsite services under this CONTRACT. The application package shall consist of five forms:

1. JTF Authorization Release of Information (1b).
2. JTF Security Clearance Application (1c).
3. Security Level Request.
4. Non-disclosure Agreement.
5. Electronic Fingerprint Confirmation Form.

Electronic fingerprinting of SLERS security clearance applicants must be completed at a Florida Driver's License Office (see http://www.flhsmv.gov/offices/). All applicants must have in their possession at the time of printing the above-referenced forms along with photo identification. NO EXCEPTIONS. Because this clearance is a function of law enforcement, there is no cost. Applicants should NEVER be asked to pay for fingerprinting. When completed, all forms must be submitted to the DEPARTMENT'S Project Manager to be forwarded to the JTF Security Manager for review.

Security Clearance Denial Reasons:

a. The applicant has been convicted of a felony offense.
b. The applicant is currently on probation for any offense or has charges pending (felony or misdemeanor).
c. The applicant has been convicted of a misdemeanor offense involving any type of theft, violence, or drug offenses within the past three years.
d. The applicant has been convicted of a crime involving domestic violence or currently has a restraining order involving domestic violence or threats.
e. The applicant has been arrested for any charge involving resisting arrest, battery, or assault on a law enforcement officer.
f. The applicant is wanted for any criminal offense.
g. The applicant is illegally residing in or is not approved to work in the United States.
h. Adverse intelligence information regarding the applicant has been identified.
i. At the discretion of the JTF Security Manager, based on any other adverse information regarding the applicant.

The JTF Security Clearance process includes National Crime Information Center and Florida Crime Information Center checks as well as Interpol (if applicable). The process needs only be completed one time as the JTF Security Manager is notified of subsequent 'hits' to the record of cleared staff and will immediately notify the RTMC Operations Manager that clearance has been revoked.

3.8 STAFFING AND HOURS OF OPERATION

After CONTRACT is executed, not less than the minimum staffing needs to be available before the end of the transition period unless otherwise directed by the DEPARTMENT.

The VENDOR shall ensure that the Broward RTMC and the Palm Beach Vista Center TMC are fully staffed at all times and the duties and responsibilities described in this CONTRACT are being accomplished.

The VENDOR guarantees that any person who is found to have falsified records, including, but not limited to, documentation of time worked, operations reports or any other reports either written or verbal provided under this CONTRACT, shall immediately be dismissed, and replaced by another qualified person.

The DEPARTMENT reserves the right to require the VENDOR to relieve an employee from duty, and/or bar an employee from further service under this CONTRACT and be replaced by another qualified person, if it is the opinion of the DEPARTMENT that the employee is not performing his/her duties in accordance with this CONTRACT.

The relief or absence of staff member(s) will not liberate the VENDOR from providing the contractual services according to schedules, requirements, descriptions, and terms of services as specified in this CONTRACT. The VENDOR shall ensure that the Broward RTMC and the Palm Beach Vista Center TMC are fully staffed at all times. Replacements for any Vendor's staff in a non-managerial/non-professional position need to be available no more than thirty (30) calendar days after the vacancy starts. In the understanding that replacement of managerial and professional staff may require more time to find a suitable candidate, this time can be extended to no more than ninety (90) calendar days. The VENDOR shall start the replacement plan within 24 hours of a vacancy. The VENDOR shall communicate any vacancy in writing to the DEPARTMENT's Project Manager within 24 hours. All replacement staff shall comply with the minimum qualifications required in this CONTRACT for the position that is being replaced and shall be approved by the DEPARTMENT's Project Manager or designee. The following conditions apply to the staff positions below:

A. The VENDOR must provide a temporary substitute for the Project Manager position after two (2) weeks of the position getting vacated, while recruiting for a permanent substitute. Also, a temporary substitute for the VENDOR's Project Manager position shall be provided by the VENDOR in the case of a temporary absence, voluntary or involuntary, of more than two (2) weeks. All permanent substitute candidates shall comply with the minimum qualifications required in this CONTRACT for the Project Manager position and shall be approved by the DEPARTMENT's Project Manager or designee. All temporary substitutions shall be approved by the DEPARTMENT. An absence of any duration does not liberate the VENDOR from providing the contractual services according to schedules, requirements, descriptions, and terms of services as specified in this CONTRACT.

B. For the positions listed below, the VENDOR must provide a temporary substitute after two (2) weeks of the position getting vacated, while recruiting for a permanent substitute. A temporary substitute shall be provided by the VENDOR in the case of a temporary absence, voluntary or involuntary, of more than two (2) weeks. Temporary transitioning of responsibilities is acceptable for 90 days as approved by the DEPARTMENT. All substitute candidates shall be approved by the DEPARTMENT's Project Manager or designee:

a. RTMC IT Support Manager
b. RTMC Operations Manager
c. Managed Lanes Program Manager
d. Arterial Operations Program Manager
e. Quality Assurance Manager
f. Traffic Incident Management Coordinator
g. Contract Coordinator
h. ITS Maintenance Program Coordinator
i. Executive Assistance
j. Freeways Shift Leader
k. Managed Lanes Shift Leader
l. Reports Coordinator

C. Minimum Operator staffing positions as described in this CONTRACT shall be fully staffed at all times.

Thirty (30) calendar days after the CONTRACT is executed, the VENDOR shall submit for review and approval by the Department the metrics that will be used to measure performance for each staff position, and the plan to correct underperforming situations (**official delivery**). For Freeways and Managed Lanes Operators at a minimum, the VENDOR shall measure the error-to-event ratio for each Operator on a monthly basis (**official monthly deliverable**) for travel lane blockage events and non-travel lanes blockage events separately.

The VENDOR shall respond to “operational” emergencies in accordance with the District 4 TSM&O SOP (Attachment II) or as otherwise directed by the DEPARTMENT.

It is required that all VENDOR staff be able to communicate effectively with the DEPARTMENT’S personnel in the English language both verbal and in the form of written documentation.

The VENDOR is responsible for any injury to persons(s) or damage to or loss of property(ies) that may occur in performing any of the contractual services being performed/provided by the VENDOR under this CONTRACT resulting from carelessness, negligence, or intentional acts of misuse on the part of its personnel.

3.8.1 Department Observed Holidays

The following holidays are observed by the DEPARTMENT. If any of these holidays fall on a Saturday, the preceding Friday is observed. If any fall on a Sunday, the following Monday is observed.

1. New Year’s Day
2. Martin Luther King Day
3. Memorial Day
4. Independence Day
5. Labor Day
6. Veteran’s Day

7. Thanksgiving Day and the following day
8. Christmas Day

3.8.2 Department Hours of Operation

Typically, the DEPARTMENT conducts its routine business 8:00 A.M. through 5:00 P.M., Monday through Friday. The DEPARTMENT’S Offices are usually closed on holidays and weekends.

3.8.2.1 Broward Regional Transportation Management Center (RTMC) Hours of Operation

The RTMC operates twenty-four (24) hours a day, seven (7) days a week, year-round.

3.8.2.2 Palm Beach County Vista Center TMC Hours of Operation

The Palm Beach County Vista Center TMC operates Monday through Friday from 7 a.m. to 7 p.m.

3.8.2.3 Treasure Coast Operations Center Hours of Operation

The Treasure Coast Operations Center at the TIMSO facility operates Monday through Friday from 8 a.m. to 5 p.m. Whenever Operations of the Broward RTMC are moved to this emergency backup control center, hours of operation for the Treasure Coast Operations Center will be the same as that of the Broward RTMC (24/7/365) during the period Operations of the Broward RTMC are conducted from this location.

3.8.3 Resumes

During the CONTRACT, the VENDOR shall provide resumes of all proposed staff and all new hires for approval by the DEPARTMENT prior to hiring. The VENDOR will submit resumes containing the following information, but not limited to:

1. Speak, write, and understand English fluently.
2. Current driver’s license in accordance with the Florida Motor Vehicle Code.
3. Minimum age of 18 years old.
4. Education, certifications, diploma(s), degree(s), professional affiliation(s).
5. Minimum of the last three employment positions unless having worked less after graduating high school or college.

FDOT reserves the right to reject any staff prior to being assigned duties.

3.8.4 Worked Hours Tracking and Documentation

The VENDOR will provide and maintain a time clock system, at VENDOR’S expense, to accurately track and provide documentation of billable hours worked by the VENDOR’S staff. The VENDOR will provide a report depicting hours worked including overtime for all Control Room Operators under this CONTRACT, however, the DEPARTMENT does not pay overtime.

3.9 INTELLIGENT TRANSPORTATION SYSTEM (ITS) DEVICE MANAGEMENT

As part of the Control Room Operations, the VENDOR will control and manage all ITS devices within District 4 from the Broward RTMC, Palm Beach TMC, or other assigned locations. The VENDOR shall monitor and operate the following systems, but not limited to:

a. Dynamic message signs (DMS).
b. Closed-circuit television (CCTV) cameras.
c. Microwave Vehicle Detection System (MVDS).
d. Road Weather Information System (RWIS).
e. Highway Advisory Radio system (HAR).
f. Variable speed limit system.
g. Managed lanes system.
h. Ramp Signaling System (RSS).
i. Adaptive traffic control systems.
j. Automated Traffic Signal Performance Measures (ATSPM)
k. Vehicle data collection sites included but not limited to:
    - Bluetooth-based travel time systems.
    - Automatic vehicle information sites.
    - Inductance loops.
    - Video Detection Systems (VDS).
l. Fiber optic communications cable (Attachment VII).
m. TSM&O Information Technology (IT) networking devices.
n. TSM&O computer hardware and software systems.
o. Primary system software, including but not limited to:
    - SunGuide software.
    - ATMS.now or similar signal system software.
    - Solarwinds or similar network management software.
    - District 4’s Maintenance Inventory Management System (MIMS) or similar automated maintenance management system.
    - Statewide Express Lanes Software (SELS) and its future versions.
    - Maxview software or similar ramp signaling software.

A summary of the ITS devices currently deployed or to be deployed in the near future by FDOT District 4 is shown in the table below. The number of ITS devices constantly changes as additional ITS devices will be deployed in the future, such as devices for the ramp signal projects on I-95 and I-75, for the expansion of the 95 Express Lanes, and for the SW 10th Street Corridor, among other projects.

Table 3.9-1 District 4 ITS Devices

	ITS Device	Number of ITS Devices*
Freeways	CCTV Cameras	503
	Incident Management DMS	146
	Lane Status DMS	45
	Toll Amount DMS	90
	Vehicle Detector Systems	706
	Wrong Way Driver Systems	37
	Ramp Signaling System	60
	Highway Advisory Radio Systems	35
Arterials	BlueTOAD Traffic Sensors	80
	Road Weather Information Stations	4
	CCTV Cameras	197
	Incident Management Arterial DMS	25
	Vehicle Detection System	55
	Portable Traffic Monitoring Station	15

**Numbers as up to 1/15/2024*

3.9.1 Freeway and Arterial ITS Networks Maintenance

The VENDOR staff shall proactively monitor ITS field devices and systems and will ultimately utilize the Maintenance Inventory Management System (MIMS) to update the inventory. In case of device failure, the VENDOR'S IT staff will evaluate and troubleshoot the failure before notifying the ITS Maintenance Contractor.

The VENDOR will coordinate preventive maintenance activities with the ITS Maintenance Contractor on a scheduled basis, as approved by the DEPARTMENT. It shall be noted that the MIMS set up could change or a brand-new system may be implemented during the term of this CONTRACT.

ITS field infrastructure maintenance, diagnostic, and repair services are performed by the DEPARTMENT through separate maintenance service contracts; Contract BE706** for Broward ITS Maintenance Services, and Contract BE805 for Palm Beach and Northern 3 Counties (Martin, St. Lucie, and Indian River Counties) ITS Maintenance Services (These contracts will expire 12/20/2024 and are in the process of being replaced). The ITS Maintenance Contractors are responsible for maintaining the ITS infrastructure functional and operational twenty-four (24) hours per day, seven (7) days per week, 365 days a year.

*** Contract documents for all contracts mentioned throughout this document can be found and accessed by entering the provided contract numbers in the search webpage of the Florida Accountability Contract Tracking System (FACTS) at https://facts.fldfs.com/.*

3.10 CURRENT STANDARDS AND SUBSEQUENT UPDATES

All work under this CONTRACT shall be performed to the current DEPARTMENT'S standards including but not limited to the Standard Plans and Specifications for Roadway and Bridge Construction, applicable bulletins, and document's revisions as part of the DEPARTMENT'S periodical updates throughout the contract duration, and any updates, throughout the life of the contract.

This is a CONTRACT in which the DEPARTMENT shall routinely evaluate the VENDOR to ensure services provided and related activities are accomplished in compliance with established policies, procedures, contract requirements, and Standard Operating Procedures (SOP). The VENDOR shall maintain supporting documentation for all operations and activities and provide documentation to the DEPARTMENT upon request.

The VENDOR shall adhere to the latest version of the District 4 TSM&O SOP provided by the DEPARTMENT.

All work shall be conducted in accordance with the latest editions of the DEPARTMENT Standard Specifications, Standard Plans, Florida Statutes, Florida Administrative Code, and applicable Procedures, including the following:

A. Topic No. 001-010-015-k, Tobacco Use Policy
B. Topic No. 001-010-020-n, Ethics Policy
C. Topic No. 001-075-003-c, FDOT Open Government Bill of Rights
D. Topic No. 001-250-011-k, Violence-Free Workplace Environment
E. Topic No. 001-275-001-v, Equal Employment Opportunity / Affirmative Action Policy
F. Topic No. 001-275-006-o, Title VI / Nondiscrimination Program
G. Topic No. 001-375-025-g, Use of Department Space and Equipment by Outside Providers
H. Topic No.: 001-425-060-b, Access Control
I. Topic No. 050-020-025-h, Records Management
J. Topic No. 250-013-001-c, Drug-Free Workplace and Drug Testing
K. Topic No. 250-055-001-e, Preventing Violence in the Workplace
L. 112.0455 Florida Statutes (F.S.)
M. Joint Task Force for Law Enforcement Radio System Security Procedure
N. Florida's Open Roads Policy

4. SERVICES TO BE PROVIDED BY VENDOR

The VENDOR retained by the DEPARTMENT to perform the services described in this Scope of Services shall function as an extension of the DEPARTMENT'S resources by providing qualified personnel to perform the duties and responsibilities assigned under the terms of this CONTRACT. The DEPARTMENT, at its option, may elect to expand, reduce, or eliminate the extent of each work element described in this scope of services.

The DEPARTMENT shall request services on an as-needed basis. There is no guarantee that any or all of the services described in this CONTRACT will be assigned during the term of this

CONTRACT. Further, the VENDOR provides these services on a nonexclusive basis. The DEPARTMENT, at its option, may elect to have any of the services set forth herein performed by other vendors or DEPARTMENT staff.

The Scope of Services establishes which items of work will be the responsibility of the VENDOR and/or the DEPARTMENT. The VENDOR shall be aware that as this program develops, certain modifications to the scope may be required. The VENDOR shall incorporate these refinements into the District 4 TSM&O Standard Operating Procedures (SOP) as anticipated.

The VENDOR shall develop an organizational structure and schedule to support all services identified in the CONTRACT. The DEPARTMENT on several sections throughout the scope of services has identified "Minimum Staffing Levels". These "Minimum Staffing Levels" may not be sufficient to meet all of the requirements outlined in the scope of services, and further described in the District 4 TSM&O SOP (Attachment II). All positions and number of required personnel, including managerial, professional and support staff, shall be clearly identified and documented by the VENDOR. The organizational structure and schedule shall be developed in order to maintain the most efficient operations of the Broward RTMC, the Palm Beach Vista Center TMC, and the Treasure Coast Operations Center, while performing all assigned duties as described in this Scope of Services and as per the latest version of the District 4 TSM&O SOP (Attachment II), and meeting and/or exceeding the performance measures. The VENDOR shall provide a management and operational staffing plan for RTMC and TMC operations to the DEPARTMENT'S Project Manager within ten (10) business days after the CONTRACT is executed (**official delivery**). The VENDOR shall submit the latest version of the organizational structure and schedule quarterly (**official quarterly deliverable**) to the DEPARTMENT. The VENDOR shall comply with any adjustments the DEPARTMENT may request at the time of the submittal.

It is the sole responsibility of the VENDOR to ensure that all personnel working on this CONTRACT shall have sufficient skill, background clearance (criminal record check included), and expertise to properly perform the work assigned to them. The VENDOR shall be responsible for employing, scheduling, training, and supervising all their personnel. The VENDOR shall ensure all their staff has the required training necessary to perform their respective responsibilities. The VENDOR shall also provide off-duty on-call support and be responsible for ensuring that all positions are filled at all times. All candidates require written approval from the DEPARTMENT'S Project Manager or designee before an offer of employment may be extended.

The VENDOR shall furnish all personnel, supervision, expertise, vehicles, equipment, materials, licenses, and incidentals necessary to provide the services described herein. The main services to be provided under this CONTRACT are as follows:

A. Project Management
B. Control Room Operations Services
C. Operations Services – Freeways and Tunnel.
D. Operations Services – Managed Lanes and Ramp Signaling.
E. Operations Services – Arterials.
F. Intelligent Transportation System (ITS) Maintenance Oversight Services
G. Traffic Incident Management Support Services.

H. TMC Supporting Personnel Services.
I. Miscellaneous Operations Support Services.
J. TSM&O Information Technology (IT) Services.
K. Optional Services
L. Reimbursable Services

4.1 PROJECT MANAGEMENT

The VENDOR shall be responsible for all activities necessary to effectively manage the District 4 Broward RTMC, the Palm Beach TMC, and the backup TMC at the Treasure Coast Operations Center at TIMSO.

4.1.1 VENDOR’s Project Manager

The VENDOR will provide the DEPARTMENT with a Project Manager for the life of the CONTRACT. Any changes to the VENDOR’S Project Manager, or any other indicated personnel in charge of work, shall be subject to review and approval in writing by the DEPARTMENT before performing any billable services.

Project management consists of all work necessary to provide for general management, public outreach, oversight, quality control, and administration of all CONTRACT activities and support personnel. In general, the project management activities include, but are not limited to:

a. Provide oversight of all work performed under this CONTRACT.
b. Prepare and submit monthly invoices and supporting invoice documents (time spent on this is not billable to the DEPARTMENT).
c. Track project budget and provide monthly updates, status of work, and cost summaries.
d. Administer and document a resource allocation plan (staffing plan – official deliverable, see section 4), ensure that the appropriate resources are available, and provide periodic task schedules for the project (organizational structure and schedule – official quarterly deliverable, see section 4).
e. Provide adequate staff and resources for all tasks and activities throughout the duration of the CONTRACT.
f. Ensure the operations staff have the required qualifications and background check documentation before being used for this CONTRACT.
g. Ensure proper training, scheduling, and oversight of the TMC staff.
h. Ensure periodic update of the District 4 TSM&O SOP and training manuals to reflect the latest operations practices (review every one year at a minimum).
i. Develop a TMC Standard Employee Guidelines (SEG) based on the DEPARTMENT’S requirements.
j. Ensure the VENDOR’S staff adhere to the TMC SEG.
k. Provide coverage for all VENDOR’S TMC staff during absences.
l. Provide oversight and management of all sub-contractors utilized by the VENDOR for this project.
m. Participate in monthly progress meetings with FDOT staff with minutes and task list produced by VENDOR.
n. Attend meetings as requested by the DEPARTMENT.

o. Establish, document, and monitor performance management measures for the VENDOR'S TMC staff.
p. Cooperate and coordinate with other agencies and firms, including the DEPARTMENT, all public agencies, contractors, and vendors working for the DEPARTMENT.
q. Maintain the inventory database for all TSM&O equipment residing within the Broward RTMC, Palm Beach TMC, and Treasure Coast buildings and all equipment necessary for operation of the FDOT District 4 TSM&O Program.
r. Ensure that all deliverables are delivered to and approved by the DEPARTMENT.

The VENDOR'S Project Manager shall be responsible for notifying the DEPARTMENT and/or the DEPARTMENT'S Project Manager (or his / her designee) of any and all emergencies and problems regarding operations and/or maintenance issues negatively affecting operations.

The VENDOR'S Project Manager shall provide at least one actionable innovative/improvement idea every year (**official annual deliverable**) to improve TMC operations. An implementation schedule shall be included with the proposal. The proposed value-added innovation/improvement shall be implemented within the duration of this CONTRACT once approved by the DEPARTMENT. If the implementation carries additional costs, the DEPARTMENT will evaluate if funding can be allocated or if the implementation is not viable.

The VENDOR'S Project Manager shall be available to meet with the DEPARTMENT'S Project Manager (or his/her designee) at a mutually convenient time for both parties during regular business hours to discuss work requirements prior to the VENDOR assuming the responsibilities of this CONTRACT. This time spent shall not be billable to the DEPARTMENT.

If during the term of this CONTRACT a new Project Manager is to be employed by the VENDOR, to meet the provisions of the VENDOR'S Project Manager, the individual shall be available to meet with the DEPARTMENT'S Project Manager (or his/her designee) at a mutually convenient time for both parties during regular business hours to discuss work requirements prior to the VENDOR'S new Project Manager assuming the responsibilities of this CONTRACT. This time spent shall not be billable to the DEPARTMENT.

The VENDOR'S Project manager will work out of the Broward RTMC building. It is up to the DEPARTMENT'S Project Manager to determine if, due to shortage of space at the RTMC building, the VENDOR'S Project Manager's workspace must be situated at any other location outside of the Broward RTMC. Any leased space shall follow section 4.12.2.

The VENDOR'S Project Manager or agreed upon designee will meet on a weekly basis with the DEPARTMENT'S Project Manager to review and discuss tasks completed during the previous period, task assignments for the current period, and one-month "look ahead" schedule.

The VENDOR'S Project Manager will meet quarterly or as otherwise directed by the DEPARTMENT with the DEPARTMENT'S Project Manager, District 4 TSM&O Program Engineer, and other traffic operations staff to discuss freeway and arterial operations issues and discuss new areas of TSM&O including, but not limited to, recommendations from the VENDOR regarding performance of the arterials and freeways, ways to improve mobility and

safety, status of implementation of the innovation/improvement idea, and other high-level discussion topics as required.

The VENDOR shall provide meeting minutes within three (3) working days after each meeting for review and approval by the DEPARTMENT. The VENDOR shall bring copies of the agenda and the meeting minutes (from the preceding meeting) to the meeting for distribution to the attendees. The VENDOR shall track the status of the action items resulting from meetings, including follow-up with the individual and/or entity responsible for the action item, identifying the availability (or lack thereof) of requested information or documents, identifying the point of contact for the information, and establishing initial contact with that individual or entity.

Minimum Qualifications:

The VENDOR’S Project Manager shall, at least:

- Be graduated from an accredited four-year college or university with a degree in an engineering discipline or any other science, technology, engineering, or math (STEM) discipline, or a Master of Business Administration.
- And have a minimum of three (3) years’ project management experience and five (5) years’ experience in a TMC or similar operations facility.

OR

- Have a bachelor’s degree.
- And have a minimum of three (3) years’ TMC management experience and five (5) years’ total experience in a TMC or similar operations facility.

OR

- Have a minimum of five (5) years’ TMC management experience and ten (10) years’ total experience in a TMC or similar operations facility.

The VENDOR’s Project Manager should have, at the minimum, the following:

- Good leadership and interpersonal skills.
- Excellent understanding of key management concepts.
- Create project schedules in Microsoft Windows applications.
- Ability to clearly communicate technical information in layman’s terms.
- Ability to work alternate work schedules and be on-call 24 hours/day.
- Skilled in the use of all Windows operating systems.
- Ability to write technical reports and correspondence.
- Ability to coordinate real-time activities and priorities.
- Innovative, progress-driven mindset.
- Ability to work in a fast-paced, quickly changing environment that requires proactive as well as reactive operational adjustments.
- Direct experience with the day-to-day operations of a similar center.
- Knowledge and ability to create monthly invoices and project status budget reports.
- Ability to manage team operations by directing and coordinating activities consistent with established goals, objectives, and policies.
- Ability to perform project-related assignments to include planning, organizing, and developing complicated tasks as assigned by the DEPARTMENT.

