



## Florida Department of Transportation

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SECRETARY

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### CLARIFICATION #2

**CONTRACT:** E4X48 REGIONAL TRANSPORTATION MANAGEMENT CENTER (RTMC)  
OPERATIONS CONTRACT

**FM:** 436198-2-82-01 & VARIUOS

1. Will FDOT consider a limitation of liability or an annual cap for performance deductions?  
**Answer:** No.
2. Will documents within **Exhibit C** be corrected to reflect Regional Transportation vs Districtwide? The cover sheet for Exhibit C was updated with Addendum One; however, the actual document still refers to "districtwide".  
**Answer:** The Department does not intend to modify the document. This procurement is meant to cover all services needed districtwide/within District 4 as it relates to transportation management centers operations, including the Broward County Regional Transportation Management Center and all backup/satellite locations.
3. **Record Maintenance and Documentation** – States that the Vendor shall provide the name of the QMS to be implemented. Can you please advise what Quality Management System software FDOT D4 is currently using.  
**Answer:** FDOT District 4 TSM&O is not currently using any Quality Management System software.
4. There are positions in the RFP that require a college degree or technical degree. Could equivalent years of experience in responsibilities in similar fields be counted instead of the college/technical degree?  
**Answer:** No, please adhere to minimum requirements.
5. As part of the technical approach, can we propose innovation by modifying the minimum staffing levels required in the RFP?  
**Answer:** No, please adhere to minimum requirements
6. Please clarify that performance deductions are the Florida DOT's sole remedy for non-compliance identified in Section 13 of the scope of services.  
**Answer:** No, the Department may terminate the contract for unsatisfactory performance. Please read the Standard Written Agreement section 6 attached with this Clarification #2.
7. Presenting the Proposal – Section 2.3 of RFP states that proposal should be indexed – since proposal is being submitted electronically, can you confirm whether "indexed" refers to adding bookmarks to electronic file for ease in locating sections, and/or do we

need to include a physical Table of Contents. If Table of Contents is to be included, can it be excluded from page count.

Answer: You can include a Table of Contents. The Table of Contents will be excluded from the page count. Indexing will not be required for this submittal.

8. Please provide a description of the Quality Management System currently in place.

Answer: The current contract requires the Vendor to maintain records and documentation as required to support the overall operations of the RTMC based on International Standard for Organization (ISO) 9001 protocols.

9. Regarding the performance deductions for 13.5 Staffing, items #2-8, confirm that these deductions will be imposed when the occurrence is greater than the requirement. For example, Section 13.5, item #6, would be assessed if the P.M. is absent for more than 2 weeks (e.g. extended vacation)?

Answer: Confirmed.

10. Please provide the most recent six months of historical actuals for the error-to-event ratios for the lane blocking and non-blocking events. What software program is used to assist with these calculations?

Answer: FDOT District 4 uses TOQC – TMC Operations Quality Control. Please see attached for historical data.

11. Will FDOT allow RISC binder digitization within the SunGuide RISC module to be completed during the transition period?

Answer: Yes, as long as it does not interfere with current operations.

12. Confirm that for Section 13.14, item #1 is intended to be a one-time deduction associated with a one-time submittal associated with project startup/transition.

Answer: Confirmed.

13. Please provide historical data for layer-3 switch availability.

Answer: Please refer to Attachment 6, "Monthly IT Summary Report Components: Layer 3 Availability" Report.

14. For Section 13.15 Internet Services, please provide clarification if this is a one-time requirement/deduction associated with getting the new internet services up and running. If and on-going requirement, how does FDOT envision this metric be measured/monitored?

Answer: Deduction will be assessed if internet services is not up and running at least one day before contracts for current connections expires. Additionally, deduction will be assessed if Vendor does not maintain these services as per Exhibit "A" – Scope of Services. Acts of God and other extenuating circumstances outside of Vendor's control will not receive a penalty.

15. Requesting the tenure data for the existing staff (e.g. how long staff have been employed at the TMC, by position).

Answer: We do not have this data on file.

16. Regarding the optional renewal of this contract, will the Vendor have an opportunity to update their rates to accommodate cost escalation that is likely to have occurred since 2025?

Answer: No, the rates will be for the term of the contract and renewals.

17. Will the performance deduction for replacing staff within 2 weeks be applied even if we are staffed above the minimum staffing levels defined?

Answer: Deductions will be assessed as per the Exhibit "A" - Scope of Services.

18. Section 4.10.11 of the Scope of Services states "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)" and it also states that "at 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)."

When referencing the SOP, 10 different IT roles were described in section 2.03 (see below) and their responsibilities were described throughout section 7. Can you please clarify if all positions and services described in the SOP will need to be filled by this contract?

1. IT Support Manager (in Scope)
2. IT Network Support Manager
3. IT Systems Support Manager
4. IT Security Support Manager
5. IT Desktop Analyst (in Scope)
6. IT Desktop Support Manager
7. IT Desktop Analyst Lead
8. IT Resource Coordinator
9. Network Administrator
10. Systems Administrator

Answer: The Standard Operating Procedures (SOP) are provided as an attachment and reflect the current contract requirements for BE579. These are to be updated to reflect the new contract requirements after award and execution. Please meet the minimum requirements in the Exhibit "A" – Scope of Services.

19. Do "Internet Services" also include "Voice Services" and "TV Services"? Currently, AECOM pays for PRI/DID numbers for the Treasure Coast location, as well as cable TV services for the RTMC location.

Answer: Section 4.12.1 Internet Services includes only internet services. However, these additional services will be considered reimbursable expenses under Section 4.12. "Voice Services" and "TV Services" will be needed to continue proper operations and will be required.

20. Reimbursable services total \$380,000 for 5 years and will require a total of 6 guaranteed 1GB internet circuits among 3 locations in TSM&O. Our estimations, for the required internet services, have this total closer to \$700,000 over 5 years, not including the travel costs, leased office space, or IT purchases that are also included in section 4.12. If expenses were to exceed the pre-set amount of \$380,000, will this amount be increased as-needed, to cover those expenses?

Answer: Yes.

21. The three invoices the Department attached to Clarification #1 do not represent what the Department is asking for in the RFP. Only the AT&T invoice represents the 1GB guaranteed circuit cost. The other two are 150MB and 50MB circuits and would not be the correct costs.

Answer: Correct.

22. Will the SolarWinds Service Desk software continue to be provided by the Department or will this software need to be procured by the Vendor going forward?

Answer: SolarWinds Service Desk software will be provided by the Department.

23. Due to the number of performance measures listed in the RFP, we respectfully request that the Department places a cap on the penalties as a percentage of the contract amount. Please advise as this will influence our bid.

Answer: The Department will not place a cap on the deductions as a percentage of the contract amount.

24. Where can respondents find the 'Bid Opportunity List' form mentioned within Section 33. Attached Forms.

Answer: The "Bid Opportunity List" is attached with this Clarification # 2.

25. Please provide clarification to the following: Section 4.12.3 states, "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."

Answer: Only previously approved travel outside of the area covered by District 4 will be a reimbursable expense as per Section 4.12.3. Travel required within the District 4 geographical area to provide services under Exhibit "A" – Scope of Services will not be a reimbursable expense.

26. Will vendor be reimbursed for mileage within District 4 coverage area (e.g., Road Ranger inspections, inventory)?

Answer: No

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