- Ability to use and apply extensive knowledge of project management theories and practices.
- Ability to have direct oversight of project professionals and staff.
- Ability to provide direction and structure for operating units.
- Ability to participate in developing policy and strategic plans.
- Ability to ensure that all products created, or new ideas introduced meet quality standards and objectives of the DEPARTMENT.

Minimum Project Manager Salary
The VENDOR shall employ a qualified Project Manager at $55.00 minimum hourly rate for the duration of the CONTRACT.

4.2 CONTROL ROOM OPERATIONS SERVICES

4.2.1 Control Room Operations

It is the responsibility of the VENDOR to familiarize themselves with the daily activities and responsibilities of the District 4 Broward RTMC and Palm Beach Vista Center TMC. The VENDOR shall assume Control Room operations at these two TSM&O facilities, including overall management and oversight. The VENDOR shall ensure that all operations activities conform to the District 4 TSM&O SOP (Attachment II) and the DEPARTMENT'S policies.

The VENDOR shall provide personnel to, among other tasks, operate and monitor all Intelligent Transportation Systems (ITS) devices within District 4, provide real-time traveler information, regional traffic incident management coordination, monitor traffic, and detect and manage incidents. The provided personnel shall also dispatch Road Ranger Service Patrols (RRSP), dispatch Severe Incident Response Vehicles (SIRV), and dispatch Rapid Incident Scene Clearance (RISC) responders, manage emergency coordination, and provide notifications to and/or coordination with incident responders such as law enforcement and fire rescue.

The VENDOR shall ensure that incident management and information dissemination be performed in accordance with the latest District 4 TSM&O SOP (Attachment II).

The VENDOR shall propose a tracking system to assist the DEPARTMENT in monitoring the operations staff activities. The system shall be approved by the DEPARTMENT prior to implementation.

The VENDOR shall provide the necessary staff for event management quality control process. Errors on event management need to be identified, collected, reviewed, addressed, and corrected in accordance with the latest version of the District 4 TSM&O SOP, 4.0 Operations, 4.01.07 Quality Control (Attachment II).

The VENDOR shall measure on a monthly basis (**official monthly deliverable**) the error-to-event ratio, individually by Operator and for TMC Operations as a whole, for travel lane blockage events and non-travel lanes blockage events separately. The VENDOR shall evaluate historical event data to obtain the average monthly error-to-event ratio for TMC Operations for the last six (6) months

of the previous Operations Contract, to use this value as a target. Then, for the first six (6) months of operations of this CONTRACT, the monthly error-to-event ratio for the RTMC shall be at or below target, and at least 5% lower after that for the duration of this CONTRACT.

The VENDOR shall also:

1. Provide support for statewide FL511 operations.
2. Provide operations support of Statewide TSM&O Program.
3. Provide statewide coordination of America’s Missing such as: Broadcast Emergency Response alerts, Silver alerts, and Law Enforcement Officer alerts.
4. Provide recommendations for improving event management strategies for Integrated Corridor Management (ICM). Including recommendations for the TSM&O staff, the DEPARTMENT, and its operating partners.
5. Provide operations oversight of bridge-up notification systems and bridge pedestrian detection systems.
6. Provide operations support for Truck Parking Availability System (TPAS) to address the need for truck parking information management.
7. Provide operations support for Fog Detection Systems.
8. Provide operations support for Variable Speed Limits systems.
9. Provide operations support of Wrong Way Driving (WWD) and WWD vehicle detection systems.
10. Provide real-time performance measures.
11. Provide performance measures and daily, monthly, quarterly, and annual reports.
12. Monitor traffic.
13. Detect and manage incidents at all roadway facilities managed by the DEPARTMENT.
14. Obtain and disseminate traffic, incident, and roadway-related information.
15. Monitor weather alarms and alerts.
16. Dispatch and communicate with Road Ranger Service Patrols (RRSP), Severe Incident Response Vehicles (SIRV), and Rapid Incident Scene Clearance (RISC) responders and assist in incident management.
17. Provide statewide TSM&O-related coordination.
18. Achieve measurable improvements for all users of the TSM&O network.
19. Provide operations and monitoring of all ITS devices within the District 4 TSM&O limits.
20. Monitor and operate SunGuide system(s).
21. Monitor and operate the ramp signaling software selected by the DEPARTMENT for its ramp signaling operations.
22. Monitor and operate the Statewide Express Lanes Software (SELS) for managed lanes operations and tolling.
23. Install, configure, monitor, and operate the Operations Task Manager (OTM) software, or approved similar software.
24. Provide monitoring of the traffic signal systems.
25. Provide recommendations for improved signal operations to local signal operating and maintaining agency.
26. Facilitate implementation of improved signal operations through coordination with the local signal operating maintaining agency/agencies and retiming consultants.
27. Provide coordination with all FDOT Districts and other TMCs.
28. Provide operations support of lane closures, planned and unplanned.

29. Provide operations support with dynamic crash prediction and prevention software, queue warning systems, video analytics, and Artificial Intelligence (AI) powered Automated Incident Detection (AID) tools.
30. Railroad monitoring and crossing notification system.
31. Provide public information and customer service.
32. Provide, update, and implement strategic plans.
33. Provide Emergency Shoulder Use operations management support.
34. Provide Emergency Event Management Support.
35. Provide Smart Work Zone (SWZ) management and operations support.
36. Provide Connected Vehicle (CV) Applications Support.
37. Provide Support for the SW 10th Street Smart Work Zone Operations.
38. Create, modify, and/or maintain databases to store data necessary to perform performance measure analysis and any other RTMC-related statistical analysis.
39. Periodically archive data history records as directed by the DEPARTMENT.
40. Provide recommendations for Statewide Emergency Event Management practices.

The District 4 TSM&O SOP (Attachment II) provides additional information of RTMC operations.

4.2.2 Control Room Training and Certification

The VENDOR shall develop a TMC Operations Training and Certification program with multiple levels of testing and certification based on the DEPARTMENT'S requirements. The VENDOR will create and develop all necessary TMC operations training manuals, interactive training, and testing programs and materials. The program shall be delivered to the DEPARTMENT for approval within thirty (30) business days after CONTRACT is executed (**official delivery**).

At a minimum, the Control Room Training and Certification Program shall include:

1. National Responder Safety Training/Traffic Incident Management (TIM) training.
2. Manual of Uniform Traffic Control Devices (MUTCD) Chapter 61.
3. Intermediate Maintenance of Traffic (MOT).
4. SunGuide software training.
5. Training on any other software Operators will use.
6. Control Room Operations review.
7. Control Room floor Operations observation.
8. District 4 TSM&O Standard Operating Procedures (SOP).
9. Shift change procedures.
10. ITS equipment use, monitoring, troubleshooting, and reporting.
11. Road Ranger Service Patrol duties and procedures, and Road Ranger Service Patrol monitoring.
12. Road Ranger Service Patrol dispatching using the North Atlantic Treaty Organization (NATO) Phonetic Alphabet.
13. A Road Ranger Service Patrol ride-along.
14. Arterial operations.
15. Overview of Wrong Way Driving (WWD).
16. Overview of Smart Work Zone (SWZ).
17. Overview of Ramp Signaling system and operations.

18. Overview of the Express Lanes system and operations.

Once training is completed satisfactorily and within six months of hire, requirements to be certified as a RTMC Operator shall at a minimum include:

1. Maintaining for three consecutive months an error-to-event ratio below the last six-month average for the Control Room.
2. No disciplinary action during employment at the RTMC.
3. Once the two previous criteria and any other criteria on the Certification Program are met, the Operator trainee shall pass the RTMC Operator certification exam(s) with a grade of at least 70%.
4. If the Operator trainee fails to achieve the minimum score at the exam(s), management shall determine if training enforcement is needed to allow re-test.

Requirements to certify current Freeways and Managed Lanes Operators into Shift Leaders shall at a minimum include:

1. Maintaining for the past three months an error-to-event ratio below the last six-month Control Room average.
2. Pass the RTMC Operator certification exam(s) with a grade of at least 80%.
3. Pass the RTMC Shift Leader certification exam(s) with a grade of at least 80%.
4. Trainings on leadership and team management.

Throughout the duration of this contract, the VENDOR shall evaluate and update (**official annual deliverable**) the RTMC Operations Training and Certification Program, along with the training manuals and materials, to ensure that they are as effective as possible. In addition, the VENDOR shall modify and maintain the training program and all training materials in order to conform to updates in the District 4 TSM&O SOP, status of ITS deployment, software systems, and TMC policy. All training materials shall be submitted to the DEPARTMENT for review and approval prior to implementation.

Annual refresher training shall be required for all RTMC Operators (**official annual deliverable**), with all RTMC Operators refreshed-trained within 45 calendar days of approval. All records, including certificates of completion shall be made available to the DEPARTMENT for review within 24 hours of the request.

The VENDOR is responsible for developing additional training materials and providing training outside the scheduled annual training refresher as required by the DEPARTMENT. As an example, additional training may be required before new software or technology is implemented, a new Managed Lanes segment is scheduled to become operational, before new traffic management programs and/or strategies are incorporated, etc.

The VENDOR is responsible for overseeing development and implementation of all RTMC training programs required to keep all RTMC staff knowledgeable in the DEPARTMENT’S policies and goals relating to all operations conducted as part of the DEPARTMENT’S TSM&O Program.

4.2.3 Minimum Control Room Operations Services Staffing

At a minimum, the following full-time on-site positions shall be identified and scheduled at the RTMC:

1. RTMC Operations Manager.
2. Assistant RTMC Operations Manager.
3. Special Projects/Construction Coordinator: At a minimum one Special Projects/ Construction Coordinators shall be scheduled.
4. Quality Assurance Manager

4.2.3.1 RTMC Operations Manager

The VENDOR shall support the DEPARTMENT with management and coordination of Operations at the Broward RTMC and the Palm Beach Vista Center TMC. At a minimum, the VENDOR shall schedule an RTMC Operations Manager. The RTMC Operations Manager will work full-time on-site at the Broward RTMC. The RTMC Operations Manager will manage the daily operations activities in accordance with the District 4 TSM&O SOP, protocols, and policies.

The RTMC Operations Manager responsibilities include, but are not limited to:

a. Day-to-day management of the Control Room Operations staff and resources, including problem resolution concerning Control Room Operations.
b. Ensuring that operations are conducted within the design parameters, District 4 TSM&O SOP, FDOT policies, and industry standards.
c. Participating in Traffic Incident Management (TIM) meetings and ensuring appropriate interagency coordination.
d. Ensuring appropriate interagency coordination with other regional TMCs.
e. Participating in Broward RTMC and Palm Beach Vista Center TMC tours and presentations.
f. Attending meetings as directed by the DEPARTMENT to include TIM, South Florida ITS Coalition, and others as directed.
g. Preparing monthly reports of performance measures for Operators and supervisors.
h. Determining and using existing measures of effectiveness in terms of efficiency and effectiveness in providing transportation management, traveler information, and incident management.
i. Actively collaborating in updates of the District 4 TSM&O SOP.
j. Actively collaborating in the development and update of Operator training and certification materials to conform to updates in the District 4 TSM&O SOP. Modifying training materials as necessary as a result of system and employee performance analysis.
k. Overseeing Operator training and certification process.
l. Ensuring adequate staff coverage of the Control Room.
m. Performing all other tasks assigned by the DEPARTMENT.

Minimum Qualifications

- Minimum of five (5) years' experience in the operations of a facility similar to the RTMC.

- Understanding of TSM&O and traffic engineering principles.
- Comprehensive knowledge of Incident Management operations.
- Skilled in the use of advanced traffic management system (ATMS) applications.
- Skilled in the use of Windows operating system.
- High level knowledge of Microsoft Word, Excel, and PowerPoint.

The RTMC Operations Manager should have, at the minimum, the following:

- Good leadership and interpersonal skills.
- Good understanding of key management concepts.
- Ability to clearly communicate technical information in layman's terms.
- Ability to work alternate work schedules and be on-call 24 hours/day.
- Ability to write technical reports, manuals, and correspondence.
- Ability to coordinate real-time activities and priorities.
- Able to always maintain a professional demeanor and appearance.
- Ability to clearly communicate technical information in layman's terms.
- Ability to coordinate real-time activities and priorities.

Minimum RTMC Operations Manager Salary

The VENDOR shall employ a qualified RTMC Operations Manager at $45.00 minimum hourly rate for the duration of the CONTRACT.

4.2.3.2 Assistant RTMC Operations Manager

At a minimum, the VENDOR shall schedule an Assistant RTMC Operations Manager. The Assistant RTMC Operations Manager reports to and assists the RTMC Operations Manager with daily operations activities of the RTMC in accordance with the District 4 TSM&O SOP, protocols, and policies. The Assistant RTMC Operations Manager will work full-time on-site at the Broward RTMC. The Assistant RTMC Operations Manager responsibilities include, but are not limited to:

a. Assisting in the day-to-day management of the RTMC staff and resources, including problem resolution concerning RTMC operations.
b. Ensuring that RTMC operations are conducted within the design parameters, District 4 TSM&O SOP, FDOT policies, and industry standards.
c. Assisting in all tasks under the responsibility of the RTMC Operations Manager.
d. Ensuring performance of daily maintenance checks of the system and all ITS devices remotely through SunGuide.
e. Determining and using existing measures of effectiveness for the RTMC in terms of efficiency and effectiveness in providing transportation management, traveler information, and incident management.
f. Assisting in developing Operator training and certification materials.
g. Collaborating with Operator training and certification.
h. Ensuring adequate staff coverage of the Control Room.
i. Assisting with preparation of reports.
j. Performing all other tasks assigned by the DEPARTMENT.

Minimum Qualifications

- Minimum of three (3) years' experience in the operations of a facility similar to the RTMC.
- Skilled in the use of advanced traffic management system (ATMS) applications.
- Understanding of TSM&O and traffic engineering principles.
- Comprehensive knowledge of Incident Management operations.
- Skilled in the use of Windows operating system.
- High level knowledge of Microsoft Word, Excel, and PowerPoint.

The Assistant RTMC Operations Manager should have, at the minimum, the following:

- Good leadership and interpersonal skills.
- Has a good understanding of key management concepts.
- Ability to clearly communicate technical information in layman's terms.
- Ability to work alternate work schedules and be on-call 24 hours/day.
- Ability to write technical reports, manuals, and correspondence.
- Ability to coordinate real-time activities and priorities.
- Able to always maintain a professional demeanor and appearance.
- Ability to clearly communicate technical information in layman's terms.
- Ability to coordinate real-time activities and priorities.

Minimum Assistant RTMC Operations Manager Salary

The VENDOR shall employ a qualified Assistant RTMC Operations Manager at $27.00 minimum hourly rate for the duration of the CONTRACT.

4.2.3.3 Special Projects/Construction Coordinator

The VENDOR shall support the DEPARTMENT with the management and coordination of construction and special projects and their impacts on RTMC Operations. At a minimum, the VENDOR shall schedule one Special Projects/Construction Coordinator, full-time on-site at the RTMC. The Special Projects/Construction Coordinator shall have comprehensive knowledge of the Freeways Shift Leader and Freeways Operator responsibilities. The Special Projects/Construction Coordinator shall be able to perform Freeways Shift Leader and Freeways Operator positions' tasks efficiently during peak times and when Freeways Shift Leader or Freeways Operator are on breaks and/or leave.

The Special Projects/Construction Coordinator responsibilities include, but are not limited to:

a. Reviewing published construction events and identifying construction for DMS usage. Submitting DMS signing plans for RTMC Operations Manager of designee for review and approval.
b. Providing oversight and working closely as a RTMC liaison for all Incident Management Teams and construction Project Managers.
c. Obtaining lane closure schedules from active construction projects and updating a weekly construction report listing incoming construction planned lane closures and Operations' plans to address the closures.

d. Developing, distributing, executing, and following-up on DMS messaging plans for special events, construction, and maintenance activities that include lanes blockages, with approval from the RTMC Operations Manager.
e. Coordinating with Smart Work Zone projects.
f. Monitoring and reporting the adherence to the District 4 TSM&O SOP (e.g., grooming, personal cellphone usage in the Control Room).
g. Providing support and supervision in the Control Room during shifts.
h. Coordinating, developing agendas, and facilitating various meetings with Control Room staff on an as needed basis.
i. Coordinating/performing daily ITS infrastructure checks (CCTVs, DMS, MVDS, Video Wall, etc.) early in the mornings and opening ITS device failure tickets for malfunctions detected during the check.
j. Assisting on event management quality control tasks.
k. Ensuring Control Room aids and binders are up to date.
l. Providing support and periodic attendance at the TIM meetings and Southeast Florida Regional TMC Operations Committee (SEFRTOC) meetings.
m. Sharing Control Room on-call responsibilities.
n. Assisting during RTMC tours and presentations.
o. Assisting with generating reports.
p. Supporting the training of new Control Room Staff.
q. Assisting in other special projects as requested by the Department.

Minimum Qualifications

- At least two (2) years’ experience in TMC Operations.
- Skilled in the use of advanced traffic management system (ATMS) applications.
- Understanding of TSM&O principles.
- Intermediate level knowledge of Microsoft Word, Excel, and PowerPoint.

The Special Projects/Construction Coordinator should have, at the minimum, the following:

- Good leadership and interpersonal skills.
- Skilled at establishing relationships and working with others.
- Able to communicate effectively, both verbally and in writing, with different levels of the organization.
- Able to always maintain a professional demeanor and appearance.
- Ability to clearly communicate technical information in layman’s terms.
- Ability to write reports and correspondence.
- Ability to coordinate real-time activities and priorities.

Minimum Special Projects/Construction Coordinator Salary

The VENDOR shall employ a qualified Special Projects/Construction Coordinator at $26.00 minimum hourly rate for the duration of the CONTRACT.

4.2.3.4 Quality Assurance Manager

The VENDOR shall provide the necessary staff for event management quality control process. At a minimum, the VENDOR shall schedule a Quality Assurance (QA) Manager, full-time on-site at the RTMC. The QA Manager shall be proficient using SunGuide software and must possess strong familiarity of the District’s freeway, managed lanes, and arterial systems. The QA Manager shall have a very good knowledge of the policies and procedures contained in the District 4 TSM&O SOP.

The QA Manager responsibilities include, but are not limited to:

a. Identify errors on event management.
b. Collect, review, address, and correct event management errors in accordance with the latest version of the District 4 TSM&O SOP (Attachment II), 4.0 Operations, 4.01.07 Quality Control.
c. Conduct daily or weekly counseling sessions with individual Control Room staff members to discuss errors issued to the staff member and the corrective action.
d. Identify error trends pointing to areas that the Control Room staff might need reinforcement training.
e. Assist with preparation of error reports.
f. Assists the RTMC Manager and Assistant RTMC Manager with supervision of the Control Room staff.

Work schedules for the Quality Assurance Manager and the Assistant RTMC Operations Manager shall be consecutive, not overlapping for more than half an hour, to optimize the number of hours a manager is available on-site at the Control Room. The Quality Assurance Manager, the Assistant RTMC Operations Manager, and the RTMC Operations Manager shall be on a rotating on-call schedule during the hours none of them is on-site at the RTMC.

Minimum Qualifications

- Minimum of three (3) years’ experience as a Freeway Shift Leader or as a Managed Lanes Shift Leader.
- Comprehensive knowledge of the Incident Management operations (RRSP, SIRV, RISC, etc.)
- Proficient using SunGuide software.
- Strong familiarity of the District’s freeway, managed lanes, and arterial systems.
- Very good knowledge of the policies and procedures contained in the District 4 TSM&O SOP.
- Comprehensive knowledge of all Control Room operational responsibilities.
- Understanding of TSM&O and traffic engineering principles.
- Skilled in the use of Windows operating system.

The QA Manager should have, at the minimum, the following:

- Good leadership and interpersonal skills.
- Skilled at establishing relationships and working with others.

- Able to communicate effectively, both verbally and in writing, with different levels of the organization.
- Able to always maintain a professional demeanor and appearance.
- Ability to clearly communicate technical information in layman's terms.
- Ability to write reports and correspondence.
- Ability to coordinate real-time activities and priorities.

Minimum Quality Assurance Manager Salary
The VENDOR shall employ a qualified Quality Assurance Manager at $26.00 minimum hourly rate for the duration of the CONTRACT.

4.3 OPERATIONS SERVICES – FREEWAYS AND TUNNEL

FREEWAYS
The VENDOR shall assume operations of the District 4 RTMC, including overall management and oversight. The VENDOR shall staff the District 4 RTMC and provide the necessary managerial and support staff to implement and execute on a 24 hours a day, 7 days a week, 365 days a year (24/7/365) basis all of the services documented in the latest version of the District 4 TSM&O SOP (Attachment II).

The DEPARTMENT currently manages freeways I-595 from SR 7/SR 441 to US-1, and I-95 and I-75 within the five counties of FDOT District 4 – Broward, Palm Beach, Martin, St. Lucie, and Indian River counties. This adds up for a total of 207 centerline miles managed, distributed as follows:

- Broward – 90 miles
- Palm Beach – 46 miles
- Treasure Coast – 71 miles

The DEPARTMENT managed 98,223 freeway events in calendar year 2023.

The VENDOR shall monitor Wrong Way Driving (WWD) detection and prevention systems deployed in District 4. Currently there are WWD systems final accepted at 20 exits ramps along I-95 and I-75, with six (6) systems active. Additionally, 17 systems are already under construction at exit ramps along these same freeways.

The VENDOR shall support the DEPARTMENT in coordinating, planning, and implementing Freeways TSM&O strategies, including Smart Work Zones (SWZ).

Provisions for expansion of the District 4 RTMC services shall also be considered as the functionality and responsibilities of the FDOT District 4 TSM&O Program grows, including but not limited to the SW 10th Street Connector Project operations.

HENRY E. KINNEY TUNNEL MANAGEMENT
The VENDOR shall be responsible for the daily monitoring and operation of the Henry E. Kinney Tunnel, to support safe vehicular traffic. This includes monitoring of tunnel lights, fans, life safety

systems and other tunnel systems and equipment associated with the tunnels, and operations of variable message signs and cameras. The VENDOR shall provide staff monitoring the Henry E. Kinney Tunnel from the RTMC 24 hours a day, 7 days a week, 365 days a year. The tunnel monitoring staff should be trained in the procedures established for monitoring the tunnels. The VENDOR shall support FDOT and local first responders in any incidents which occur within the tunnels. VENDOR shall obtain National Incident Management System (NIMS)-IS 700 course and Incident Control System (ICS)-ICS 100 course training for the Control Room staff for the tunnel before the end of the transition period.

The VENDOR shall be responsible for coordinating with FDOT, City of Fort Lauderdale Police Department, City of Fort Lauderdale Fire Department, and other emergency response organizations in its execution of required emergency response services for incidents related to the tunnel. Tunnel operations are documented in the latest draft of the Henry E. Kinney Tunnel Operations Standard Operating Procedures (Attachment III).

Freeways Operators shall be responsible for the operations tasks for the H.E.K. Tunnel described below in section 4.3.1.1.

4.3.1 Minimum RTMC Control Room Freeways Staffing

At a minimum, the following full-time on-site positions shall be identified and scheduled 24/7/365 at the RTMC:

- Freeways Shift Leaders: Minimum one Freeways Shift Leader shall be scheduled for each shift.
- Freeways Operators: Minimum two Freeways Operators shall be scheduled for operations at all times.

At a minimum, the following full-time on-site positions shall be identified and scheduled:

- One Freeways Operator collocated at the Florida Highway Patrol's (FHP) Lake Worth Regional Communication Center (LWRCC), supporting FHP and the RTMC.

The VENDOR shall be responsible for providing any additional staffing needed during all peak hours of traffic, special events, natural disasters, emergency situations, and/or changes in environmental conditions as requested or directed by the FDOT Project Manager. The VENDOR shall assume all costs for these types of situations in their proposal.

Freeways Shift Leaders and Managed Lanes Shift Leaders shall be cross trained to be able to cover each other on breaks. The Freeways Shift Leader shall also function as Shift Leader for both Freeways and Managed Lanes operations during the times no Managed Lanes Shift Leader is scheduled.

All RTMC Operations staff shall have an individual unique username and password assigned to them. All RTMC operations staff shall be responsible for logging onto the system(s) at the beginning of each shift and logging off the system(s) at the end of each shift.

The VENDOR shall be responsible for the transfer/transition of personnel between shifts. The VENDOR is responsible to ensure that all Operators conduct a formal briefing to exchange the current incident / event / dispatching /notifications / system information prior to the previous shift leaving the RTMC. The VENDOR shall provide for approval by the DEPARTMENT, at a minimum, an outline of their formal briefing process for the end and beginning of each shift (**official delivery**). This shall be provided as part of the transition plan.

4.3.1.1 Control Room Freeways Operations Personnel

Freeways Operators are responsible for the principal monitoring of the freeway management systems (FMS) and must possess strong familiarity of the District’s freeway system. Among other tasks, Freeways Operators’ responsibilities are:

a. Monitoring the status of freeway using CCTV, Road Ranger Service Patrols, detector data, etc. to include detecting, confirming, updating, and responding to scheduled and unscheduled traffic and incident management events, congestion, and travel time imbalances in the geographical coverage area.
b. Entering all scheduled and unscheduled events and congestion into SunGuide software and disseminate information using ITS devices, website, and Florida 511 (FL511) system.
c. Coordinating with other Control Room staff, law enforcement, and external agencies in response to incidents.
d. Dispatching Road Ranger Service Patrols and SIRV to motorists, events, and to assist law enforcement in a timely and efficient manner.
e. Managing Wrong Way Driver events.
f. Detecting, confirming, and reporting equipment faults affecting Control Room equipment and RTMC system field equipment.
g. Performing daily ITS infrastructure checks (CCTVs, DMS, MVDS, Video Wall, etc.) during the morning shift and opening ITS device failure tickets for malfunctions detected during the check.
h. Coordinating with maintenance staff as needed.
i. Following FDOT District 4 policies and procedures, including the District 4 TSM&O SOP.
j. Following time requirements in the District 4 TSM&O SOP for event confirmation, RRSP and SIRV dispatching, DMS message posting, FL511 system update, etc.

Freeways Operators are also responsible for monitoring the Henry E. Kinney Tunnel. Some of the Freeways Operators responsibilities regarding the H.E.K. Tunnel include, but are not limited to:

a. Monitor the tunnel traffic and systems, and coordinate tunnel operations.
b. Detect, confirm, update, and respond to scheduled and unscheduled traffic and incident management events on the tunnel.
c. Enter all scheduled and unscheduled tunnel related events and congestion into SunGuide software.
d. Detect traffic incidents and breakdowns.
e. Monitor the tunnel and related system alarms and events.
f. Notify appropriate personnel and responders during a tunnel incident or event.

g. Provide tunnel operational status information to First Responders
h. Disseminate tunnel event information using ITS devices, website, and Florida 511 system.
i. Coordinate with law enforcement and external agencies in response to tunnel incidents.
j. Detect, confirm, and report equipment faults affecting the tunnel, including field equipment.
k. Coordinate with Asset Maintenance staff as needed.

The VENDOR shall have one Freeways Operator working from FHP’s Lake Worth facility (LWRCC), supporting FHP and the RTMC.

4.3.1.2 Minimum RTMC Freeways Operator Salaries

The VENDOR shall employ qualified Freeways Operators at $22.00 minimum hourly rate for the duration of the CONTRACT. Minimum hourly rates for Freeway Shift Leaders shall be above the minimum noted for the Operator positions they supervise. At the discretion of the DEPARTMENT, the VENDOR shall provide proof of compliance with these minimum rate requirements through verifiable sources (i.e., payroll registers, employee payroll checks, etc.)

4.4 OPERATIONS SERVICES – MANAGED LANES AND RAMP SIGNALING

The VENDOR shall assume operations of the Managed Lanes along I-95 (95 Express) and I-75 (75 Express), and Ramp Signaling system along I-95. The VENDOR shall staff the District 4 RTMC and provide the necessary managerial, professional, and support staff to implement and execute on a 24 hours a day, 7 days a week, 365 days a year (24/7/365) basis all of the Managed Lanes and Ramp Signaling services documented in the latest version of the District 4 TSM&O SOP (Attachment II).

The DEPARTMENT’S Managed Lanes network includes the 95 Express lanes going from south of Broward Boulevard in Broward County to Linton Boulevard in Palm Beach County, and the 75 Express from I-595 to the Homestead Extension of the Florida’s Turnpike. Ramps signals are located along I-95 from the Hallandale Beach Blvd interchange in Broward County to Linton Blvd in Palm Beach County.

The 595 Express Lanes Facility is part of the Managed Lanes network in District 4. This facility is operated by a separate contract under a public-private-partnership (P3). The Express Lanes Software (ELS) is the system to manage the 595 Express. The VENDOR will be responsible for message posting on Dynamic Message Signs (DMS), including toll amount and lane status signs, for 595 Express Lanes. The VENDOR will be responsible for preparing the 595 Express Lanes Monthly Mobility Report (**official monthly deliverable**). The VENDOR will be provided access to ELS and other systems as needed to be able to extract data for the report.

The DEPARTMENT’s managed Lanes network will be expanded in the near future by the completion of Phase 3C of the 95 Express Lanes (Financial Numbers: 409354-2-52-01 & 432222-1-52-01). Completion of Phase 3C is scheduled for spring 2025. This project extends from south

of Hollywood Boulevard to south of Broward Boulevard, for a distance of approximately nine (9) miles along I-95. Phase 3C will modify the northernmost section (Phase 2) of the 95 Express Lanes currently managed by District 6 TSM&O and turn it over to District 4 TSM&O. It will also provide a direct connection between 95 Express Lanes and I-595. The VENDOR will be responsible for operations of any active Managed Lanes and Ramp Signals on I-95 as they are completed by construction and shall account for it in their price proposal.

4.4.1 Minimum RTMC Control Room Managed Lanes and Ramp Signaling Staffing

At a minimum, the following full-time on-site positions shall be identified and scheduled at the RTMC to support 95 Express Lanes, 75 Express, and Ramp Signaling operations:

- Managed Lanes Program Manager.
- Managed Lanes Shift Leader: Minimum one Managed Lanes Shift Leader shall be scheduled weekdays from 5 am to 9 pm.
- Ramp Signaling Operator: Minimum one Ramp Signaling Operator shall be scheduled at the RTMC weekdays from 5 am to 9 pm.

At a minimum, the following full-time on-site positions shall be identified and scheduled 24/7/365 at the RTMC to support 95 Express Lanes, 75 Express, and Ramp Signaling operations:

- Managed Lanes Operators: Minimum one Managed Lanes Operator for each managed lanes facility shall be scheduled at all times.

Freeways Shift Leaders and Managed Lanes Shift Leaders shall be cross trained to be able to cover each other on breaks. The Freeways Shift Leader shall also function as Shift Leader for both Freeways and Managed Lanes operations during the times no Managed Lanes Shift Leader is scheduled.

4.4.1.1 Managed Lanes Program Manager

The Managed Lanes Manager shall be responsible for providing program management services to support managed lanes implementation and operations along I-95 and I-75, and Ramp Signaling related activities., including but not limited to:

<u>For future Phase 3C extension of District 4's Managed Lanes network on I-95, prior to commencement of tolling and ramp signaling operations.</u>

a. Developing transition plan from construction to operations (**official delivery**). The plan must be submitted four (4) months prior to the scheduled construction completion date.
b. Overseeing transition plan implementation.
c. Updating District 4 TSM&O SOP and District 4 Express Lanes Operational Procedures (ELOP) three (3) months prior to the scheduled construction completion date, addressing changes introduced by new managed lanes segment(s).
d. Developing necessary training materials to support operations three (3) months prior to the new segments' scheduled construction completion date.
e. Training operations staff at least two (2) weeks prior to commencement of tolling operations on new segments.

f. Collaborating with software enhancements by a third party, coordinating with Contractors in charge of construction activities affecting operations, and other activities required to support projects prior to final acceptance by the DEPARTMENT.
g. Assisting with preparation of managed lanes reports.

For segments already operational and for new segments after commencement of tolling and ramp signaling operations

a. Overseeing managed lanes operations.
b. Overseeing ramp signaling operations.
c. Overseeing overall project performance to ensure it is meeting the intended results.
d. Evaluating and analyzing project related performance metrics.
e. Developing and implementing recommendations to mitigate performance measures degradation.
f. Conducting and overseeing operational analyses.
g. Updating the District 4 Express Lanes Operational Procedures (ELOP) (Attachment IV) at least once a year (**official delivery**)
h. Providing projects related data and information to others (internal and external).
i. Coordinating and supporting testing for all software, hardware, and firmware upgrades/changes.
j. Reviewing and updating operational parameters including but not limited to:
    - Time of Day, Level of Service, and Traffic Density Delta tables for Express Lanes.
    - Minimum and maximum metering rates and other parameters for Ramp Signaling.
k. Representing the DEPARTMENT on meetings, workshops, presentations (including other Express Lanes deployment as the project lead and technical expert).
l. Supporting public outreach/public information effort.

Managed Lanes Program Manager Minimum Qualifications:

- Be graduated from an accredited four-year college or university with a degree in an engineering discipline or any other science, technology, engineering, or math (STEM) discipline.
- Have a minimum of two (2) years' experience working in a TMC or similar operations facility.

The Managed Lanes Program Manager should have, at the minimum, the following:

- Good leadership and interpersonal skills.
- Excellent understanding of key management concepts.
- Create project schedules in Microsoft Windows applications.
- Ability to clearly communicate technical information in layman's terms.
- Ability to work alternate work schedules and be on-call 24 hours/day.
- Skilled in the use of all Windows operating systems.
- Ability to write technical reports and correspondence.
- Ability to coordinate real-time activities and priorities.

- Ability to work in a fast-paced, quickly changing environment that requires proactive as well as reactive operational adjustments.

Minimum Managed Lanes Program Manager Salary
The VENDOR shall employ a qualified Managed Lanes Program Manager at $30.00 minimum hourly rate for the duration of the CONTRACT.

4.4.1.2 Control Room Managed Lanes Operations Personnel

Managed Lanes Operators must possess strong familiarity of the District’s freeway and arterial systems as well as the managed lanes network. The Managed Lanes Operators will be the primary Operators of the Statewide Express Lanes Software Next Generation (NG SELS). Managed Lanes Operators must be capable of working as Ramp Signaling Operators.

Some of the tasks the Managed Lanes Operators will be responsible for are:

a. Primary operators of the Statewide Express Lanes Software (SELS).
b. Verifying trip and segment toll amounts are displayed correctly every 15 minutes.
c. Monitoring I-95 and I-75 (Express and general-purpose lanes) and coordinating closely with District 6 TMC.
d. Closely coordinating with 595 Express during reversal operations and in response to any closures and assuring the status of the system is accurate.
e. Managing events in the Express Lanes in accordance with District 4 Express Lanes Operational Procedures (ELOP) and TSM&O Standard Operating Procedures (SOP).
f. Monitoring field devices along I-95 and I-75 (Express and general-purpose lanes) and report failures in accordance with District 4 TSM&O SOP.
g. Closely coordinating and supporting all Express Lanes operations.
h. Preparing or assisting with the preparation of Express Lanes reports.
i. Sending executive notification e-mails in the absence of a supervisor or shift leader.
j. Monitoring the status of Managed Lanes using CCTV, RRSP, SIRV, detector data, etc. to include detecting, confirming, updating, and responding to scheduled and unscheduled traffic and incident management events, congestion, and travel time imbalances in the geographical coverage area.
k. Entering into SunGuide software all scheduled and unscheduled events and congestion in the Managed Lanes and disseminate information using ITS devices, website, and FL511 system.
l. Coordinating with other Control Room staff, law enforcement, and external agencies in response to incidents.
m. Dispatching Road Ranger Service Patrols and SIRV to motorists, events, and to assist law enforcement in a timely and efficient manner.
n. Managing Wrong Way Driver events in the Managed Lanes.
o. Detecting, confirming, and reporting equipment faults affecting Control Room equipment and RTMC system field equipment.
p. Coordinating with maintenance staff as needed.
q. Following FDOT District 4 policies and procedures, including the District 4 TSM&O SOP.

r. Following time requirements in the District 4 TSM&O SOP for event confirmation, RRSP and SIRV dispatching, DMS message posting, FL511 system update, etc.

4.4.1.3 Control Room Ramp Signaling Operations Personnel

The Ramp Signaling (RS) Operator must possess strong familiarity of the District's freeway and arterial systems as well as the managed lanes network. The RS Operator will be the primary operator of the District's ramp signaling software (MaxView software is currently used). The RS Operator requires excellent judgement and situational awareness of ramp signaling impacts to the freeway system, arterial network, and Express Lanes, and a close working relationship with the DEPARTMENT'S signal maintaining agencies. The Ramp Signaling Operator should be familiar with ramp signaling hardware and software. The Ramp Signaling Operator should also be familiar with ramp signaling performance measures and will be responsible for recording observations relating to these. They should coordinate these observations with the DEPARTMENT and make suggestions for increased performance.

Ramp Signals will be generally operated during recurring congestion to help regulate the flow onto the freeway. As recurring congestion generally occurs during peak periods, a Ramp Signaling Operator will be needed during such periods. The Operator's shift start time shall allow for the Operator to check the system readiness before the expected turn-on time.

Ramp Signals are traffic responsive and will turn off once traffic congestion clears. Ramp Signals can also be used as a traffic management tool to alleviate congestion in response to an incident occurring off peak period (non-recurring congestion). For the reasons listed above, Manage Lanes Operators and RS Operator must be cross trained, so that Managed Lanes Operators can monitor Ramp Signals when a Ramp Signal turns on in response to congestion occurring outside of the regular RS Operator's shift.

Some of the regular tasks of the Ramp Signaling Operator include but are not limited to:

a. RS Operator shall verify system readiness before expected RS turn-on time:
    - Operator will perform a Ramp Signal system check to verify all components are operational.
    - Check all related software and hardware are operational and communicating properly.
    - Verify the Ramp Signaling Workstation readiness.
    - Prepare daily operation log.
    - RS Operator will monitor traffic through CCTV and mainline detectors downstream of the ramp entrance to verify signals are responding to traffic conditions.
b. Once a ramp signal is turned-on the RS Operator will:
    - Use CCTVs, detector data, and other sources to monitor the system operation and traffic conditions.
    - Perform troubleshooting after detecting a failure, and reporting the failure into MIMS if troubleshooting did not fix the issue. The RS Operator is

expected to follow up with ITS Maintenance as necessary until the failure is resolved.
- Force signal to green when a vehicle fails to activate the green light due to the vehicle stopping short of the stop bar.
- Flush the ramp when congestion on the ramp is observed spilling onto the arterial, causing additional backups and congestion.
- Collect any data necessary for reporting. The RS Operator will also collect and document observation data pertaining to the system operation, documenting any operational failure detected.

c. Once the ramp signal is turned off the RS Operator will:
- Prepare a daily debriefing report with the data collected during operation. This shall include information on:
  - Turning-on/-off times.
  - Maximum ramp queues in 15 minutes intervals.
  - Maximum number of vehicles spilling back onto the arterial within the 15 minutes.
  - Red-light violations.
  - Listing of emergency or special events, etc.
  - Documentation of any software, hardware, or operational failures or considerations.
  - Recommendations, if any, for future operations.

4.4.1.4 Minimum RTMC Managed Lanes Operator Salaries

The VENDOR shall employ qualified RTMC Managed Lanes Operators at $24.00 minimum hourly rates for the duration of the CONTRACT. Minimum hourly rates for Managed Lanes Shift Leaders shall be above the minimum noted for the Operator positions they supervise. At the discretion of the DEPARTMENT, the VENDOR shall provide proof of compliance with these minimum rate requirements through verifiable sources (i.e., payroll registers, employee payroll checks, etc.)

4.4.1.5 Minimum RTMC Ramp Signaling Operator Salaries

The VENDOR shall employ qualified RTMC Ramp Signaling Operators at $24.00 minimum hourly rates for the duration of the CONTRACT. At the discretion of the DEPARTMENT, the VENDOR shall provide proof of compliance with these minimum rate requirements through verifiable sources (i.e., payroll registers, employee payroll checks, etc.)

4.4.2 Managed Lanes and Ramp Signaling Operators Training

The VENDOR shall develop a training and certification program for Managed Lanes Operators and Ramp Signaling Operators. The program shall be delivered to the DEPARTMENT for approval sixty (60) days after the CONTRACT is executed (**official delivery**).

At a minimum, the Managed Lanes & Ramp Signaling Operator Training Program shall include:
- Obtaining RTMC Operator Certification

And classroom training on:

- District 4 TSM&O Standard Operating Procedures (SOP), with a review of the Managed Lanes Network section.
- Express Lanes Operational Procedures (ELOP).
- Statewide Express Lanes Software (SELS).
- Ramp Signaling operations.

4.5 OPERATIONS SERVICES – ARTERIALS

FDOT District 4 is expanding several active arterial management initiatives as part of the TSM&O Program, which include: Smart work zones, active arterial management, arterial ITS infrastructure deployments, and signal retiming efforts; The VENDOR shall support the DEPARTMENT on the operations of these initiatives. The VENDOR shall manage and operate the arterial TSM&O infrastructure in District 4. The VENDOR shall staff arterial operations at the Palm Beach County Vista Center TMC and at the Broward RTMC, providing the necessary managerial, professional and support staff to implement and execute Monday through Friday from 7 a.m. to 7 p.m. all of the services documented in the latest version of the District 4 TSM&O SOP (Attachment II).

The FDOT District 4 Arterial Management System (AMS) infrastructure includes CCTV cameras, arterial DMS (ADMS); Microwave Vehicle Detection Sensors (MVDS), Bluetooth based Arterial Travel Time System (TTS), Portable Traffic Monitoring Stations (PTMS), and associated communications devices, and system electronics both in the field and within the Traffic Management Centers (For a list of ITS devices see Table 3.9-1 District 4 ITS Devices).

The VENDOR shall support the DEPARTMENT in providing arterial TSM&O services as described in this document to support arterial TSM&O initiatives during the duration of this CONTRACT. Provisions for expansion of the DEPARTMENT'S Arterial Operations Program shall also be considered as the functionality and responsibilities of the FDOT District 4 TSM&O Arterial Management System (AMS) grows, including but not limited to:

- SW 10th St Corridor Project.
- The train vehicle crash avoidance project for railroad crossings
- Queue detection systems.

The VENDOR shall support the DEPARTMENT in coordinating, planning, and implementing arterial TSM&O strategies, including but not limited to:

- Smart Work Zones (SWZ).
- Bridge-up notification systems.
- Bridge pedestrian detection systems.
- Fog Detection Systems.

The VENDOR shall be responsible for arterial TSM&O services along the FDOT funded portion of the District 4 AMS covering the following arterials, but not limited to:

<u>Broward County:</u>

- Oakland Park Boulevard (SR 816) from University Drive to US-1

- Sunrise Boulevard (SR 838) from SR 7 to US-1
- Broward Boulevard (SR 842) from University Drive to US-1
- US-441 (SR 7) from Hallandale Beach Blvd to Commercial Boulevard
- US-1 (SR 5) from Miami-Dade County Line to Oakland Park Boulevard
- University Drive (SR 817) from Florida's Turnpike (Homestead Extension) to Oakland Park Boulevard
- Hollywood Boulevard (SR 820) from Dykes Road to US-1
- Pembroke Road (SR 824) from I-95 to US-1
- Hallandale Beach Boulevard (SR 858) from SR 7 to the Intracoastal Waterway
- US-1 from Hollywood Boulevard to the Miami Dade County line
- Griffin Road (SR 818) from University Drive to SR 7

Palm Beach County:

- Indiantown Road (SR 816) from FL Turnpike to US-1
- PGA Boulevard (SR 838) from FL Turnpike to US-1
- Northlake Boulevard (SR 842) from Military Trail to US-1
- Okeechobee Boulevard (SR 704) from Royal Palm Beach Boulevard to Flagler Drive
- Southern Boulevard (SR 80) from Seminole Pratt Whitney Road to Flagler Drive
- Glades Road (SR 808) from SR 7 to Jog Road
- Palm Beach Lakes Boulevard from Okeechobee Boulevard to US-1
- Military Trail (SR 809) from Lake Worth Road to Okeechobee Boulevard
- SR 7 from Lake Worth Road to Okeechobee Boulevard

Treasure Coast:

The VENDOR shall support the DEPARTMENT with Cloud-Based Arterial Management (CBAM) network to deploy and integrate ITS devices on additional arterials into to the Arterials Operations Program. Some of the Treasure Coast roadways that will possibly be integrated through CBAM or any other initiatives are, but not limited to:

- US 1 (SR 5)
- Military Trail
- SR 714
- SR 70/ Okeechobee Road

As the FDOT expands its AMS infrastructure to new roadway segments in Broward County, Palm Beach County, Indian River, and St . Lucie, the VENDOR shall provide operational services for new locations and along new roadway segments at the discretion of the FDOT. Some of the projects that are in construction or design are at:

- SR 710 in Palm Beach County
- Okeechobee Boulevard (SR 704) in Palm Beach County
- US 27 in Broward County and Palm Beach County
- Atlantic Boulevard (SR 814) in Broward County
- Commercial Boulevard (SR 870) in Broward County
- Davie Boulevard (SR 736) in Broward County

4.5.1 Arterial Operations at the Palm Beach County Vista Center TMC and Broward RTMC

It is the responsibility of the VENDOR to familiarize themselves with the daily activities and responsibilities of the Palm Beach County Vista Center TMC and the Broward RTMC. The VENDOR shall assume arterial operations at the Palm Beach County Vista Center TMC and at the District 4 Broward RTMC, including overall management and oversight. The VENDOR shall ensure that all operations activities conform to District 4 TSM&O SOP (Attachment II) and the DEPARTMENT'S policies.

The VENDOR shall provide personnel to operate and monitor all TSM&O arterial infrastructure of the DEPARTMENT'S arterial network, provide day-to-day monitoring of the traffic signal system, track system alarms, and generate signal system operations reports, monitoring of CCTV and DMS systems for the arterial street network, etc.

4.5.2 Arterial Operations Services Control Room Staffing

The VENDOR shall staff the Arterial Operations Program at the District 4 RTMC and at the Palm Beach County Vista Center TMC, and provide the necessary managerial, professional and support staff to implement and execute all the services documented in the latest version of the District 4 TSM&O SOP (Attachment II).

4.5.3 Minimum Control Room Arterials Staffing

At a minimum, the following full-time on-site positions shall be identified and scheduled for Arterial Operations:

- Arterial Operations Program Manager
- Arterial Operators:
  - Two Arterial Operators shall be scheduled at the Broward RTMC weekdays from 6:00 am to 6:30 pm.
  - Two Arterial Operators shall be scheduled at the Palm Beach Vista Center TMC weekdays from 7:00 am to 7:00 pm.

Cross-training between Arterial Operators and Freeways Operators shall be implemented at the RTMC. Arterial Operators shall support Freeway Operations during periods of low arterial activity. Freeways Operators shall support Arterial Operations overnight if necessary.

4.5.3.1 Arterial Operations Program Manager

The Arterial Operations Program Manager will work out of the Broward RTMC building. It is up to the DEPARTMENT'S Project Manager to determine if, due to shortage of space at the RTMC building, the Arterial Program Manager's workspace must be situated at any other location outside of the RTMC. Any leased space shall follow 3.3.2.

Some of the high-level responsibilities include:

a. Monitor actively the system and other arterial ITS infrastructure, analyze traffic data and recommend/perform actions to improve arterial traffic operations.

b. Provide recommendations to develop, update, and maintain signal timing information.
c. Prepare system performance reports.
d. Track and respond to system alarms to ensure system downtime is minimal.
e. Coordinate with the freeway operations staff in managing congestion on arterials caused from expressway incidents and special events.
f. Coordinate with stakeholders in managing congestion on arterials caused from special events.
g. Assist the signal timing agency staff in conducting travel-time delay runs and system fine-tuning activities.
h. Assist the signal timing agency staff in reporting results and effects of signal retiming efforts.
i. Assist in preparing monthly reports on the performance of the signal system based on predefined measures of effectiveness and other arterial reports.
j. Performance monitoring, cost/benefit reporting, and benchmarking of the arterial network.
k. Participate in progress meetings and other meetings as requested by the DEPARTMENT.
l. All other tasks assigned by the DEPARTMENT.

Minimum Qualifications:

- Graduated from an accredited four-year college or university with a degree in an engineering discipline or any other science, technology, engineering, or math (STEM) discipline.
- Knowledge and understanding of traffic signal systems, traffic controller operation, ITS and traffic engineering principles.
- Knowledge of traffic signal analysis programs, such as SYNCHRO, HCS, etc.

The Arterial Operations Program Manager should have, at the minimum, the following:

- Good leadership and interpersonal skills.
- Good communication skills and ability to work as a team member.
- Ability to make independent decisions on a routine basis.
- Ability to work alternate work schedules.
- Ability to write technical reports and correspondence.
- Ability to coordinate real time activities and priorities.

Minimum Arterial Operations Program Manager Salary

The VENDOR shall employ a qualified Arterial Operations Program Manager at $30.00 minimum hourly rate for the duration of the CONTRACT.

4.5.3.2 Control Room Arterials Operations Personnel

Arterial Operators are responsible for monitoring of the AMS roadways and possess strong familiarity of the District's arterial network. Some of the Arterial Operator responsibilities are:

- Monitor the status of arterial network using CCTV, SIRV, Road Ranger Service Patrols (future), detector data, Bluetooth devices, etc.
- Detect, confirm, update, and respond to scheduled and unscheduled traffic and incident management events on the arterial network, congestion, and travel time imbalances in the geographical coverage area.
- Enter all scheduled and unscheduled events and congestion into SunGuide software.
- Disseminate information using ITS devices, website, and Florida 511 system.
- Coordinate with other Control Room staff, law enforcement, and external agencies in response to incidents.
- Dispatch SIRVs to motorists, events, and to assist law enforcement in a timely and efficient manner.
- Coordinate with signal timing staff and county or city/municipality staff as required to adjust signal timing as needed in response to scheduled and unscheduled events.
- Detect, confirm, and report equipment faults affecting Control Room equipment and field equipment, including equipment maintained by the signal timing agency.
- Perform daily Arterial ITS infrastructure checks (CCTVs, DMS, MVDS, Video Wall, etc.) early in the mornings and open ITS device failure tickets for malfunctions detected during the check.
- Coordinate with maintenance staff as needed.
- Follow FDOT District 4 policies and procedures, including the District 4 TSM&O SOP.
- Follow time requirements in the District 4 TSM&O SOP for event confirmation, RRSP and SIRV dispatching, etc.

4.5.3.3 Minimum Arterials Operator Salaries

The VENDOR shall employ qualified Arterial Operators at $20 minimum hourly rate for the duration of the CONTRACT. At the discretion of the DEPARTMENT, the VENDOR shall provide proof of compliance with these minimum rate requirements through verifiable sources (i.e., payroll registers, employee payroll checks, etc.)

4.6 INTELLIGENT TRANSPORTATION SYSTEM (ITS) MAINTENANCE SUPPORT SERVICES

The VENDOR shall support the DEPARTMENT with oversight of the existing ITS Maintenance services that are provided by Contract BE706 for Broward ITS Maintenance Services, and Contract BE805 for Palm Beach and Northern 3 Counties (Martin, St. Lucie, and Indian River Counties) ITS Maintenance Services and future replacement/renewal to the Contracts and/or any variation meeting the intent of the Contracts (These contracts will expire 12/19/2024 and are in the process of being replaced). The VENDOR shall be responsible for:

1. Conducting field verifications on a monthly basis (**official monthly deliverable**) of at least:
    - 10 percent of ITS devices that have been repaired by the ITS Maintenance Contractor during the previous month.

- 10 percent of ITS devices that have had preventive maintenance performed by the ITS Maintenance Contractor during the previous month.

The purpose is to ensure that the existing ITS Maintenance Contractor work is acceptable and in accordance with standard industry practices and the District 4 TSM&O SOP, Maintenance section.

2. Conducting inspection of a 15 percent of ITS inventory at each warehouse storage unit on a quarterly basis (**official quarterly deliverable**) to ensure that all DEPARTMENT'S inventory is accounted for as documented in the DEPARTMENT'S ITS asset management software, the Maintenance and Inventory Management System (MIMS).
3. Assisting the DEPARTMENT with reviewing and recommending new ITS maintenance work orders based on the needs of the system and changing conditions.
4. Conducting new technology testing and review oversight.
5. Overall coordination with the ITS Maintenance Contractor and Construction Contracts for improvement of the overall system and operations.

It is the VENDOR'S responsibility to maintain a professional and collaborative relationship with the designated ITS Maintenance Contractor.

VENDOR or Sub-consultant shall not be the District's ITS Maintenance Contractor to avoid conflict of interest.

4.6.1 Minimum ITS Maintenance Services Oversight Staffing

At a minimum, the following full-time on-site position shall be identified and scheduled:

- ITS Maintenance Program Coordinator

4.6.1.1 ITS Maintenance Program Coordinator

The ITS Maintenance Program Coordinator shall support all ITS Maintenance oversight related activities, including but not limited to:

a. Overseeing the Contracts for ITS Maintenance Services for the FDOT District 4 TMS&O program.
b. Provide support so that the ITS Maintenance Contractor can ensure that the ITS devices operate efficiently.
c. Providing review and recommendations of ITS Maintenance Contractors' invoice reports.
d. Analyzing and monitoring ITS Maintenance Contractors' performance measures.
e. Verifying the ITS Maintenance Contractors perform ITS maintenance activities timely and efficiently.
f. Assisting the DEPARTMENT with management of work orders assigned to the ITS Maintenance Contractors.
g. Assisting the DEPARTMENT with reviewing and recommending new ITS maintenance work orders based on the needs of the system and changing conditions.
h. Conducting new technology testing and review oversight.
i. Performing ITS monthly field repair/maintenance verifications and quarterly ITS inventory inspections.

j. Monitoring expenditures of the ITS Maintenance Contract.
k. Supporting the DEPARTMENT'S ITSFM program.
l. Following up with construction Contractors over ITSFM data to be submitted by projects installing ITS devices.

Minimum Qualifications:

- Three (3) years of experience working with ITS device maintenance.

The ITS Maintenance Program Coordinator should have, at the minimum, the following:

- Good leadership and interpersonal skills.
- Excellent understanding of key management concepts.
- Ability to clearly communicate technical information in layman's terms.
- Excellent knowledge and experience with Microsoft Excel.
- Skilled in the use of all Windows operating systems.
- Ability to write technical reports and correspondence.
- General knowledge of ITS devices.

Minimum ITS Maintenance Program Coordinator Salary

The VENDOR shall employ a qualified ITS Maintenance Program Coordinator at $26.00 minimum hourly rate for the duration of the CONTRACT.

4.7 TRAFFIC INCIDENT MANAGEMENT SUPPORT SERVICES

The DEPARTMENT aims to reduce delays, improve reliability and safety for the motorists by providing free highway assistance services during incidents. The DEPARTMENT has various incident management programs such as:

- Road Ranger Service Patrol (RRSP).
- Severe Incident Response Vehicle (SIRV).
- Rapid Incident Scene Clearance (RISC).
- Traffic Incident Management (TIM) Teams.

The VENDOR shall be responsible for providing program management services to support the FDOT District 4 TSM&O Incident Management Program Manager and coordinate all incident management programs and initiatives identified in the scope of services, in accordance with the latest versions of the District 4 TSM&O SOP (Attachment II). Incident management programs include, but are not limited to, TIM, the Road Ranger Service Patrol (RRSP) program, the Severe Incident Response Vehicle (SIRV) program, and Rapid Incident Scene Clearance (RISC) program.

The VENDOR shall coordinate incident response between the DEPARTMENT'S incident management resources, FHP, fire rescue, Florida's Turnpike Enterprise (FTE), FDOT District 6 TMC, District 1 TMC, District 5 TMC, and other partners within the region in accordance with the latest version of the District 4 TSM&O SOP (Attachment II).

The VENDOR shall provide the necessary staff to coordinate operations of the Road Ranger Service Patrol program and Severe Incident Response Vehicle program for FDOT District 4,

including dispatching, monitoring, and communicating with the Incident Management resources in accordance with the latest version of the District 4 TSM&O SOP (Attachment II).

4.7.1 Road Ranger Service Patrol Management Oversight

The RTMC will be in direct coordination with the RRSP program. Operators will be responsible for dispatch of RRSP and assistance in the incident management process. The VENDOR will be responsible for ensuring that all communications and coordination efforts between the operations staff and the Road Ranger Service Patrols are in accordance with the District 4 TSM&O SOP (Attachment II).

In assistance with the TSM&O Incident Management Program Manager, the VENDOR shall be responsible for providing management oversight including contract management oversight for Contracts # E4V68 (Broward), # E4U23 (Palm Beach), and # E4R18 (Treasure Coast) and future replacement/renewal to the contracts and/or any variation meeting the intent of the contracts, according to the District 4 TSM&O SOP (Attachment II). The VENDOR shall:

- Verify adherence to contract requirements by the Road Ranger Contractors and report back to the DEPARTMENT.
- Coordinate Road Ranger Service Patrol operations as documented in the latest version of the District 4 TSM&O SOP (Attachment II).
- Review and provide recommendations of the Road Ranger Contractors' invoice reports.
- Projecting contract expenditures based on existing and future Road Ranger Service Patrol program's operational needs.
- Conduct bi-weekly Road Ranger Contractor(s) meetings and preparing meeting minutes for the TSM&O Incident Management Program Manager and the TSM&O Freeway Manager.
- Conduct inspections on all RRSP units and RRSP vehicle Operator qualifications review by the end of every month. Provide a report of the inspection to the TSM&O Incident Management Program Manager (**official monthly delivery**). The report shall provide at least the number of vehicles and Operators inspected/reviewed, and description of issues found per vehicle/Operator, and any other data at the DEPARTMENT'S request.

The RRSP program provides 24 hours/day, 7 days/week free highway assistance services along the entire I-95 and I-75 corridors within District 4, as well as in other roadways in the District that are determined by the DEPARTMENT. Road Ranger Service Patrols provided 75,705 assists in calendar year 2022.

VENDOR or Sub-consultant shall not be the District's RRSP Contractor to avoid conflict of interest.

4.7.2 Severe Incident Response Vehicle (SIRV) Management Oversight

Freeways, Managed Lanes, and Arterial Operators will be responsible for dispatch of the SIRV services and assistance in the incident management process. The VENDOR will be responsible for ensuring that all communications and coordination efforts between the operations staff and the

SIRV services are in accordance with the latest version of the District 4 TSM&O SOP (Attachment II).

In assistance with the TSM&O Incident Management Program Manager, the VENDOR shall be responsible for providing management oversight for SIRV Contract #E4W64 (and future replacement/renewal to the contract and/or any variation meeting the intent of the contract). Some of the activities that the VENDOR shall be responsible for, but not limited to are:

- Verify adherence to contract requirements by the SIRV Contractor and report back to the DEPARTMENT.
- Coordinate SIRV operations as documented in the latest version of the D4 TSM&O SOP (Attachment II).
- Review and provide recommendations of the SIRV Contractor's invoice reports.
- Projecting contract expenditures based on existing and future SIRV program's operational needs.
- Conduct bi-weekly SIRV Contractor meetings and prepare meeting minutes for the TSM&O Incident Management Program Manager and TSM&O Freeways Manager.
- Conduct inspections on all SIRV units and SIRV vehicle Operator qualifications review by the end of every month. Provide a report of the inspection to the TSM&O Incident Management Program Manager (**official monthly delivery**). The report shall provide at a minimum the number of vehicles and Operators inspected/reviewed, description of issues found per vehicle/Operator, and any other data at the DEPARTMENT'S request.

The Severe Incident Response Vehicle (SIRV) program was created to provide an immediate FDOT incident command presence on the scene of severe incidents districtwide. SIRV responds 24 hours/day, 7 days/week to severe traffic incidents, such as full highway closures, fatalities, overturned commercial trucks, and any other event that may last longer than two hours. In addition to severe incidents, SIRV also responds to any freeway and arterial incident that blocks a traffic lane Monday through Friday, from 6 a.m. to 7 p.m., with coverage for freeways on-call after 7 p.m. SIRV responded to 3,067 incidents in year 2022.

VENDOR or Sub-consultant shall not be the District's SIRV Contractor to avoid conflict of interest.

4.7.3 Rapid Incident Scene Clearance (RISC) Management Oversight

In assistance with the TSM&O Incident Management Program Manager, the VENDOR shall be responsible for providing management oversight including contract management oversight for the RISC program in District 4 (Contracts #BEB16, BEB17, BEB18, BEB19, BEB20, BEB21, BEB22, BEB23, BEB24, BEB25, and BEB33). Some of the activities that the VENDOR shall be responsible for, but not limited to are:

- Reviewing and providing recommendations of the RISC Vendors' invoice reports.
- Conducting vehicle inspections and vehicle Operator qualifications review at least once per year. A report of the inspection shall be provided to the TSM&O Incident Management Program Manager (**official annual delivery**). The report shall provide at a minimum the number of vehicles and Operators inspected/reviewed, description of issues found per vehicle/Operator, and any other data at the DEPARTMENT'S request.

- Maintaining all required documentation current, including but not limited to the RISC section in the District 4 TSM&O SOP and RISC Binder.
- Archiving/filling all RISC Contracts documentation.
- Coordinating and conducting After Action Review (AAR) meetings on level 3 incidents, RISC incidents and any other incident as requested by the TSM&O Incident Management Program Manager
- Projecting contract expenditures based on existing and future RISC operational needs.

The VENDOR shall maintain and update the RISC Binder. The RISC Binder is a guide for operators during all RISC incidents and contains the most up-to-date information. The RISC binder is located on the top of the console between the Lead consoles 15 &16. In the binder, operators will find the following:

- RISC Activation Log to fill out (extra copies for reference purposes).
- The current contractor rotation information, including previous RISC activations.
- Vendors contact information.
- An overview of RISC.

Often during major commercial vehicle crashes, trailers loaded with cargo are damaged and spill their loads onto the highway or adjacent areas. Rapid Incident Clearance (RISC) is an incentive-based program that requires heavy-duty, specialized equipment and trained Operators to quickly respond and clear major incidents such as large vehicle crashes, rollovers, fires, and cargo spill within a specified period. The RISC Contractor has the responsibility to respond to the incident within 60 minutes of the request to activation request. Once on scene and provided a Notice to Proceed (NTP) by the lead official on scene, the vendor will have 90 minutes to open the travel lanes for traffic. RISC was activated during 46 major incidents in year 2022.

VENDOR or Sub-consultant shall not be the District's RISC Contractor to avoid conflict of interest.

4.7.4 Traffic Incident Management (TIM) Teams

The DEPARTMENT has three Traffic Incident Management (TIM) Teams, the Broward TIM Team, the Palm Beach TIM Team, and the Treasure Coast TIM Team. District 4 TIM Teams meet quarterly. Bi-annual joint TIM meetings are held among the Broward and the Miami-Dade TIM Teams with one meeting taking place in Broward County and the other in Miami-Dade County. All TIM Team's meetings include local and regional agency representatives (FDOT, Florida's Turnpike Enterprise (FTE), other regional TMCs, FHP, tow companies, local police, local fire rescue, consultants, and asset maintenance companies) to provide for the coordination of incident related issues within the region. The VENDOR shall be responsible for coordinating, conducting, managing, documenting, and archiving all meetings, activities, and operation of the District 4 TIM Program under the supervision and direction of the TSM&O Incident Management Program Manager and the TSM&O Freeways Manager. The VENDOR shall be responsible for updating and maintaining the TIM Team contact lists and sending welcome emails to new members. The VENDOR shall participate with the Community Traffic Safety Team (CTST) within the District 4 Safety Office.

The VENDOR shall be responsible for supporting TIM initiatives, preparing presentations and present on incident management to state and local officials and various groups and organizations.

FDOT Central Office (CO) publishes the TIM Newsletter with the purpose of providing TM response and support agencies with relevant and timely information that will collectively help advance the TIM state of practice throughout Florida. The TIM Responder newsletter also increases awareness of TIM and promotes its benefits. The VENDOR shall be responsible for contributing articles to the CO's TIM Newsletter (**official quarterly deliverable**).

The Federal Highway Administration (FHWA) facilitates the Traffic Incident Management Self-Assessment (TIMSA) to provide a formal process for State and local transportation, public safety, and private sector partners to collaboratively assess their traffic incident management programs and identify opportunities for improvement. The VENDOR shall be responsible for conducting, documenting, and submitting the FHWA's Traffic Incident Management (TIM) Self-Assessment for each county-level TIM Teams (**official annual deliverable**).

4.7.5 TIM Strategic Plan

The TIM Strategic Plan (https://www.fdot.gov/traffic/traf-incident/tim-doc.shtm) is a statewide FDOT document that is used within District 4 to provide the framework for guiding the DEPARTMENT'S Traffic Incident Management activities. The VENDOR shall follow directives in the TIM Strategic Plan for guidance in the strategic direction of the TIM programs, identification of key stakeholder roles and responsibilities, agreements, performance measures, key focus areas for improvement, etc. The VENDOR shall assist in the implementation of the TIM Strategic Plan.

4.7.6 After-Action Review (AAR) Meetings

After-Action Review (AAR) are multi-agency, multi-discipline meetings to analyze strengths and weaknesses of an incident response, collectively evaluate the decisions made and actions taken during an incident, looking to identify both best practices and opportunities for future incidents.

The VENDOR shall organize, coordinate, conduct, and participate in AAR Meetings with all agencies and entities involved in managing incidents, RISC incidents, and any other incident as requested by the TSM&O Incident Management Program Manager and stated in the approved D4 TSM&O SOP. The VENDOR shall prepare a list of details of the incident(s) to be discussed in the meeting. The VENDOR shall document feedback from each entity and lessons learned and send them via email to the TSM&O Incident Program Manager, along with any other meeting minutes.

4.7.7 Minimum Incident Management Staffing

At a minimum, the following on-site position shall be identified and scheduled full time at the RTMC to support the DEPARTMENT with incident management programs and initiatives:

- Traffic Incident Management Coordinator

4.7.7.1 Traffic Incident Management Coordinator

The Traffic Incident Management Coordinator work includes participation in program planning, performance data analysis, oversight of incident management programs, meeting coordination, preparation of technical correspondence and reports, contacts with and/or appearances before local officials, civic and community groups, public agencies, etc., to promote and implement Traffic Incident Management (TIM) activities for the DEPARTMENT.

The Traffic Incident Management Coordinator shall also provide management oversight for FHP contracts within District 4: BEC13 for Express Lanes enforcement and BEC14 for High Occupancy Vehicle (HOV) lane enforcement, and future replacement/renewal to the contracts and/or any variation meeting the intent of the contracts.

The Traffic Incident Management Coordinator shall meet with the FDOT TSM&O Incident Management Program Manager on a bi-weekly basis, or at any time requested by the FDOT TSM&O Incident Management Program Manager, to discuss the latest activities and events and any other topic of interest regarding the Incident Management Program and its components.

Some of the IM Management Coordination responsibilities are:

1. Supporting and coordinating all incident management programs and initiatives identified in this scope of services, in accordance with the latest versions of the District 4 TSM&O SOP.
2. Overseeing, coordinating, and assisting in developing procedures for implementing, administering, and evaluating TIM plans or programs.
3. Providing management oversight of FHP contracts within District 4.
4. Serving as liaison with federal, state, and local agencies in matters concerning the coordination of TIM related plans and services.
5. Collecting, organizing, analyzing, and preparing performance reports of TIM related data, programs, and information systems.
6. Reviewing and preparing correspondence, reports, studies, giving briefings and making presentations regarding program activities.
7. Presenting on incident management to state and local officials and various groups and organizations.
8. Researching on new incident management techniques, equipment, and technologies.
9. Conducting annual Federal Highway Administration TIM Self-Assessment for each county-level TIM Team.
10. Providing management oversight of the Road Ranger Contracts.
11. Ensuring that all communications and coordination efforts between the operations staff and the Road Ranger Service Patrols are in accordance with the District 4 TSM&O SOP (Attachment II).
12. Making sure that all contract requirements are being met by Road Ranger Contractors.
13. Coordinating Road Ranger Service Patrol operations as documented in the latest version of the District 4 TSM&O SOP (Attachment II).

14. Reviewing and providing recommendations of the Road Ranger Contractors' invoices.
15. Projecting contract expenditures based on existing and future Road Ranger program's operational needs.
16. Preparing the Road Ranger Contractors' performance evaluation on a monthly basis (**official delivery**).
17. Conduct the bi-weekly Road Ranger Contractor(s) meeting.
18. Conduct monthly inspections on all RRSP Operators and vehicles.
19. Providing management oversight of the SIRV contract.
20. Ensuring that all communications and coordination efforts between the operations staff and the SIRV services are in accordance with the District 4 TSM&O SOP (Attachment II).
21. Conducting monthly inspections on all SIRV units.
22. Review and provide recommendations of the RISC Vendors' invoice reports.
23. Conducting annual inspections on all RISC units.
24. Conducting RRSP, SIRV, and RISC Operator qualifications review.
25. Maintaining all required RISC documentation current, including but not limited to RISC section within the District 4 TSM&O SOP (Attachment II) and RISC Binders.
26. Archiving/filing all RISC Contracts documentation.
27. Coordinating and conducting After Action Review (AAR) meetings on level 3 incidents, RISC incidents and any other incident as requested by the TSM&O Incident Management Program Manager
28. Projecting contract expenditures based on existing and future RISC operational needs.
29. Supervising and coordinating tasks with the Traffic Incident Management Program Coordinator.

Minimum Qualifications:

- Bachelor's degree in Bachelor of Arts or Bachelor of Science or Business Administration
  Or
- The equivalent of three (3) years' experience in incident management operations of a facility similar to the RTMC
  Or
- Demonstrated equivalency of experience in law enforcement, fire rescue, emergency response, or emergency management.

The IM Management Coordination should have, at the minimum, the following:

- Good leadership and interpersonal skills.
- Good public speaking skills.
- Ability to clearly communicate technical information in layman's terms.
- Ability to present images and ideas in a clear, concise, and organized manner to an audience.
- Ability to Plan, coordinate and handle multiple projects within the area of responsibility to meet short- and long-term deadlines.
- Skilled in the use of Windows Office suite.

- Ability to write technical reports, correspondence, manuals, and advertising materials.
- Ability to coordinate real-time activities and priorities.
- Possesses strong familiarity of the District’s freeway and arterial system.
- Ability to coordinate real-time activities and priorities.
- Good communication skills and ability to work as a team member.

Minimum IM Manager Coordinator Salary

The VENDOR shall employ a qualified IM Manager Coordinator at $30.00 minimum hourly rate for the duration of the CONTRACT.

4.8 TMC SUPPORTING PERSONNEL SERVICES

The VENDOR shall provide additional supporting personnel onsite at the RTMC as described below.

4.8.1 Contract Coordination Services

The Contract Coordination Services include supporting day-to-day business matters within the RTMC and providing management oversight for, but not limited to, the following contracts and agreements:

- This position includes the responsibility of handling all Traffic Signal Maintenance and Compensation Agreement (TSMCA) contracts within District 4 [APY74 (Broward County), ARY18 (Martin County), ARY19 (City of Port St. Lucie), ARY20 (City of Boca Raton), ARY21 (St. Lucie County), ARY22 (City of Fort Pierce), ARY23 (Indian River County), ASA96 (Palm Beach County), ASW96 (Town of Palm Beach)], as well as traffic signal repairs following hurricanes and thunderstorms.
- Assisting the Traffic Incident Management Coordinator with oversight of the traffic incident management contracts: RRSP Contracts # E4V68 (Broward), # E4U23 (Palm Beach), and # E4R18 (Treasure Coast); SIRV Contract #E4W64; and RISC Contracts #BEB16, BEB17, BEB18, BEB19, BEB20, BEB21, BEB22, BEB23, BEB24, BEB25, and BEB33

4.8.1.1 Minimum Contract Coordination Services Staffing

At a minimum, the following positions shall be identified and schedule for Contract Management and Coordination services:

- A Contract Coordinator: Full time on-site at the District 4 RTMC.

4.8.1.1.1 Contract Coordinator

Responsibilities under this position include, but are not limited to:

a. Reviewing monthly invoices and providing comments.
b. Collecting and maintaining invoices.
c. Projecting contract expenditures based on existing and future operational needs.

d. Handling all Traffic Signal Maintenance and Compensation Agreement (TSMCA) contracts within District 4
e. Collecting and maintaining damage claims related to TSMCA.
f. Processing invoices and damage claims related to TSMCA.
g. Tracking yearly budgets and monitoring funding allocations monthly and each Fiscal Year.
h. Monitoring budget and funding allocations for TSMCA.
i. Coordination with Central Office approval of all payments.
j. Coordinating with all agencies with TSMCA agreements and District 4 for invoicing, funding, damage claims, Central Office requests/needs.
k. Support eTraffic, eSTORM, and other FDOT Central Office initiatives.
l. Perform all other tasks assigned by the DEPARTMENT.

Minimum Qualifications:

- Bachelor's degree in Bachelor of Arts or Bachelor of Science or Business Administration, or the equivalent of one (1) years' experience in similar tasks.
- Skilled in the use of Windows operating system.
- Ability to write technical reports, correspondence, manuals.

Minimum Contract Coordinator Salary

The VENDOR shall employ a qualified Contract Coordinator at $27.00 minimum hourly rate for the duration of the CONTRACT.

4.8.2 RTMC Executive Assistance Services

The RTMC Executive Assistance services include supporting day-to-day business matters within the Broward RTMC and tracking all deliverables of this CONTRACT. This position also includes the responsibility of yearly budgeting, distribution of all meeting minutes, and overseeing the RTMC front desk operations.

4.8.2.1 Minimum Executive Assistance Services Staffing

At a minimum, the following positions shall be identified and schedule for RTMC Executive Assistance services:

- An Executive Assistant: Full time on-site at the Broward RTMC.

4.8.2.1.1 Executive Assistant

Responsibilities under this position include, but are not limited to:

a. Coordinates and directs administrative support functions for the RTMC and implements policies and procedures for production of documents, workflow, filing, ordering of supplies, records maintenance, and other clerical services.
b. Tracks deliverables in this CONTRACT and keeps the VENDOR and TSM&O management informed of approaching due dates on these deliverables. The workday following each deliverable due date, the Executive Assistant shall follow

up with an email to the TSM&O management staff and the VENDOR’S Project Manager on the status of the deliverables.

c. Receives deliverables from the VENDOR, processing transmittal to the DEPARTMENT, and distributing the deliverable documents and reports to the TSM&O management staff via email and/or hard copy for review and approval. When TSM&O management have comments or questions, the Executive Assistant shall transmit them to the VENDOR via email and follow up with transmittal of final (revised) version of the deliverable.
d. Assists in decision process for hiring, terminating, promoting, or evaluating office personnel.
e. Manages new TMC employee onboarding process for all TMC contractors, FDOT employees (for TMC access), etc.
f. Monitors budget, accounting, or time records.
g. Establishes policies and procedures for document development, retention, and disposition, and determines records identification system for information management storage and retrieval.
h. Determines and establishes record formats and storage methods and confers with management regarding record management needs.
i. Member of RTMC marketing team and assists in all coordination of activities to include the production of materials, advertisements, and public outreach.
j. Provides all office supplies, to include consumable and non-consumable products, and all production equipment and supplies.
k. Coordinates with Broward County and other agencies for all meeting room reservations and assures that the proper setup of all meeting rooms meets the needs of the group using the rooms.
l. Assists other RTMC personnel with administrative support, including but not limited to photocopying and scanning, organizing materials, etc.
m. Files and distributes correspondence.
n. Welcomes visitors to the Broward RTMC.
o. Answers and direct telephone calls to the Broward RTMC.
p. Coordinates RTMC building maintenance and repairs with Broward County Facilities.
q. Coordinates RTMC building janitorial services with Broward County Facilities.
r. Assists with the scheduling of meetings for all TSM&O staff with internal and external stakeholders as needed.
s. Manages RTMC meeting resources, such as conference rooms.
t. Manages distribution lists and ensures appropriate personnel are added/removed.
u. Performs all other tasks assigned by the DEPARTMENT.

Minimum Qualifications:

- Two (2) years’ experience in a position of similar requirements or equivalent.
- Very good understanding of office principles.
- High level of skill in the use of Windows Office suite.
- Proficient in all office-related equipment.

The Executive Assistant should have, at the minimum, the following:

- Ability to write meeting minutes and file all materials based on ISO 9001 standards or similar.
- Good interpersonal skills.
- Ability to clearly communicate information regarding the TSM&O Program and RTMC to all tours and visitors.
- Ability to coordinate real-time activities and priorities.

Minimum Executive Assistant Salary

The VENDOR shall employ a qualified Executive Assistant at $25.00 minimum hourly rate for the duration of the CONTRACT.

4.8.3 TSM&O Public Information and Customer Service

The VENDOR shall provide the necessary managerial, professional and support staff to implement all the DEPARTMENT'S TSM&O Public Information and Customer Relations services.

The VENDOR is responsible for management of all strategic public relations, public outreach and marketing, advertising, and communication services programs for the TSM&O Program, as well as overseeing and administering the DEPARTMENT'S public outreach related to coordination meetings, tours, presentations, advertisement programs, periodical development, public outreach plans, as needed. The VENDOR is responsible for keeping up to date on industry trends, policies, and procedures related to public information and customer service.

The VENDOR is responsible to work with vendors, contractors, construction public information officers (PIO) and FDOT staff to establish clear and measurable goals and objectives for improving the DEPARTMENT'S communications, marketing, advertising, and public affairs/relations activities and efforts while increasing public awareness of the DEPARTMENT'S goals, objectives, and services.

The VENDOR shall work closely with District Public Information Offices and assisting with responses to public inquiries concerning issues relating to the DEPARTMENT.

4.8.3.1 Minimum TSM&O Public Information and Customer Service Staffing

At a minimum, the following positions shall be identified and schedule for Public Outreach support:

- A Public Information and Customer Relations Coordinator: Full-time on-site at the Broward RTMC.

4.8.3.1.1 Public Information and Customer Relations Manager

In general, the TSM&O Public Information and Customer Relations activities include, but are not limited to:

a. Planning, managing, and coordinating a district-wide strategic public outreach program in cooperation with FDOT partners to meet the strategic goals and objectives

of the DEPARTMENT. Activities shall be approved and performed as directed by the DEPARTMENT.

b. Overseeing and administering the DEPARTMENT’S public outreach related to coordination meetings, tours, presentations, advertisement programs, periodical development, public outreach plans, as needed. Activities shall be approved and performed as directed by the DEPARTMENT.
c. Scheduling RTMC tours and other FDOT events; may participate in developing policy, strategic plans, and award nominations.
d. Overseeing and administering public relations, marketing, advertising, and public outreach of vendors and contractors.
e. Working with vendors, contractors, construction public information officers (PIO) and FDOT staff to establish clear and measurable goals and objectives for improving the DEPARTMENT’S communications, marketing, advertising, and public affairs/relations activities, and efforts while increasing public awareness of the DEPARTMENT’S goals, objectives, and services.
f. Coordinating and serving communications and activities between the DEPARTMENT and the public, school groups, civic and professional organizations, FDOT vendors, roadway users, and industry vendors, while serving as a public representative of FDOT. At a minimum, responsibilities will include organizing, scheduling, and leading District 4 RTMC tours.
g. Acknowledging tour requests and scheduling the tour no more than two (2) working days after notification of a tour request.
h. Acknowledging public information inquiries within two (2) working days and providing a response no more than five (5) days after notification of a public information request.
i. Provide public relation services, including but not limited to presentations to FDOT management and others, as necessary, and media calls. All public relation activities shall be approved and performed as directed by the DEPARTMENT.
j. Reviewing, editing, and approving the creative and production process of all FDOT information materials; recommends and oversees marketing research activities for the DEPARTMENT.
k. Preparing recommended presentation materials, speeches, and public speaking engagements for DEPARTMENT staff and assisting in coaching staff and vendors on handling media and public speaking engagements and inquiries.
l. Working closely with District Public Information Offices and assisting with responses to public inquiries concerning issues relating to the DEPARTMENT.
m. Maintaining interaction and communication exchange with counterparts from regional and state transportation partners to compare industry trends, policies, and procedures; maintains active presence within industry related organizations, as directed by the DEPARTMENT.
n. Attending meetings as directed by the DEPARTMENT to include FDOT staff meetings, Marketing/Outreach meetings, and others as necessary as directed.
o. Writing and submitting award submissions.
p. Developing articles for dissemination on industry and FDOT newsletters, magazines, websites, and other publications.

q. Contribute content for the existing District 4 TSM&O public website (https://www.fdotd4traffic.com).
r. Verify all TSM&O-managed websites for content accuracy, including existing https://www.fdotd4traffic.com and https://www.595express.info and any other TSM&O-managed websites.
s. Responsible for coordinating updates to all TSM&O-managed websites.
t. Tracking and responding to public record requests, as applicable.
u. Tracking public inquiries and responses. Develop and update public inquiries database.
v. Performing all other tasks assigned by the DEPARTMENT.

The TSM&O Public Information and Customer Relations Manager shall complete a monthly report (**official monthly delivery**) outlining:

- The activities conducted on the previous month, including time to acknowledge and respond public information inquiries.
- Impressions/views of the TSM&O public websites, https://www.fdotd4traffic.com/ and https://www.595express.info

The report design shall be submitted to the DEPARTMENT for approval.

Minimum Qualifications:

- Bachelor's degree in media communications or public administration, or the equivalent of 5 years professional experience in media/public relations.
- Fluent in English.
- Knowledge of principles, methods and practices applied in design and implementation of public information, community outreach, community organizing, and promotional and marketing programs.
- Able to and available to speak on camera and to various media outlets.
- Able to clearly communicate technical information in layman's terms.
- Able to write technical reports, news articles, and correspondence.

Minimum Public Information and Customer Relations Manager Salary

The VENDOR shall employ a qualified Public Information and Customer Relations Manager at $27.00 minimum hourly rate for the duration of the CONTRACT.

4.9 MISCELLANEOUS OPERATIONS SUPPORT SERVICES

4.9.1 District 4 TSM&O Standard Operating Procedures (SOP)

During the duration of this contract, the VENDOR shall adhere to the District 4 TSM&O SOP. The initial District 4 TSM&O SOP (Attachment II) will be provided by the DEPARTMENT. The VENDOR shall evaluate and revamp the legacy District 4 TSM&O SOP before the end of the transition period (**official delivery**), to ensure that new and current procedures are as efficient and effective as possible and conforming to the status of ITS deployment, software systems and IT, and TMC policy under this CONTRACT. Until approval from the DEPARTMENT of the new SOPs, the VENDOR shall operate under the existing SOPs provided as an attachment.

During the duration of this contract, the VENDOR shall evaluate and update all sections of the District 4 TSM&O SOP at least once a year (**official annual deliverable**). Some sections of the District 4 TSM&O SOP are updated by other contracts (SIRV, ITS Maintenance, etc.). However, the VENDOR is responsible for coordinating the update and integrating it into the SOP. See Section 13 for due date of submission for the annual updates.

The VENDOR shall continue to make modifications as necessary as a result of system performance analysis and for every major change in TSM&O Program. Major changes in the TSM&O Program include but are not limited to:

- New Road Ranger contract.
- Acceptance of new express lanes segment.
- Services supported by this CONTRACT that are not covered in the current District 4 TSM&O SOP (Attachment II), such as:
    - ITS field infrastructure maintenance contract support.
    - Control Room training and certification.
    - Special projects/construction coordination.
    - New service activities such as integrated corridor management, connected and automated vehicles services (if these services are implemented).

Updates to the District 4 TSM&O SOP shall be approved by the DEPARTMENT prior to implementation. The VENDOR shall make an electronic version of the latest District 4 TSM&O SOP available to FDOT and VENDOR's staff within three (3) business days after approval.

4.9.2 TMC Standard Employee Guidelines (SEG)

The VENDOR shall develop a TMC Standard Employee Guidelines (SEG) based on the DEPARTMENT'S requirements. The SEG shall be delivered to the DEPARTMENT for approval before the end of the transition period (**official delivery**).

During the duration of this contract, the VENDOR shall adhere to the TMC Standard Employee Guidelines (SEG). VENDOR shall evaluate and update (**official annual deliverable**) the TMC Standard Employee Guidelines (SEG) to ensure that they are consistent with VENDOR'S employee guidelines. Updates to the SEG shall be approved by the DEPARTMENT prior to implementation.

4.9.3 Operations Reporting Services

The VENDOR shall be responsible for developing and generating accurate reports which document operational performance and as outlined in the District 4 TSM&O Business Plan. Operations and traffic reports will be generated by using data from the SunGuide software, the Statewide Express Lanes Software (SELS), MaxView, and other software applications. The VENDOR shall keep for verification purpose all data and spreadsheets used to generate the reports and deliver them to the DEPARTMENT when requested.

Throughout the term of this CONTRACT, it shall be expected that reports will change when conditions change or at the DEPARTMENT's request, and the VENDOR shall be responsible for adjusting reports to these changes accordingly. The VENDOR can enhance existing reports and

procedures with approval from the DEPARTMENT. If an existing report lacks a procedure, the VENDOR will be responsible to write one. The VENDOR shall develop and package all reports with guidance from the DEPARTMENT. All reports shall be approved by the DEPARTMENT prior to distribution and publication.

Reports shall be submitted through email to a distribution list that shall include the TSM&O management staff for Freeways, Arterials, and Incident Management, the VENDOR'S Executive Assistant, and any other recipient at the DEPARTMENT'S request. Reports can be distributed to any of the VENDOR'S staff for information purpose and/or to staff the VENDOR considers will benefit from looking at the performance data.

Once approved by the DEPARTMENT for publication, monthly, quarterly, and annual reports shall be uploaded to District 4's website (https://www.fdotd4traffic.com) within 24 hours.

See Section 13 for due date of submission for reports and other documents. When a submittal's due date for a report falls on a non-workday (weekend or holiday), the due date will move to the following workday. For monthly and quarterly deliverables, the due date will be moved forward one day for every holiday occurring between the end of the month or quarter and the due date.

With the adoption of the Moving Ahead for Progress in the 21st Century Act (MAP 21), and the Fixing America's Surface Transportation (FAST) Act, the Federal Highway Administration (FHWA) will require additional reports. The VENDOR shall be responsible for providing the additional reports to comply with MAP 21 and FAST reporting requirements.

4.9.3.1 Daily Reports

The VENDOR shall be required to prepare and distribute the reports listed below (samples of these reports are included in Attachment I):

- 95 Express Lanes Weekday Debriefing Report
- 75 Express Lanes Weekday Debriefing Report

The VENDOR shall be responsible for developing the reports listed below along with a document describing step by step procedures necessary to complete the report (data sources, calculations, formatting, etc.). The report designs and their procedures shall be submitted to the DEPARTMENT for approval on February 10, 2025 (**official delivery**). The VENDOR shall implement the reports two business days after approval.

- Freeway Operations Daily Summary Report
- Ramp Signaling Operations Daily Summary Report
- Arterial Operations Daily Summary Report

The VENDOR shall submit daily reports by 11:00 am on the following workday. Reports following weekends and holidays shall encompass all days not covered in the last report delivered before the weekend/holiday.

Freeway Operations Daily Summary Report

The VENDOR shall be responsible for developing a Freeway Operations Daily Summary Report. The report shall provide the DEPARTMENT and VENDOR'S management team with a debriefing of previous day's activities and/or issues for freeway Operations (inclusive of all freeways and managed lanes facilities). The report shall at a minimum provide the following information from the previous day:

- Total number of events managed (all) and numbers by event type.
- Total number of lane blockage events.
- General information and a brief description (event type, location, lane blockage duration, largest number of lanes blocked, notified agencies, responding agencies, DMS used, and a short description of the event) of events that are considered significant, such as events with the following characteristics:
    - Events involving fatalities.
    - Events resulting in RRSP and/or SIRV crashes.
    - Events blocking a travel lane for more than 90 minutes.
    - Emergency Roadwork.
    - Events resulting in major roadway damage.
    - Events with RISC activations.
    - Any other criteria required by the DEPARTMENT and/or the VENDOR.
- Any equipment and/or software failure reported in the 24-hours period, including failures detected through Operations' daily ITS device checks.
- Any issues with RRSP and/or SIRV.
- Any other information at the DEPARTMENT's request.

Ramp Signaling Operations Daily Summary Report

The VENDOR shall be responsible for developing a Ramp Signaling Operations Daily Summary Report. The report shall provide the DEPARTMENT and VENDOR'S management team with a debriefing of previous day's activities and/or issues for Ramps Signal Operations. The report shall at a minimum provide the following information from the previous day:

- Turning on/off times by ramp.
- Listing of events making RS automatically turn on outside the peak periods.
- Maximum on-ramp queue percentage by ramp.
- Maximum number of vehicles spilling back onto the arterial by ramp.
- Failure of any RS equipment and/or software reported in the 24-hours period.
- Any other information at the DEPARTMENT's request.

Arterial Operations Daily Summary Report

The VENDOR shall be responsible for developing an Arterial Operations Daily Summary Report. The report shall provide the DEPARTMENT and VENDOR'S management team with a debriefing of previous day's activities and/or issues for Arterial Operations. The report shall at a minimum provide the following information from the previous day:

- Total number of monitored events broken down by event type.
- Total number of managed events broken down by event type.

- General information and a brief description (event type, location, approximate lane blockage duration, signal timing changes implemented or not, and a short description of the event) of events that are considered significant, such as events with the following characteristics:
    - Events involving major injuries and/or fatalities.
    - Events blocking a travel lane for more than 45 minutes.
    - Emergency Roadwork.
    - Any other criteria required by the DEPARTMENT and/or the VENDOR.
- Failure of any Arterial equipment and/or software reported in the 24-hours period, including failures detected through Operations' daily ITS device checks.
- Any other information at the DEPARTMENT's request.

4.9.3.2 Monthly Reports

The VENDOR shall be required to prepare and distribute the reports listed below:

- FDOT District 4 95 Express Lanes Monthly Mobility Report
- FDOT District 4 75 Express Lanes Monthly Mobility Report
- FDOT District 4 595 Express Lanes Monthly Mobility Report
- FDOT District 4 Monthly Performance Measures Report
- FDOT D4 Broward Arterial Management Program Monthly Signal Timing Report
- FDOT D4 Palm Beach County Signal Timing Control for Incident Management Report
- Broward County Arterials Performance Measures Monthly Report
- Palm Beach County Arterials Performance Measures Report Monthly Report
- FDOT District 4 Ramp Signal System Performance & Operations Monthly Report
- I-595 O&M Quality Control Review Checklist
- I-595 - Summary of Fire/Spill/Hazmat Events

Samples for the first eight reports listed above can be found at the link below.
https://www.fdotd4traffic.com/#/app/metrics.
See Attachment I for the last three reports in the list.

The VENDOR shall be responsible for developing the reports listed below along with a document describing step by step procedures necessary to complete the report (data sources, calculations, formatting, etc.). The report designs and their procedures shall be submitted to the DEPARTMENT for approval on April 1, 2025 (**official delivery**). The VENDOR shall implement the reports after approval, with the first report submitted within 12 calendar days after the end of the following month.

- RTMC Error-to-Event Ratio Report.
- TSM&O Summary Report
- Field verification of Repaired/Preventive Maintained ITS Devices.

Monthly reports shall be submitted by the VENDOR within 12 calendar days after the end of the month.

RTMC Error-to-Event Ratio Report

The VENDOR shall be responsible for developing an error-to-event ratio report. The VENDOR shall evaluate historical event data to obtain the average monthly error-to-event ratio for the RTMC for the last six (6) months of the previous Operations Contract, to use this value as a target. Then, for the first six (6) months of operations of this CONTRACT, the monthly error-to-event ratio for the RTMC shall be at or below target, and at least 5% lower after that for the duration of this CONTRACT.

The report shall at a minimum provide the following information from the previous month:

- Target error- to-event ratio.
- Error-to-event ratio by Operator, broken down by travel lane blockage events and non-travel lanes blockage events.
- Error-to-event ratio for the RTMC (general), broken down by travel lane blockage events and non-travel lanes blockage events.

TSM&O Operations Summary Report

The VENDOR shall be responsible for developing a report providing a summary of the status of Operations performance measures for the previous month. The report shall at a minimum provide the following information from the previous month:

- Total number of events managed, as a total and broken down by county.
- Number of lane blockage events managed, as a total and broken down by county.
- RRSP/SIRV average dispatching time for travel lane blockage events.
- Average RRSP/SIRV response time (time from first TMC dispatch to first RRSP/SIRV arrival)
- Average confirmation time for lane blockage events.
- Average time to post DMS for lane blockage events.
- Average time between event updates posted to FL511 for all events.

Field Verification of Repair/Preventive Maintained ITS Devices

The VENDOR shall be responsible for developing a report providing results of inspection of 10 percent of the ITS devices that were repaired and 10 percent of ITS devices that received preventive maintenance during the previous month. The report shall at a minimum provide the following information from the previous month:

- Number of devices that were repaired during the month before the field verification.
- Number of devices that received preventive maintenance during the month before the field verification.
- Number of devices that were inspected, also listing the devices by SunGuide ID.
- A description of the issues found on the general conditions of the devices and the corresponding cabinets that are not in accordance with standard industry practices and the District 4 TSM&O SOP.
- Pictures documenting the inspections.

4.9.3.3 Quarterly Reports and Deliverables

Quarterly reports shall be submitted by the VENDOR within 14 calendar days after the end of a quarter of the DEPARTMENT'S fiscal year. The VENDOR shall be required to prepare and distribute the reports shown below:

- FDOT Central Office TSM&O Performance Metrics Quarterly Report
  (A sample is included in Attachment I)
- Quarterly Performance Measures Report
  (Samples can be found at https://www.fdotd4traffic.com/#/app/metrics)
- Update to FDOT District 4 Operations Organizational Structure and Schedule

The VENDOR shall be responsible for developing the reports listed below along with a document describing step by step procedures necessary to complete the report (data sources, calculations, formatting, etc.). The report designs and their procedures shall be submitted to the DEPARTMENT for approval on February 10, 2025 (**official delivery**). The VENDOR shall implement the reports after approval, with the first report submitted for the first quarter of 2025.

- Inspection 15% of ITS inventory at ITS storage warehouse.

Inspection of ITS Inventory

The VENDOR shall be responsible for developing a report providing results of inspection of 15 percent of all ITS inventory at all the ITS Maintenance Contractors' warehouse storage units. The report shall at a minimum provide the following information:

- The number of items in ITS warehouse inventory by warehouse.
- Number of items that were inspected by warehouse.
- Number of items that had issues during the inspection (flagged), including items not found.
- Number of items that were not found during the inspection.
- Table listing flagged items, including items not found. The table shall include item make and description, model, barcode, location, stock quantity, and issue details.
- A description of the issues found on the general conditions of the devices and the corresponding cabinets.

4.9.3.4 Annual Reports and Deliverables

The VENDOR shall be required to prepare and distribute the reports shown below:

- FDOT District 4 TSM&O Annual Report (Reports for previous years can be found at https://www.fdotd4traffic.com/#/app/documents)
- Annual Idea to Improve FDOT District 4 TMC Operations
- FDOT District 4 TMC Operations Training and Certification Program Update
- FDOT District 4 TSM&O Emergency Response Plan (ERP) Update
- FDOT District 4 TSM&O Strategic Hurricane Emergency Management Plan (SHEMP) Update
- FDOT District 4 TSM&O Standard Operation Procedures (SOP) Update

- TMC Standard Employee Guidelines Update

4.9.4 Minimum Miscellaneous Operations Support Services Staffing

At a minimum, the following full-time position shall be identified and scheduled:

- Reports Coordinator.

4.9.4.1 Reports Coordinator

The Reports Coordinator shall be proficient using SunGuide software and MIMS and must possess strong familiarity of the District’s freeway, managed lanes, ramp signaling, and arterial networks. The Reports Coordinator shall have a very good knowledge of the policies and procedures contained in the District 4 TSM&O SOP.

The Reports Coordinator responsibilities include, but are not limited to:

a. Collecting data for reports from SunGuide, MIMS, and other software.
b. Analyze and process data for reports.
c. Coordinating with the Quality Assurance Manager for edits in historical event chronologies in SunGuide.
d. Edit historical event chronologies in SunGuide when necessary following comments enter in the event by operators.
e. Completing reports.
f. Assist with District 4 TSM&O SOP updates.

Minimum Qualifications

- Minimum of three (3) years’ experience as a Freeway Shift Leader or as a Managed Lanes Shift Leader.
- Comprehensive knowledge of the Incident Management operations (RRSP, SIRV, RISC, etc.)
- Proficient using SunGuide software.
- Strong familiarity of the District’s managed lanes, ramp signaling, and arterial networks.
- Very good knowledge of the policies and procedures contained in the District 4 TSM&O SOP.
- Comprehensive knowledge of all Control Room operational responsibilities.
- Understanding of TSM&O and traffic engineering principles.
- Excellent knowledge and experience with Microsoft Excel.
- Skilled in the use of Windows operating system.

The Reports Coordinator should have, at the minimum, the following:

- Good interpersonal skills.
- Skilled at establishing relationships and working with others.
- Able to communicate effectively, both verbally and in writing, with different levels of the organization.
- Able to always maintain a professional demeanor and appearance.

- Ability to clearly communicate technical information in layman's terms.
- Ability to write reports and correspondence.

Minimum Reports Coordinator Salary
The VENDOR shall employ a qualified Reports Coordinator at $27.00 minimum hourly rate for the duration of the CONTRACT.

4.10 TSM&O INFORMATION TECHNOLOGY (IT) SERVICES

The TSM&O IT services encompass a wide range of activities which are essential for the performance of the District 4 RTMC, TSM&O associated facilities, and the ITS field infrastructure operations. The VENDOR'S IT activities include, but are not limited to:

1. Install, operate, maintain, and upgrade IT hardware equipment within the RTMC and TSM&O associated facilities and at communication hub locations in the field. The IT staff is responsible for monitoring, troubleshooting, diagnosing, and restoring all failures related to all layer 3 switch infrastructure at communication hub locations in the field, including the switches, racks, mounting, power supplies, jump cables, adaptors, and all other ancillary components and accessories.
2. The IT staff is responsible for monitoring, troubleshooting, diagnosing, and restoring all failures related to TSM&O program's layer 3 switch infrastructure at the RTMC and TSM&O associated facilities, including but not limited to:
    - District 4 Headquarters at 3400 W Commercial (backup to RTMC server room)
    - Backup TMC at the Treasure Coast Operations Center at the Traffic Incident Management Support Office (TIMSO)
    - Palm Beach County Vista Center TMC
    - FHP's Lake Worth Regional Communication Center

    IT staff responsibility includes switches, racks, mounting, power supplies, jump cables, adaptors, and all other ancillary components and accessories. IT staff will be responsible to install and maintain TSM&O program's IT equipment, as well as running any cable and power that may be required for such equipment within the buildings mentioned above.
3. ITS device failure tickets opening and closing, preliminary failure troubleshooting from the RTMC, notifying and coordinating with the TSM&O Maintenance Contractor(s) or Contractor responsible for maintenance of the device (signal maintaining agencies, construction contractors, etc.) in resolving failures.
4. Perform QA/QC audits on the ITS Maintenance Contractor's field work.
5. Develop and submit IT work related documentation.
6. Assist the DEPARTMENT with construction related IT services for ongoing and future construction projects affecting the District's ITS infrastructure. This includes performing field inspection of Layer 3 switches and any other IT related equipment for final acceptance of construction projects on DEPARTMENT's behalf.
7. Support the DEPARTMENT with the management of the IT/ITS equipment and services purchases.
8. Interact and facilitate work between any external system development Contractors and interagency staff that are required to work in conjunction with IT staff.

9. Analyze the DEPARTMENT system needs, evaluate new solutions to replace old systems, and ensure the compatibility with existing computer hardware and software to include costing out and purchase of new equipment and software utilizing best practices within the IT field.
10. Provide technical support to the computer systems utilized by managers of each DEPARTMENT to ensure compatibility in the TMC technology ecosystem.
11. Identify and repair major computer hardware problems and notify the DEPARTMENT’S Project Manager when event status level warrants.
12. Provide and conduct training for all RTMC personnel regarding IT etiquette and protocol.
13. Manage computer system supply parts to ensure an appropriate level of replacement hardware is available when needed.
14. Develop and control all user manuals and training documents for IT systems in the RTMC for easy access by all levels of users.
15. Provide an IT Helpdesk software system.
16. Maintain detailed records of all IT hardware and provide quarterly inventory reports (**official quarterly deliverable**) to the DEPARTMENT’S Project Manager.
17. Prepare and write all technical training documents for staff and review training.
18. Update District 4 TSM&O SOP annually to keep up with current hardware and software being used in the RTMC.
19. Coordinate IT field device repair and maintenance activities with the TSM&O Resource Manager when needed.
20. Develop and maintain plans for long-term disaster recovery options for the DEPARTMENT emergency operations center, including long-term data retention of all ITS data as per Florida Statutes (**official annual deliverable**). The initial plan will be developed ninety (90) days after CONTRACT execution and shall be approved by the DEPARTMENT (**official delivery**).
21. Design, implement, and maintain an enterprise level, active directory, and file sharing environment.
22. Provide continual upgrade, security, management, and implementation of all software updates / entitlements paid for by the DEPARTMENT and used with any software and hardware within the RTMC, including but not limited to over 300+ virtual machines spread across 30+ ESX hosts, 25 physical servers, and over 400+ accessory servers from workstations and laptops, to specialized appliance equipment.
23. Provide management oversight of the existing Barco distributed video management system contract and its replacement.
24. Other services as requested by the DEPARTMENT.

4.10.1 IT Network Support

The VENDOR shall be responsible for the RTMC IT network. Primary duties related to the network include responsibility for installation, configuration, and maintenance of LAN and WAN Cisco-related hardware as well as testing, documentation, and implementation of new technologies related to communication equipment installations and upgrades. In general, IT Network Support activities under the responsibility of the VENDOR include, but are not limited to:

1. Install, configure, support, monitor, test, optimize, and troubleshoot problems pertaining to deployment, integration, and implementation of new hardware and software in a

moderate-to complex network environment related to the development of a SD-WAN and distributed LAN systems.
2. Install, configure, support, monitor, test, optimize, and troubleshoot problems pertaining to deployment, integration, and implementation of a regional enterprise Cisco Telephone platform used by multiple agencies.
3. Install, configure, support, monitor, test, optimize, and troubleshoot problems pertaining to deployment, integration, and implementation of new hardware and software that runs a geo-disbursed wireless data delivery system.
4. Provide Tier 2 and Tier 3 support for all wired and wireless network devices.
5. Implement migration strategies, implementation plans, risk mitigation plans, test plans, and disaster recovery plans.
6. Support network standards, processes, and security at RTMCs including proper documentation and administration of equipment.
7. Assist with providing an effective high-level assessment of technology costs, benefits, and risks to develop and deliver total solutions.
8. Develop proposals for management and regional network teams.
9. Evaluate, test, and document technology and solutions aligned with client business initiatives.
10. Rotational on-call to provide 24x7x365 support for network escalations.

4.10.2 IT Systems Support

The VENDOR shall be responsible for the installation, configuration, and maintenance of Windows servers, clusters, and related software as well as testing, documentation, and implementation of new technologies related to software installations and upgrades. The VENDOR is also responsible for developing and maintaining backup and system recovery procedures. In general, the IT Systems Support Manager activities include, but are not limited to:

- Plan, implement, and incorporate upgrades to all production internal client systems, personal computer, and Microsoft network software.
- Maintain all printers, desktop personal computers, laptops, copiers, fax machines, servers, and miscellaneous hardware for the facility.
- Perform on-site analysis, diagnosis, and resolution of complex Microsoft network problems for a variety of end users, and recommends and implements corrective hardware and software solutions, including off-site repair.
- Support development and implementation of Microsoft networking projects and new technology installations.
- Assist Helpdesk in deployment of personal computers, laptops, and tablets.
- Keep abreast of new hardware/software technologies and make upgrade/enhancement recommendations as appropriate.
- Make recommendations regarding feasibility of projects based on extensive Microsoft networking knowledge.
- Build and maintain system images utilized in a VMWare environment.
- Perform long-term backup retention of all data within the RTMC and maintains data according to public record requirements within the Florida Statutes.
- Install new application updates on RTMC IT management resources as well as firmware code to resolve incompatibility issues.

- Rotational on-call to provide 24x7x365 support for technical escalations.

4.10.3 IT Security Support

The VENDOR shall be responsible to protect computers, networks, programs, and data from unauthorized access or damage. In general, the IT security support activities include, but are not limited to:

1. Enforce FDOT’s IT policy titled “Security and Use of Information Technology Resources” (FDOT Policy No. 001-325-060-f) to safeguard State’s resources.
2. Secure and protect District 4 RTMC IT network and facilities against intrusions and misuse of resources by using up to date systems, processes, and technologies.
3. Plan and implement system redundancies at all levels to minimize system downtime and increase security of the ITS network.
4. Ensure system security and availability to only authorized users of each component of the RTMC and TSM&O associated facilities.
5. Maintain a secure database that holds all sensitive documentation, encryption keys, and privileges password resources within the RTMC.
6. Maintain existing SolarWinds enterprise IT security monitoring platform that provides real-time tracking and monitoring of anomalies within the RTMC network.
7. Ensure the complete physical and logical security of the RTMC including establishment, review, and modification of all standards used to maintain security and all accessory locations and buildings within the District that house or connect to resources within the RTMC.
8. Security monitoring of all hubs, TMCs and maintained buildings and field devices.
9. Manage Milestone Software application for joystick control and physical security monitoring.
10. Transcoding of camera system within D4.
11. CyberLock system management of approximately 2800 CyberKeys throughout the district (within all D4 managed buildings and field devices).
12. Environmental monitoring of D4 TMCs and maintained buildings, hubs, cabinets, etc.

4.10.4 Maintenance

The VENDOR shall monitor all IT systems and all associated components, perform maintenance tasks necessary to ensure optimum systems operations, include system backups, database administration, network monitoring/management and other activities per the system manuals and common industry standards. The VENDOR shall provide all corrective and preventive maintenance services support for all systems, subsystems, and components of the IT systems.

The VENDOR shall develop, update, and maintain IT documentation to include hardware operations and maintenance manuals, as well as development and update of overall system operations and maintenance procedures and guidelines.

The IT staff is responsible for monitoring, troubleshooting, diagnosing, and restoring all failures related to network equipment at all District 4 hub buildings. This includes Ethernet Layer 3 Switch infrastructure both in the field and at the RTMC and TSM&O associated facilities , including the switches, racks, mounting, power supplies, jump cables, adaptors, and all other ancillary

components and accessories. The IT staff is also responsible for providing preventive maintenance to such equipment at least once quarterly.

The IT staff is responsible for TMC radio and Road Ranger communication maintenance, replacement, and troubleshooting of devices for day-to-day communication within the TMC and the Road Ranger Service Patrol.

The DEPARTMENT currently has several “third party” maintenance warranty and priority response contracts covering critical IT infrastructure devices (Attachment V). The VENDOR shall be responsible for monitoring and recommending additions, deletions, and modifications to these contracts.

4.10.4.1 ITS Device Failure Tickets

The VENDOR shall monitor, troubleshoot, and diagnose failures of ITS devices to determine if the failure is IT (network) or ITS (field infrastructure) related. If the failure is IT related, the IT staff is responsible for appropriate resolution. If the failure is ITS field infrastructure related, the IT staff is responsible for preliminary troubleshooting of the ITS. This initial troubleshooting shall be done remotely from the TMC. If the initial troubleshooting does not resolve the failure, the VENDOR shall notify the ITS Maintenance Contractor to additional troubleshooting and repairs. The VENDOR shall be responsible for performing the necessary updates and notifications using MIMS within 15 minutes from the moment tickets become available.

4.10.5 IT Hardware

The VENDOR shall maintain detailed records of all IT hardware and provide quarterly reports to the DEPARTMENT. The VENDOR shall be responsible for the following IT hardware consisting of, but not limited to list on Attachment E.

The VENDOR shall maintain detailed records of all IT equipment and cabling within the IT server room and IT equipment within the RTMC building and TSM&O associated facilities. The VENDOR shall keep a log of all changes in the IT server room and the RTMC building and TSM&O associated facilities as new equipment is installed by them and/or other third-party contractors. The VENDOR shall ensure that any changes in the IT server room, RTMC building, and TSM&O associated facilities are appropriately decaled and updated within the DEPARTMENT’S IT asset inventory. The VENDOR shall be fully aware of the DEPARTMENT’S asset management inventory rule and guidelines. The VENDOR shall proactively support the DEPARTMENT in managing this aspect of maintaining the DEPARTMENT’S IT asset inventory.

FDOT District 4 TSM&O utilizes the Treasure Coast Operations Center at the Traffic Incident Management Support Office (TIMSO) facility in Fort Pierce as a backup TMC to the Broward RTMC. TIMSO is designed for limited FDOT District 4 TSM&O ITS Operations in case of a catastrophic event, containing a Data Center equipped with a High Availability (HA) duplicate

system and networking equipment. The critical computer system and network equipment at TIMSO are connected to the building UPS and generator for redundant power. Upon determination by the Crisis Assessment Team (CAT) that the Broward RTMC is closed due to a major emergency, staff will report to TIMSO or the Emergency Operation Center (EOC) as directed by CAT (see section 9.01 Natural Emergencies of the District 4 TSM&O SOP). RTMC operations will be run from the TIMSO Control Room with redundant SunGuide software that will support CCTV, DMS, and HAR. Operators will be assigned a console and monitors for CCTV control. TIMSO workstations will duplicate many functions and abilities of the Broward RTMC. IT Staff is responsible for bringing TIMSO to a state of readiness, as instructed by the CAT.

4.10.6 IT Systems Inventory

The VENDOR shall be responsible for updating and maintaining the DEPARTMENT'S IT asset inventory (including IT spare parts), using the DEPARTMENT'S asset management application (currently, MIMS software is used to perform this function), as documented in the latest version of the District 4 TSM&O SOP (Attachment II). The District 4 TSM&O SOP detail the parts procurement process, parts reception and tracking process, warehouse storage process, parts repair and warranty tracking software process, quality control audits, surplus equipment list, five-year replacement plan projection list, software tracking list and others.

4.10.7 Software Support

The DEPARTMENT has a contract with a third party for providing software integration and maintenance for District 4 TSM&O (Intelligent Systems Software Integration & Maintenance Services, Contract No. BE181). Tasks assigned under Contract No. BE181 include:

1. Software and database configuration, administration, maintenance, and support.
2. Software upgrades, patches, hotfixes for the SunGuide software, including trouble shooting, and coordinated issue resolution with the FDOT Central Office's SunGuide support staff.
3. Software upgrades/enhancements for:
    - Statewide Express Lanes Software (SELS).
    - Maintenance and Inventory Management System (MIMS).
    - Maintenance and Inventory Management Mobile App (MIMS Mobile App).
    - Road Ranger Mobile Application (RRMA).
    - Road Ranger Management Portal (RRMP).
    - Interagency Video Event Data Distribution System (iVEDDS).
    - Active Device And Performance Tool monitor (ADAPT).
    - Data Analysis and Reporting Tool (DART).
    - SIRV Reporting Tool (SRT).
    - SIRV Management Portal (SMP).
    - TMC Operations Quality Control (TOQC) Software.
    - 1-595 Real-Time Reversible Lane Monitoring Tool.
    - Performance Measure Benefit-Cost Reporting Tool.
4. Web based software applications.
5. Customized queries and reports within MS SOL Server 2008, 201 0 and 2012.

6. System migration to future changes in hardware and operating systems.
7. Configuration management.
8. Documentation, User Manuals and Training.

Software-related support not covered under Agreement No. BE181 will be part of the base services to this CONTRACT. The VENDOR shall provide software related support including but not limited to:

1. Maintaining and performing updates to third-party software purchased and/or developed by the DEPARTMENT for the District 4 RTMC Operations and TSM&O associated facilities.
2. Performing updates to existing DEPARTMENT owned/developed software.
3. Implementing new commercially off-the-shelf available software to improve overall operations performance of the District 4 RTMC, the Palm Beach County Vista Center TMC, and the Treasure Coast Operations Center.

The VENDOR, in conjunction with the Software Integration and Maintenance Contractor, shall participate in the Change Management Board (CMB) meetings. The VENDOR and the Software Integration and Maintenance Contractor shall provide technical support and guidance to the DEPARTMENT prior to each CMB meeting with regards to the SunGuide software. The Software Integration and Maintenance Contractor tracks the status of the action items resulting from the CMB meetings impacting FDOT District 4 TSM&O. The VENDOR in conjunction with the Software Integration and Maintenance Contractor shall assist the DEPARTMENT in activities such as identifying the availability (or lack thereof) of requested information or documents; developing information or documents; determining status of action items; identifying the point of contact for the information and establishing contact with that individual or entity.

The VENDOR, in conjunction with the Software Integration and Maintenance Contractor, shall participate in the SunGuide Software User’s Group (SSUG) meetings. The VENDOR and the Software Integration and Maintenance Contractor shall provide technical support and guidance to the DEPARTMENT prior to each SSUG meeting with regards to the SunGuide software. The Software Integration and Maintenance Contractor tracks the status of the action items resulting from the SSUG meetings impacting District 4. The VENDOR in conjunction with the Software Integration and Maintenance Contractor shall assist the DEPARTMENT in activities such as identifying the availability (or lack thereof) of requested information or documents; developing information or documents; determining status of action items; identifying the point of contact for the information and establishing contact with that individual or entity.

4.10.7.1 Minor Software/Firmware Updates

Minor updates are defined as essential security/bug fix patches for commercial off-the-shelf applications, operating system software, and firmware.

The VENDOR is responsible for installing all minor updates to include patching/firmware management for any hardware/software provided under this CONTRACT.

4.10.7.2 Commercial-Off-The-Shelf Software

During the term of this CONTRACT, commercial off-the-shelf and operating system software patches shall be applied at least annually unless otherwise approved by the DEPARTMENT. Minor updates shall adhere to all DEPARTMENT change policies and procedures and shall be fully tested by the VENDOR and accepted by the DEPARTMENT prior to installation.

4.10.7.3 Major Software/Firmware Updates

Major updates are defined as a release of software or firmware that is not merely a revision or a bug fix but contains substantial changes. Major updates typically require additional purchase and licensing. During the term of this CONTRACT, major updates shall be required when one of the following conditions are met:

- The manufacturer has announced a software version as end-of-life and will cease providing support within 18 calendar months.
- The VENDOR has been notified by the DEPARTMENT that an upcoming release of the SunGuide software has a dependency on a particular operating system or application version. This term will apply to other software, as necessary, or as directed by the DEPARTMENT.

The VENDOR shall have three calendar months to implement a major update when one of the preceding conditions has been met. Major updates shall adhere to all DEPARTMENT change policies and procedures and shall be fully tested by the VENDOR and accepted by the DEPARTMENT prior to deployment into the production environment.

4.10.8 District 4 SunGuide Website Support

The VENDOR shall contribute content for the existing District 4 website (https://www.fdotd4traffic.com). The VENDOR shall monitor the website to ensure all functions are operational at all times.

4.10.9 SharePoint Support

The VENDOR shall provide technical support for the TSM&O SharePoint site, including but not limited to implementing SharePoint security and access controls, detect and fix performance and security gaps, timely updating the system by installing software updates and service and feature packs, monitoring SharePoint performance and troubleshooting issues.

4.10.10 Technical IT Writing Support

The VENDOR shall support the DEPARTMENT to produce high-quality documentation of the IT infrastructure of the RTMC and its components, including deliverables for training, public dissemination, presentations, SharePoint management, and various other outlets. The documentation may include developing and updating easy-to-understand network diagrams,

software application tutorials for end-users, manuals and procedures for applications and IT equipment, documents to publish on various outlets utilized by the DEPARTMENT.

4.10.11 Minimum TSM&O IT Staffing Levels

The VENDOR shall provide the necessary managerial, professional, and technical staff to operate and maintain the IT components of the FDOT District 4 TSM&O Program 24 hours a day, 7 days a week, 365 days a year. It is the responsibility of the VENDOR to familiarize themselves with the daily activities and responsibilities of the District 4 Broward RTMC's TSM&O associated facilities' IT function. As a starting reference, the VENDOR shall follow all of the IT services as documented in the latest version of the FDOT District 4 Standard Operating Procedures, Section 7.0 Information Technology (the latest version of the District 4 TSM&O SOP is part of this CONTRACT and attached as Attachment II). Provisions for expansion of the IT services shall also be included in this CONTRACT as the functionality and responsibilities of the FDOT District 4 TSM&O Program expands.

At a minimum, the following on-site position shall be identified and scheduled full time at the RTMC for IT support:

1. RTMC IT Support Manager.
2. RTMC IT Desktop Analyst: Minimum one IT Desktop Analyst shall be scheduled on site at the RTMC at all times (24/7/365).

All personal proposed for these positions are to be approved by the DEPARTMENT.

The VENDOR shall provide after-hours (24/7/365) on-call support for all District 4 TSM&O IT systems and be responsible for ensuring that all positions are filled at all times.

4.10.11.1 RTMC IT Support Manager

The RTMC IT Support Manager position is responsible for the top-level support of all desktops, servers, and network systems within the RTMC and TSM&O associated facilities. This position is also responsible for the final management of all customized applications and system resources used within the RTMC including, but not limited to, the specialized video wall. This responsibility includes maintenance of TSM&O facility computer hardware, video wall, software, and network systems. Video Management shall include day to day operation, troubleshooting, and management of all software components for the operation and maintenance of the videowall.

The IT Support Manager is also responsible for management and assistance of TMC staff in applying off-the-shelf software to improve the overall performance of database management, analysis, interpretation, and dissemination functions, including the continual improvement process of streamlining better efficiency of IT equipment to further TSM&O goals of lane management. The RTMC IT Support Manager is responsible for all aspects of IT within the RTMC and TSM&O associated facilities and direct management of the TSM&O IT department. The RTMC IT Support Manager will assist the DEPARTMENT'S Project Manager with strategic business decisions concerning the

TSM&O networks as well as ensuring deliverables of metric-specific resources on a weekly, monthly, quarterly, and yearly basis.

Minimum Qualifications:

- Bachelor's degree in computer science, information management, network management, or similar technology field.
- Ten (10) years' experience in ever increasing IT responsibility roles including five (5) years' experience in a similar role.

The RTMC IT Support Manager should have, at the minimum, the following:

- Good leadership and interpersonal skills.
- Has a good understanding of key management concepts.
- Ability to clearly communicate technical information in layman's terms.
- Ability to work alternate work schedules and be on-call 24 hours/day.
- Ability to write technical reports, correspondence, manuals, and advertising materials.
- Ability to coordinate real-time activities and priorities.
- Master level of hands-on technical expertise in multiple disciplines.

Minimum RTMC IT Support Manager Salary

The VENDOR shall employ a qualified RTMC IT Support Manager at $50.00 minimum hourly rate for the duration of the CONTRACT.

4.10.11.2 RTMC IT Desktop Analyst

Reporting to the RTMC IT Support Manager, the RTMC IT Desktop Analyst position is responsible for the entry-level support of all computer systems within the TMC(s). This position will also include the responsibility of handling first response calls to the Helpdesk (phone, e-mail and online), logging the initial call, and detailing the response given to each caller. In general, activities include, but are not limited to:

1. Troubleshoots original call via telephone contact and responds in person when problem cannot be fixed remotely.
2. Troubleshoots failed ITS devices before passing the issue to the corresponding ITS Maintenance Contractor.
3. Inventories all computer system hardware parts monthly to ensure RTMC is operating at 100 percent.
4. Performs functions as directed by the RTMC IT Support Manager to include any routine and non-routine functions.
5. Informally trains users in basic computer skills when needed.
6. Installs and loads all functions of any new workstation when purchased, to include the communications link to the network systems.
7. Creates weekly report on all Helpdesk calls and responses to include fixed and outstanding items with details on what replacement parts were needed.
8. Daily monitoring of BARCO Video Wall to comply with 100 percent system availability.

9. Daily monitoring video feeds from other partners to ensure they are always displayed on the BARCO video wall.
10. Daily monitoring of SMART SunGuide website to ensure all functions are always operational.
11. Weekly patch management and anti-virus monitoring of all desktop computers.
12. Performs any additional tasks as assigned by RTMC management team.
13. Performs all other tasks assigned by the DEPARTMENT.

Minimum Qualifications:

- Secondary education in computer science or the equivalent or two (2) years of experience in desktop support or similar responsibilities.
- Taking courses to attain professional certifications to include MCSA or Network+ or A+.

The RTMC IT Desktop Analyst should have, at the minimum, the following:

- Good interpersonal skills.
- Ability to clearly communicate technical information in layman’s terms.
- Ability to work alternate work schedules and be on-call 24 hours/day.
- Ability to create daily, weekly, monthly, and yearly reports regarding system availability and Helpdesk calls.
- Ability to coordinate real time activities and priorities.

Minimum RTMC IT Desktop Analyst Salary

The VENDOR shall employ qualified RTMC IT Desktop Analysts at $26.00 minimum hourly rate for the duration of the CONTRACT.

4.10.12 IT Supplementary Deliverables/Submittals

4.10.12.1 IT Hardware List

The VENDOR shall develop and submit an accurate annual (**official annual deliverable**) IT hardware and services list; this list shall be maintained in a digital database. The intent of the list is to provide more details regarding the anticipated IT parts and services needs for the upcoming fiscal year, need by date, amount, method of procurement, etc. The VENDOR shall review, update, and maintain this annual IT hardware and services list current throughout the fiscal year.

4.10.12.2 IT Hardware Surplus List

The VENDOR shall develop and submit a quarterly (**official quarterly deliverable**) surplus IT equipment list for all IT hardware to be surplus. The report shall include all the DEPARTMENT’S required documentation to begin the process of surplus. The VENDOR shall review various technical factors, e.g., the age of the equipment, working conditions, number of failures within the past year, etc. in determining the surplus IT equipment list. The VENDOR shall prepare the surplus IT equipment list in accordance with the DEPARTMENT’s Surplus Property Disposal Procedures (Topic No.:350-090-005-h).

4.10.12.3 IT Services Standard Operating Procedures (SOP)

During the duration of this contract, the VENDOR shall evaluate and update (**official annual deliverable**) the District 4 TSM&O SOP, Section 7.0 – Information Technology, to ensure that they are as efficient and effective as possible, conforming to the current status of ITS deployment, software systems, RTMC Policy and as a result of system performance analysis. Updates to the District 4 TSM&O SOP shall be approved by the DEPARTMENT prior to implementation.

The VENDOR shall make an electronic version of the latest District 4 TSM&O SOP available to FDOT and VENDOR's staff.

4.10.12.4 IT Strategic Plan for the TSM&O Program

The VENDOR shall manage and update the IT Strategic Plan for the TSM&O Program (Attachment VI). The plan focuses on IT resources that are needed to achieve an efficient, secure, and integrated IT program to support the TSM&O systems.

The plan shall include a five-year replacement projection list for all IT hardware and services (obtained by the DEPARTMENT from third party vendors). The intent of the list is to provide the DEPARTMENT with a high-level planning overview of the budgetary needs for maintaining the District 4 IT systems. As part of the report, IT shall include the list of all warranties/ service support for IT equipment and expiration dates.

The plan shall be updated annually and tracked monthly. The first update of the IT strategic plan shall be submitted within ninety (90) days after the CONTRACT is executed (**official delivery)**. Annual updates shall be summited within six (6) months of the first update and each year thereafter (**official annual deliverable**). Quarterly meetings shall be held by the RTMC IT Support Manager, the DEPARTMENT'S Project Manager, and the TSM&O IT Manager to go over the status of the IT Strategic Plan. The RTMC IT Support Manager shall provide summary meeting minutes within five (5) business days after the end of the previous quarter for review and approval by the DEPARTMENT. The IT Strategic Plan and quarterly update meetings shall include and cover, but not limited to the following:

- Review and assess the current state of the DEPARTMENT'S TSM&O IT infrastructure.
- Recommendations for improvements that can be made regarding IT architecture, policies, standards, effectiveness, efficiency, security, procurement, governance, and program planning.
- Provision of analysis of the DEPARTMENT'S TSM&O IT Infrastructure, including a Current State Analysis, a Forward Needs Assessment, and a Gap Analysis outlining the opportunities and risks over the next five years.
- Performance metrics that summarize the TSM&O IT regarding its status, maturity, efficiency and security.
- 5-year replacement plan projection list for all IT hardware and services.
- 5-year summary of expenses and services needed to implement the plan and a budget tracking summary that summarizes the current budget vs. spending summary.

4.10.12.5 IT Operational Work Tickets Monthly Report

All IT work tickets, including closed and opened in each month, shall be tracked and reported (Attachment VI). The report will provide an explanation for why a ticket was not closed promptly for tickets closed pass 48 hours of opening. Track report must be provided to the DEPARTMENT before the 5th working day of the next month (**official monthly deliverable**).

4.10.12.6 Quarterly IT Inventory Compliance Report

All equipment operated and controlled by the IT department must maintain 100 percent accuracy within the DEPARTMENT'S inventory management system. Quarterly audit control must be performed confirming the location and availably of all devices are accurately present within their set locations specified through District 4. A report will be created from the DEPARTMENT'S inventory management system and provided to the DEPARTMENT (Attachment VI). The report must be delivered before the 15th working day after the end of the previous quarter in the calendar year (**official quarterly deliverable**).

The VENDOR shall keep for verification purpose all data and spreadsheets used to generate the reports and deliver them to the DEPARTMENT when requested.

4.10.12.7 Monthly IT Summary Report

A report providing the items listed below must be created and delivered to the DEPARTMENT by the VENDOR every month. The report must be delivered before the 10th working day of the next month (**official monthly deliverable**).

The VENDOR shall keep for verification purpose all data and spreadsheets used to generate the reports and deliver them to the DEPARTMENT when requested.

Anti-Virus Protection

All devices within the RTMC and TSM&O associated facilities must have active malware, anti-virus, and EndPoint monitoring protection installed and updated on a monthly basis. The monthly report must show anti-virus and EndPoint protection compliance for installation of applications on all machines, including showing the continual monitoring and updating of said applications each month (Attachment VI). The baseline for this performance measure will be 97 percent compliance rate for both installation of anti-virus and EndPoint protection as well as 97 percent update compliance.

Layer 3 Availability and Preventive Maintenance

Monthly and annual availability of all Layer 3 switches used to carry ITS data that has an availability of four nines (99.99 percent) average against the average of all Layer 3 switches (Attachment VI). The individual availability of each Layer 3 switch

will be shown in the report and the switches’ monthly availability will be averaged together to form a monthly availability number that must be higher than 99.99 percent.

All Layer 3 Switch infrastructure both at TMC and in the field shall be provided preventive maintenance by the IT staff once every three months; this includes the switches, racks, mounting, power supplies, jump cables, adaptors, and all other ancillary components and accessories. The date of the latest preventive maintenance for each switch shall be shown in the report.

Desktop and Server Patching

Monthly security patching for all Windows-based machines upon approving updates daily, weekly, and monthly. Desktop patching will occur weekly and server patching will occur monthly. Updates are tested and applied to all machines within the network controlled by the IT department within the RTMC. The report will show the status of each desktop and server with corresponding patches in a percentage format (Attachment VI). In a rolling 30-days, desktops should have 98 percent of patches applied and servers should have 97 percent of patches applied.

4.10.13 DEPARTMENT IT Audits

The DEPARTMENT shall perform the following audits at least twice a year. The VENDOR shall provide “read only” access to the DEPARTMENT (or to Consultant assigned by the DEPARTMENT) to all necessary applications, workstations, and servers in order to perform these audits.

1. Cybersecurity Audits:
   Various servers and workstations are selected to verify the devices are properly protected from cyber threats.
2. Enterprise-Level IT Structure Audits:
   The IT infrastructure and design are analyzed to ensure they are effectively accomplishing the DEPARTMENT’S goals.
3. Existing and Developing Systems Audits:
   Assessment on the security measures for current and new IT systems.
4. Physical IT Facility Audits:
   Evaluation of the conditions and security at physical locations related to the TSM&O IT department.
5. Server Audits:
   Evaluation of the network security performance and scalability of the server environment, for both Physical and Virtual servers.

Audit findings will be shared with the VENDOR for corrective action to be taken. Corrective action shall be included and tracked as part of the IT Strategic Plan.

4.11 OPTIONAL SERVICES

4.11.1 Special Projects and Future Services

The DEPARTMENT envisions the implementation during this CONTRACT of several new initiatives. The VENDOR will assist the DEPARTMENT with the implementation and operational management of the following systems and technologies. These optional initiatives may include but are not limited to:

- Integrated Corridor Management (ICM)
- Connected and Automated Vehicle (CAV) Services
- Technology Evaluation Pilot Projects
- Other Special Projects

The Department shall request the VENDOR'S services on an as-needed basis. There is no guarantee that any or all of the services described will be assigned during the term of this CONTRACT. A LOA will be issued for any of the services not covered in the scope of services.

4.11.2 Traffic Operations and ITS Services

The DEPARTMENT envisions the need during the course of this CONTRACT for professional services and technical analysis. These optional services may include but are not limited to research and analysis, planning, design, project development, system integrations, integrated security management systems, etc. Some of the services that have been identified as a potential need of the DEPARTMENT are:

1. Training Support Services:
   - Road Ranger Contractors, Florida Highway Patrol, FDOT Maintenance and other personnel involved in incident response.
2. Plans Review Services:
   - Review and comment on plans submitted to the TSM&O Office by other entities, including other FDOT Offices.
   - Attend meetings related to plans review.
3. Additional TMC Operations Services:
   - Develop Concept of Operations (ConOps)
   - Conduct operational analysis and evaluations.
4. ITS Reports and Analyses Services:
   - Prepare before-and-after studies to evaluate the effectiveness of implemented TSM&O.
   - Prepare cost effectiveness analyses of existing or proposed TSM&O initiatives.
5. Other Services:
   - Assist the DEPARTMENT with development of different types of procurements, including Invitation to Bid (ITB), Request for Proposals (RFP), Invitation to Negotiate (ITN) and assorted public-private partnerships, including Joint Partnership Agreements (JPA), Memorandum of Understanding (MOU), and Memorandum of Agreement (MOA).

The DEPARTMENT shall request the VENDOR'S services on an as-needed basis. There is no guarantee that any or all of the services described will be assigned during the term of this CONTRACT.

4.12 REIMBURSABLE SERVICES

4.12.1 Internet Services

The VENDOR shall provide internet services for the Broward RTMC, the Palm Beach TMC, and the TMC at the Treasure Coast Operations Center at TIMSO as directed by the DEPARTMENT'S Project Manager. Additional connection requirements may be added as the TSM&O Program continues to grow. The VENDOR shall be reimbursed for all fixed and recurring costs associated with the internet services throughout the term of this CONTRACT. Invoices for reimbursement shall include supporting documentation related to the billed amount. The invoices and supporting documentation shall reflect the actual expense incurred; therefore, they shall not include overhead or any other upcharge.

The internet services shall meet the following minimal requirements:

- 1 Gigabit per second (Gbps), guaranteed by the internet service provider.
- 99.95% up time, guaranteed by the internet service provider.
- A second internet connection as a backup.

The two internet connections at each location shall be from two different internet service providers. Both internet services shall meet the minimum speed and uptime requirements. As a safeguard, the VENDOR shall keep the current internet connections at the TSM&O facilities until the two connections contracted by the VENDOR are verified to be up and running. The internet connections shall be up and running one day before the existing contracts for internet connections expire.

4.12.2 Leased Office Space

If leased office space is required, as agreed upon by the VENDOR'S Project Manager and the DEPARTMENT'S Project Manager, the VENDOR shall be reimbursed for all fixed and recurring costs associated with leased office space throughout the term of this CONTRACT. Invoices for reimbursement shall include supporting documentation related to the billed amount. The invoices and supporting documentation shall reflect the actual expense incurred; therefore, they shall not include overhead or any other upcharge.

Any leased office space shall be located less than 30 minutes from the Broward RTMC, at a location where it can be connected to the FDOT Intelligent Transportation System (ITS) fiber that ties into the RTMC. The DEPARTMENT will be responsible for all fixed costs associated with connection to the FDOT ITS fiber from the fiber to the building's door.

4.12.3 Travel Costs

If travel outside of the area covered by District 4 is required, as agreed upon by the VENDOR'S Project Manager and the DEPARTMENT'S Project Manager, the VENDOR shall be reimbursed for all costs associated with the approved travel throughout the term of this CONTRACT. Invoices for reimbursement shall include supporting documentation related to the billed amount. The invoices and supporting documentation shall reflect the actual expense incurred; therefore, they shall not include overhead or any other upcharge. All travel shall be in accordance with 112.061, Florida Statutes.

4.12.4 IT Purchases

The VENDOR shall be reimbursed for all costs associated with software, software licenses and any other IT related DEPARTMENT requests if deemed necessary and approved by the DEPARTMENT's Project Manager.

5. INVOICES

The VENDOR shall invoice the DEPARTMENT monthly according to Exhibit "B" Method of Compensation and Exhibit "C" Price Proposal. The VENDOR shall submit monthly invoices by the fifteenth (15th) business day of the month. Invoices are to show all applicable deductions. The VENDOR shall provide a progress report with all monthly invoices for all personnel employed under this CONTRACT, including back-up support for all personnel employed identified as management and support personnel under this CONTRACT. Supporting documentation will be required for reimbursement of expenses. The VENDOR shall provide a summary of hours provided for invoices including Optional Services.

6. SERVICES/MATERIALS PROVIDED BY THE DEPARTMENT

6.1 SERVICES

The DEPARTMENT will furnish, without cost to the VENDOR, the following services and data relevant to the VENDOR's scope of services:

6.1.1 Provide workspace within the Broward County RTMC or other locations and access to all equipment and software.

6.1.2 Provide all criteria and full information as to the DEPARTMENT'S requirements for VENDOR'S services including objectives, constraints, budgetary limitations, and time restraints.

6.1.3 Furnish all DEPARTMENT policies, procedures, standards, and forms as well as applicable software, documentation, and source code.

6.1.4 Facilitation of meetings with applicable DEPARTMENT staff or others.

6.1.5 The VENDOR will be allowed to utilize the DEPARTMENT'S computer services for programs needed by the VENDOR and approved by the DEPARTMENT in accordance with the VENDOR'S agreement for the period of this CONTRACT.

6.2 DEPARTMENT'S PROJECT MANAGER RESPONSIBILITIES

The DEPARTMENT will designate a Project Manager to administer the terms of the CONTRACT. The Project Manager will be responsible for all work performed under this CONTRACT and approving all invoices, SOP, training programs, and other deliverables listed in this CONTRACT. The DEPARTMENT will conduct reviews of the various phases of the VENDOR'S activities. Reviews will be conducted to determine compliance with this

CONTRACT. The VENDOR shall cooperate with and assist the DEPARTMENT'S Project Manager in conducting these reviews.

7. PROGRESS REPORTING/COORDINATION

The VENDOR shall be responsible for all activities necessary to effectively manage the District 4 Broward RTMC, the Palm Beach TMC, and the backup TMC at the Treasure Coast Operations Center at TIMSO.

The VENDOR'S Project Manager or agreed upon designee will meet on a weekly basis with the DEPARTMENT'S Project Manager to review and discuss tasks completed during the previous period, task assignments for the current period, and one-month "look ahead" schedule.

The VENDOR'S Project Manager shall be responsible for notifying the DEPARTMENT and/or the DEPARTMENT'S Project Manager (or his / her designee) of any and all emergencies and problems regarding operations and/or maintenance issues negatively affecting operations.

The VENDOR'S Project Manager shall be available to meet with the DEPARTMENT'S Project Manager (or his/her designee) at a mutually convenient time for both parties during regular business hours to discuss work requirements prior to the VENDOR assuming the responsibilities of this CONTRACT. This time spent shall not be billable to the DEPARTMENT.

If during the term of this CONTRACT, a new Project Manager is to be employed by the VENDOR to meet the provisions of the VENDOR'S Project Manager, the individual shall be available to meet with the DEPARTMENT'S Project Manager (or his/her designee) at a mutually convenient time for both parties during regular business hours to discuss work requirements prior to the VENDOR'S new Project Manager assuming the responsibilities of this CONTRACT. This time spent shall not be billable to the DEPARTMENT.

8. GENERAL PROVISIONS

Anything produced by or developed in connection with this CONTRACT shall become the exclusive property of the State of Florida and may not be copyrighted, patented, or otherwise restricted as provided by Florida state law. Neither the VENDOR nor any individual employed under this CONTRACT shall have any property interest in the product.

With respect to any deliverable that constitutes a work of authorship within the subject matter and scope of U.S. Copyright Law, 17 U.S.C. Sections 102-105, such work shall be a "work for hire" as defined in 17 U.S.C. Section 101 and all copyrights subsisting in such work for hire shall be owned exclusively by the DEPARTMENT pursuant to Florida Statute 119.084, on behalf of the State of Florida.

In the event it is determined as a matter of law that any such work is not a "work for hire," the VENDOR shall immediately assign all copyrights subsisting therein to the DEPARTMENT for the consideration set forth in the CONTRACT and with no additional compensation.

The foregoing shall not apply to any preexisting software or other work authorship used by the VENDOR to create any deliverable, but which exists as work independently of the deliverable, unless the pre-existing software or work was developed by the VENDOR pursuant to a previous CONTRACT with the DEPARTMENT or a purchase by the DEPARTMENT under a State Term CONTRACT.

The DEPARTMENT shall have full and complete ownership of any and all software developed pursuant to this CONTRACT including without limitation:

- Written source code.
- Source code files.
- Executable code.
- Executable code files.
- Data dictionary.
- Data flow diagram.
- Workflow diagram.
- Entity relationship diagram.
- All other documentation needed to enable the EPARTMENT to support, recreate, revise, repair, or otherwise make use of the software.

The VENDOR guarantees that upon termination of any personnel under this CONTRACT that they shall bear the responsibility of immediately returning all DEPARTMENT property (if applicable) to the DEPARTMENT. If the VENDOR is unable to return the said items, they shall notify the DEPARTMENT and bear any costs associated with ensuring the security of the DEPARTMENT.

DEPARTMENT-owned resources shall be defined as equipment that is tracked via the DEPARTMENT’S internal inventory control system. A representative of the DEPARTMENT will provide a list of DEPARTMENT-owned resources to the VENDOR’s Project Manager. The VENDOR will acknowledge receipt of the DEPARTMENT-owned resources via the “State of Florida Property Transfer Receipt.” A representative of the DEPARTMENT will inventory all DEPARTMENT-owned resources at least once a year. In the event the DEPARTMENT-owned resources have been lost, stolen, or damaged, and had been in exclusive possession and control of the VENDOR, the VENDOR shall replace the DEPARTMENT-owned resources before the end of the calendar year when the item(s) was known to be lost, stolen, or damaged. If the item is not directly replaceable, due to non-availability of identical models, the VENDOR shall replace the item with a similar item or directly compensate the DEPARTMENT. Damaged shall be defined as the state at which the DEPARTMENT-owned resource is no longer capable of performing its intended function. For DEPARTMENT-owned resources that have been damaged, which had been in the possession of the VENDOR as evidenced by the “Property Transfer Receipt” form, the VENDOR shall notify the DEPARTMENT within five (5) business days of damage. The VENDOR will return the damaged DEPARTMENT-owned resources to the DEPARTMENT within five (5) business days of notification. The VENDOR will submit a letter to the DEPARTMENT explaining how the DEPARTMENT-owned resource was damaged and include a plan to prevent reoccurrence.

9. DISTRICT 4 RTMC BUILDING AND OTHER TSM&O ASSOCIATED LOCATIONS OFFICE/SUPPLY RESPONSIBILITIES

The DEPARTMENT shall provide TMC equipment/furnishings (i.e., video monitors, workstations, landline telephones, consoles, chairs, tables) and utilities (i.e., air conditioning, lighting, electrical power) at the District 4 RTMC and other TSM&O associated locations at no cost to the VENDOR. The VENDOR will also have access to office space, fax machines, and telephones for District 4 RTMC business use.

The VENDOR shall procure supplies and/or required services to deliver all services identified in this CONTRACT. The supplies and/or required services to be procured include, but are not limited to, printer(s), copier(s), scanner(s), vehicle(s), office supplies, computer paper, fax machine paper, computer printer cartridges, computer tapes and disks, minor computer equipment and repairs, pens, pencils, etc.

The VENDOR shall provide two (2) dedicated cellular phones to serve as "back-up" for the Control Room. The two dedicated "back-up" cellular phones shall always remain active in the Control Room. The VENDOR shall be responsible for all fixed and recurring costs associated with the communications devices. The VENDOR shall obtain and maintain all necessary licenses.

10. RULES AND REGULATIONS

10.1 NON-SMOKING POLICY

There shall be no smoking within the DEPARTMENT'S buildings or vehicles.

10.2 IDENTIFICATION

10.2.1 All VENDOR personnel/sub-consultant(s) shall be required to wear the applicable company markings/emblems/identifications always identifying them as the VENDOR employees while working in any DEPARTMENT location.

10.2.2 If work is to be perform by the VENDOR personnel/sub-consultant(s) during regular business hours, the VENDOR personnel/sub-consultant(s) must sign in at the required DEPARTMENT location and obtain DEPARTMENT identification to be admitted to any DEPARTMENT location.

10.2.3 Any work performed during non-business hours must be coordinated with the DEPARTMENT's Project Manager who will be responsible for providing access to the facilities.

10.2.4 No personnel will be allowed to enter any DEPARTMENT location without identification.

10.3 USE OF EQUIPMENT/SUPPLIES (IF APPLICABLE)

10.3.1 The VENDOR personnel/sub-consultant(s) shall not utilize any equipment/supplies provided by the DEPARTMENT for uses other than intended under this CONTRACT.

10.3.2 The VENDOR shall ensure that all DEPARTMENT equipment/supplies shall be used and maintained in strict accordance with all applicable DEPARTMENT's policies and procedures and various Standard Operating Procedures.

11. WORK AUTHORIZATION

The DEPARTMENT'S Project Manager (or designed) shall furnish a LOA to the VENDOR outlining the required services. No payment for work performed shall be made to the VENDOR until a LOA has been issued (refer to attached Exhibit "B," Method of Compensation).

12. TRANSITION PERIOD

The VENDOR shall implement the transition plan as outlined in the VENDOR'S technical proposal, unless otherwise directed by the DEPARTMENT. Within 14 calendar days of the CONTRACT being executed, the VENDOR'S Project Manager will meet with the DEPARTMENT'S Project Manager to finalize the transition plan.

The transition plan will include VENDOR'S management and operations staffing plan to cover the approximately 90-day transition period between the existing CONTRACT and the new CONTRACT. The plan will detail specific staffing levels to include the named individuals who will fill specific staffing roles as defined within the Scope of Services. Individuals identified as Transition Team members will begin working at the RTMC to learn specific details and duties of the daily operations within the RTMC at the direction of the DEPARTMENT'S Project Manager.

The transition period is expected but cannot be guaranteed. The VENDOR shall have staff ready to meet the requirements of this CONTRACT regardless of the transition period being fulfilled. The VENDOR is subject to all requirements of this CONTRACT upon LOA.

Transition Team members will be expected to learn all aspects of TSM&O operational support services and be able to convey information, training, and instruction to future staff members who are not part of the Transition Team, but who will become TSM&O management and operations staff at the CONTRACT's date to begin work.

At a minimum, the Transition Team members will include the following positions:
RTMC Project Manager
RTMC Office Manager
RTMC IT Support Manager
RTMC Operations Manager

12.1 DELIVERABLES DUE DURING THE TRANSITION PERIOD

The VENDOR shall complete the following tasks and deliverables during the transition period, as stipulated throughout previous sections on this CONTRACT:

1. At least thirty (30) days before the end of the transition period, the VENDOR shall submit a Quality Management System (QMS) for record keeping and documentation to support the overall operations of the Broward RTMC (**official delivery**). The VENDOR shall provide the name of the QMS to be implemented and a description of the record management system. Once approved by the DEPARTMENT, the VENDOR will implement the QMS to all documents produced for this CONTRACT by the VENDOR, including documents created before the QMS approval and implementation.
2. Thirty (30) calendar days after the CONTRACT is executed, the VENDOR shall submit for review and approval by the Department the metrics that will be used to measure performance for each staff position, and the plan to correct underperforming situations (**official delivery**).
3. The VENDOR shall provide a management and operational staffing plan for RTMC and TMC operations to the DEPARTMENT'S Project Manager within ten (10) business days after the CONTRACT is executed (**official delivery**).
4. The VENDOR shall develop a TMC Operations Training and Certification program with multiple levels of testing and certification based on the DEPARTMENT'S requirements. The VENDOR will create and develop all necessary TMC operations training manuals, interactive training, and testing programs and materials. The program shall be delivered to the DEPARTMENT for approval within thirty (30) business days after CONTRACT is executed (**official delivery**).
5. The VENDOR shall develop a training and certification program for Managed Lanes Operators and Ramp Signaling Operators. The program shall be delivered to the DEPARTMENT for approval sixty (60) days after the CONTRACT is executed (**official delivery**).
6. The VENDOR shall obtain National Incident Management System (NIMS)-IS 700 course and Incident Control System (ICS)-ICS 100 course training for the Control Room staff for the tunnel before the end of the transition period.
7. The VENDOR shall provide for approval by the DEPARTMENT, at a minimum, an outline of their formal briefing process for the end and beginning of each operator shift (**official delivery**). This shall be provided as part of the transition plan. The briefing process shall be implemented immediately once the CONTRACT is executed.
8. The VENDOR shall evaluate and revamp the legacy District 4 TSM&O SOP before the end of the transition period, to ensure that new and current procedures are as efficient and effective as possible and conforming to the status of ITS deployment, software systems and IT, and TMC policy under this CONTRACT. The revamped SOP shall be implemented immediately upon approval by the DEPARTMENT.
9. The VENDOR shall develop a TMC Standard Employee Guidelines (SEG) based on the DEPARTMENT'S requirements. The SEG shall be delivered to the DEPARTMENT for approval before the end of the transition period (**official delivery**).
10. The VENDOR shall develop plans for long-term disaster recovery options for the DEPARTMENT emergency operations center, including long-term data retention of all ITS data as per Florida Statutes (official annual deliverable). The initial plan will be

developed 90 days after CONTRACT execution and shall be approved by the DEPARTMENT (**official delivery**).

11. The VENDOR shall manage and update the IT Strategic Plan for the TSM&O Program (Attachment VI). The first update of the IT strategic plan shall be submitted within ninety (90) days after the CONTRACT is executed (**official delivery)**.

13. PERFORMANCE REQUIREMENTS AND MEASURES

Performance ratings shall be used to assess VENDOR performance under this CONTRACT. Deductions will be assessed monthly for non-compliance of the individual requirements outlined in the tables below. All deductions withheld from the VENDOR will be reflected in the monthly invoice after the non-compliance occurred. The VENDOR shall keep all appropriate/verifiable data to support the performance rating calculations during the duration of the contract.

When a submittal's due date falls on a non-workday (weekend or holiday), the due date will move to the following workday. For monthly and quarterly deliverables, the due date will be moved forward one day for every holiday occurring between the end of the month and the due date. For submittal purposes, business hours end at 11:59 PM on the due date.

The deduction in payment as described herein on some infractions will continue to be applied daily until the VENDOR complies with the terms and conditions of the CONTRACT. The VENDOR shall notify the DEPARTMENT when in non-compliance. Application of this non-performance deduction in payment will not waive the DEPARTMENT'S right to terminate the CONTRACT in the interest of the DEPARTMENT.

The DEPARTMENT reserves the right, at its discretion, to modify, remove or add performance measures, criterion, requirement, and/or Deductions/incentives at any time during the term of this CONTRACT. The VENDOR will be encouraged to develop and recommend any new performance measurement item or standard that can be demonstrated to be directly traceable to improved performance of the transportation system, safety of the system for incident responders and the public. All changes in performance measurement standards and reporting are at the discretion of the DEPARTMENT.

The DEPARTMENT can issue a warning letter with a corrective action prior to assessing deductions to allow the VENDOR to correct performance issues.

13.1 GENERAL

Section	Performance Measure	Criterion	Requirement	Deductions
5	Provide monthly invoice to DEPARTMENT' Project Manager	Upon Discovery	By the fifteenth (15th) business day of the following month meeting all submittal requirements	$100 per occurrence per day

Section	Performance Measure	Criterion	Requirement	Deductions
N/A	Submit any document the VENDOR is required to maintain	Submit at the DEPARTMENT'S request	By the end of the 3rd business day following the day of the DEPARTMENT'S request	$100 per business day per document
N/A	Adhere to DEPARTMENT procedures, policies, guides, or another contract document	Immediately upon discovery of violation that is not otherwise addressed in this Section	(Intentionally Left Blank)	$5,000 per occurrence of violation
N/A	Adhere to any promises, guarantees, statements, claims, or other assurances made within the VENDOR'S original Technical Proposal	Immediately upon discovery of violation that is not otherwise addressed in this Section	(Intentionally Left Blank)	$5,000 per occurrence of deviation
N/A	VENDOR representation at required DEPARTMENT meetings	Immediately upon discovery of violation that is not otherwise addressed in this Section	(Intentionally Left Blank)	$200 per occurrence

13.2 RECORD MAINTENANCE AND DOCUMENTATION SYSTEM

Section	Performance Measure	Criterion	Requirement	Deductions
3.2	Quality Management System	One time submittal	30 days before the end of the transition period	$300 per day
3.2	Adhere to approved Quality Management System	Upon discovery	Failure to adhere to approved Management System	$100 per occurrence

13.3 RTMC EMERGENCY PLANS

Section	Performance Measure	Criterion	Requirement	Deductions
3.6	Update Emergency Response Plan (ERP)	Annual deliverable	Due May 1st of each year	$500 per occurrence per day
3.6	Update Strategic Hurricane Emergency Management Plan (SHEMP)	Annual deliverable	Due May 1st of each year	$500 per occurrence per day
3.6	Adherence to approved ERP and SHEMP	Upon discovery	Failure to adhere to approved ERP and SHEMP	$2,000 per occurrence

13.4 OPERATIONS POLICIES AND PROCEDURES

Section	Performance Measure	Criterion	Requirement	Deductions
3.7.2	Operator not wearing approved uniform	Upon Discovery	Each occurrence	$50 per person per occurrence
3.7.2	Use of prohibited cell phone, electronics, reading material	Upon Discovery	Each occurrence	$50 per person per occurrence

Section	Performance Measure	Criterion	Requirement	Deductions
3.7.2	Operator sleeping while on duty	Upon Discovery	Each occurrence	$500 per person per occurrence

13.5 STAFFING

Section	Performance Measure	Criterion	Requirement	Deductions
3.8	Minimum staffing available by the end of the Transition Period	Upon discovery	By the end of the transition period, the minimum staffing levels documented in this scope of services shall be available and on site. This shall include all positions and number of required personnel, including managerial, professional, and support staff.	$1,000 per position per occurrence per day after last day of Transition Period
3.8	Replacement for non-managerial / non-professional staff (not including operators)	Upon discovery	≤ 60 days of vacancy	$500 per occurrence per day
3.8	Replacement for managerial / professional staff	Upon discovery	≤ 120 days of vacancy	$500 per occurrence per day
3.8	Communicate vacancy to the DEPARTMENT'S Project Manager in writing	Upon discovery	≤ 1week from resignation	$200 per occurrence per day
3.8	Provide temporary substitute for Project Manager vacancy	Upon discovery	≤ 2 weeks of vacancy	$800 per occurrence per day
3.8	Provide temporary substitute for Project Manager's temporary absence	Upon discovery	≤ 2 weeks of absence	$5,000 per occurrence per day
3.8	Provide temporary substitute for vacancy of staffing positions outlined in section 3.8	Upon discovery	≤ 2 weeks of vacancy	$600 per occurrence per day
3.8	Provide temporary substitute for temporary absence of staffing positions outlined in section 3.8	Upon discovery	≤ 2 weeks of absence	$600 per occurrence per day
3.8	Minimum Operator staffing positions shall be fully staffed at all times	Upon discovery	Minimum Operator staffing levels documented in this scope of services, sections 4.3.1, 4.4.1, and 4.5.3	$300 per occurrence per day
3.8	Staff Performance Metrics and Underperforming Correction Plan	One time submittal	Within 30 days after CONTRACT is executed	$200 per occurrence per day
4.0	Management and Operational Staffing Plan	One time submittal	Within 10 business days after CONTRACT is executed	$500 per occurrence per day

Section	Performance Measure	Criterion	Requirement	Deductions
4.0	Organizational Structure and Schedule	Quarterly deliverable	≤ 14 calendar days after the end of quarter	$250 per occurrence per day

13.6 PROJECT MANAGEMENT

Section	Performance Measure	Criterion	Requirement	Deductions
4.1.1	Track project budget and provide updates, status of work, and cost summaries	Monthly	≤ 15 calendar days after end of the month	$300 per occurrence per day
4.1.1	Idea to improve TMC Operations and Implementation Plan	Annual	On June 30 each year	$300 per occurrence per day

13.7 CONTROL ROOM OPERATIONS SERVICES

Section	Performance Measure	Criterion	Requirement	Deductions
4.2.2	Develop TMC Operations training and certification program	One time submittal	Within 30 business days after CONTRACT is executed	$800 per day
4.2.2	Update TMC Operations training and certification program	Annual deliverable	≤ 45 calendar days after end of Department's fiscal year	$300 per occurrence per day
4.2.2	Conducting annual refresher training for Operators	Annual deliverable	≤ 45 calendar days after one year from the previous training	$500 per occurrence per day

13.8 OPERATIONS SERVICES – FREEWAYS AND TUNNEL, MANAGED LANES AND RAMP SIGNALING, ARTERIALS

Section	Performance Measure	Criterion	Requirement	Deductions
4.3.1	Operators' shift-change Briefing Process	One time submittal	As part of the transition plan	$500 per day
4.4.1.1	Construction-to-operations transition plan for new Managed Lanes projects	Upon discovery	4 months prior to scheduled construction completion date	$2,000 per occurrence per day
4.4.1.1	Update District 4 TSM&O ELOPs	Annual deliverable	≤ 45 calendar days after end of Department's fiscal year	$300 per occurrence per day
4.4.1.1	Update District 4 TSM&O SOP and ELOPs for changes introduced by new manage lanes segment(s)	Upon discovery	3 months prior to scheduled construction completion date	$2,000 per occurrence per day
4.4.1.1	Training material to support operations of new manage lanes segment(s)	Upon discovery	3 months prior to commencement of tolling operations	$2,000 per occurrence per day

Section	Performance Measure	Criterion	Requirement	Deductions
4.4.1.1	Training operations staff on new manage lanes segment(s)	Upon discovery	2 weeks prior to commencement of tolling operations	$1,000 per occurrence per day
4.4.2	Develop Managed Lanes & Ramp Signaling Operator training program	One time submittal	Within 60 calendar days after CONTRACT is executed	$800 per day
3.8, 4.2.1, 4.9.3.2	RTMC Operator Error-to-Event Ratio – Travel Lane blocking events	Monthly average ratio for all TMC Operations staff managing events	≤ Target	$2,000 per average per month
3.7, 4.2.1, 4.9.3.2	RTMC Operator Error-to-Event Ratio – Non-travel lane blocking events	Monthly average ratio for all TMC Operations staff managing events	≤ Target	$1,000 per average per month
4.3.1.1, 4.4.1.2	RRSP and/or SIRV Dispatching	Monthly average for all travel lane blocking events	≤ 3 minutes from event detection	$2,000 per average per month
4.3.1.1, 4.4.1.2	Event Confirmation	Monthly average for all travel lane blocking events	≤ 2 minutes from event detection	$2,000 per average per month
4.3.1.1, 4.4.1.2	Time to post DMS messages	Monthly average for all travel lane blocking events	≤ 5 minutes from event confirmation	$2,000 per average per month
4.3.1.1, 4.4.1.2	FL511 Update	Monthly average for all travel lane blocking events	Every 30 minutes throughout the event	$300 per occurrence per month

13.9 ITS MAINTENANCE SUPPORT SERVICES

Section	Performance Measure	Criterion	Requirement	Deductions
4.6	Field verification of 10% repaired ITS devices + 10 % of preventive maintained ITS devices	Monthly deliverable	≤ 12 calendar days after end of the month	$150 occurrence per day
4.6	Inspecting 15% of ITS inventory at each ITS storage warehouse	Quarterly deliverable	≤ 14 calendar days after end of the quarter	$200 per occurrence per day

13.10 TRAFFIC INCIDENT MANAGEMENT

Section	Performance Measure	Criterion	Requirement	Deductions
4.7.1	Review and recommendations on Road Ranger Service invoice reports	Each occurrence	≤ 2 working days from invoice submittal by RR Contractors	$500 per occurrence per day
4.7.1	Road Ranger vehicle inspections and vehicle Operator qualifications review	Monthly-All vehicles	≤ 14 calendar days after end of the month	$500 per occurrence per day
4.7.1	Bi-weekly Road Ranger Contractor meeting	Bi-weekly	Conducting meeting	$300 per meeting
		Meeting minutes	≤ 5 working days after the meeting	$100 per occurrence per day

Section	Performance Measure	Criterion	Requirement	Deductions
4.7.2	Review and recommendations on SIRV Vendor's invoice reports	Each occurrence	≤ 2 working days from invoice submittal by RISC Vendor	$500 per occurrence per day
4.7.2	SIRV unit inspections and vehicle Operator qualifications review	Monthly-All vehicles	≤ 14 calendar days after end of the month	$500 per occurrence per day
4.7.2	Bi-weekly SIRV Contractor meeting	Bi-weekly	Conducting meeting and submitting meeting minutes	$300 per meeting
4.7.3	Review and recommendations on RISC Vendor's invoice reports	Each occurrence	≤ 2 working days from invoice submittal by RISC Vendor	$500 per occurrence per day
4.7.3	RISC vehicle inspections and vehicle Operator qualifications review	Annually-All vehicles	Due February 1st of each year	$800 per occurrence per day
4.7.3	Maintaining RISC Binder	Upon discovery	Maintaining RISC Binder up to date	$500 per occurrence per day
4.7.4	Contribute articles to CO's TIM Newsletter	Quarterly deliverable	≤ 14 calendar days after end of the quarter	$200 per occurrence per day
4.6.4	FHWA TIM Self-Assessment for each county-level TIM Teams	Annual deliverable	Due August 1st of each year	$300 per occurrence per day
4.7.6	After Action Review (AAR) meetings	Each occurrence	≤ 10 working days after every major traffic event warranting an AAR	$500 per meeting
		Meeting minutes	≤ 5 working days after the meeting	$100 per occurrence per day
4.7.7.1	Road Ranger Contractor's performance evaluation	Monthly deliverable	≤ 12 calendar days after end of the month	$150 per occurrence per day

13.11 TSM&O PUBLIC INFORMATION AND CUSTOMER SERVICE

Section	Performance Measure	Criterion	Requirement	Deductions
4.8.3	Tour requests	Acknowledge and schedule	≤ 2 working days from request	$100 per occurrence per day
4.8.3	Public information inquiries	Acknowledge	≤ 2 working days from inquiry	$200 per occurrence per day
4.8.3	Public information inquiries	Respond	≤ 5 working days from inquiry	$200 per occurrence per day
4.8.3	Develop a report template for reporting monthly activities	One time submittal	≤ 1 business day after end of first month	$150 per day
4.8.3	TSM&O Public Information and Customer Service monthly activities report	Monthly deliverable	≤ 12 calendar days after end of the month	$150 per occurrence per day
4.8.3	Provide accurate information and responses to public inquiries	Upon discovery	Inaccurate information provided	$500 per occurrence

13.12 MISCELLANEOUS TMC SUPPORT SERVICES – SOP AND SEG

Section	Performance Measure	Criterion	Requirement	Deductions
4.9.1	First update of the District 4 TSM&O Standard Operating Procedures (SOP)	One time submittal	Before the end of transition period	$500 per occurrence per day
4.9.1	Update District 4 TSM&O Standard Operating Procedures (SOP)	Annual deliverable	Due May 1st of each year	$500 per occurrence per day
4.9.1	Update electronic version of the District 4 TSM&O SOP with the latest approved SOP	Annual deliverable	≤ 5 calendar days after SOP approval	$300 per occurrence per day
4.9.2	Develop TMC Standard Employees Guidelines (SEG)	One time submittal	Before the end of transition period	$300 per day
4.9.2	Update TMC Standard Employees Guidelines (SEG)	Annual deliverable	Due May 1st of each year	$300 per occurrence per day
4.9.1, 4.9.2	Adherence to approved SOP and SEG	Upon discovery	Failure to adhere to approved SOP and SEG	$500 per occurrence

13.13 MISCELLANEOUS TMC SUPPORT SERVICES – OPERATIONS REPORTING SERVICES

Section	Performance Measure	Criterion	Requirement	Deductions
4.9.3	Develop daily and quarterly reports and report procedures	One time submittal	February 10, 2025	$500 per report per day
4.9.3	Develop monthly reports and report procedures	One time submittal	April 1, 2025	$500 per report per day
4.9.3	Deliver Daily Reports	Each occurrence	Daily by 11:00 AM	$50 per report per day
4.9.3	Deliver Weekly Reports	Each occurrence	By 11:00 AM Tuesday of the following week	$100 per report per day
4.9.3	Deliver Monthly Reports	Each occurrence	≤ 12 calendar days after end of the month	$150 per report per day
4.9.3	Deliver Quarterly Reports	Each occurrence	≤ 14 calendar days after end of the quarter	$200 per report per day
4.9.3	Deliver Annual Reports	Each occurrence	≤ 45 calendar days after end of the Department's fiscal year	$300 per report per day

13.14 TSM&O IT SERVICES

Section	Performance Measure	Criterion	Requirement	Deductions
4.10	Develop Long-Term Disaster Recovery Plan	Annual deliverable	Within 90 days after Contract execution	$300 per day
4.10	Update Long-Term Disaster Recovery Plan	Annual deliverable	Due May 1st of each year	$300 per occurrence per day

Section	Performance Measure	Criterion	Requirement	Deductions
4.10.4.1	Update/create ITS tickets in MIMS	Monthly average for all tickets	≤ 15 minutes from when ticket becomes available under IT side	$1,000 per month
4.10.12.1	IT Hardware List	Annual deliverable	Due July 1st of each year	$300 per occurrence per day
4.10.12.2	IT Hardware Surplus List	Quarterly deliverable	≤ 14 calendar days after end of the quarter	$200 per occurrence per day
4.10.12.4	IT Strategic Plan	Develop plan	Within 90 days after Contract execution	$300 per day
4.10.12.4	IT Strategic Plan	Annual update	Due July 1st of each year	$300 per occurrence per day
4.10.12.4	IT Strategic Plan	Quarterly status review meetings	≤ 14 calendar days after end of the quarter	$200 per occurrence per day
4.10.12.4	IT Strategic Plan	Meeting minutes	≤ 5 working days after the meeting	$100 per occurrence per day
4.10.12.4	IT Strategic Plan	Implementation	Implement plans and strategies from the document	$500 per occurrence per day
4.10.12.5	IT work tickets track report	Monthly deliverable	≤ 5 working days after end of month	$200 per occurrence per day
4.10.12.6	Quarterly IT inventory compliance report	Quarterly deliverable	≤ 15 calendar days after end of the quarter	$200 per occurrence per day
4.10.12.7	Anti-Virus and Endpoint protection	Monthly ≥ 97.0% of all devices	≤ 10 working days after end of month	$2,500 per month
4.10.12.7	Layer 3 switch availability	Monthly ≥ 99.99% monthly average	≤ 10 working days after end of month	$2,000 per month
4.10.12.7	Layer 3 switch quarterly preventive maintenance (PM)	Date of latest PM by switch < 3 months (Delivered monthly)	Minimum one time every 3 months	$500 per switch per week
4.10.12.7	Desktop Patching	Monthly ≥ 98.0% patches applied	≤ 10 working days after end of month	$2,500 per month
4.10.12.7	Server Patching	Monthly ≥ 97.0% patches applied	≤ 10 working days after end of month	$2,500 per month
4.10.12.7	Backup Migration to Treasure Coast Operations Center at TIMSO	Monthly ≥ 100% data migrated during month covered by report.	≤ 10 working days after end of month	$2,500 per month

13.15 INTERNET SERVICES

Section	Performance Measure	Criterion	Requirement	Deductions
4.12.1	Provide two Internet service connections at the Broward RTMC, Palm Beach TMC, and the Treasure Coast Operations Center with data transfer speed of at least 1 Gbps and 99.95% up time	One time	Up and running at least one day before contracts for current connections expire. Shall be kept throughout the duration of this CONTRACT.	$1,000 per day

14. ATTACHMENTS

Attachments I thru VI, listed below, are incorporated into this Contract.

I. Samples of Existing Operations Reports

II. D4 TSM&O Standard Operations Procedures

III. Henry Kinney Tunnel Standard Operations Procedures (Draft)

IV. EL Operational Procedures

V. Software Licenses and Maintenance Contracts

VI. Samples of IT Deliverables

VII. District 4 Regional Fiber Allocation Map