Operation of the Intercounty Bus Rapid Transit Service for NYSDOT

Please send an email with the names of attendees from your firm to: Patricia.Kappeller@dot.ny.gov

Operation of the Intercounty Bus Rapid Transit Service for NYSDOT

Contract # C037626
Pre-Proposal Webinar
June 22, 2017 1:00pm
New York State
Department of Transportation
Housekeeping/Agenda

Thank you for your interest in this project!

In Attendance from NYSDOT:
- Patricia Kappeller, Main Office, Contract Management Specialist for this Project
- Al Hasenkopf, Contract Management

Webinar is being recorded:
- Mute phones

Agenda:
- RFP Overview
- RFP Attachment Overview
- RFP Questions

Designated Contact

Potential responders are advised that under New York State Finance Law Section 139-j, communication on procurements can be made only to the following designated contact person:

Patricia Kappeller
New York State Department of Transportation
Contract Management Bureau
50 Wolf Road, 6th Floor
Albany, NY 12232, USA
Ph. 518-474-6562
E-mail: Patricia.Kappeller@dot.ny.gov

***Restricted Period in Effect
Questions???

Email all questions to:
Patricia.Kappeller@dot.ny.gov

Deadline for question submission is
Friday, June 30, 2017 at 12pm

Introduction/Background

- The New York State Department of Transportation (NYSDOT) is seeking a Transit Operator to provide a turnkey and expandable intercounty Bus Rapid Transit (BRT) System for the Lower Hudson Transit Link (LHTL) for the I-287/Thruway Corridor in Rockland and Westchester Counties.

- The LHTL project includes:
  - Optimized inter-county BRT system
  - New bus shelters
  - Signal upgrades
  - Ramp metering and queue jump lanes
  - Integrated corridor management (ICM) technology
Introduction/Background

- Overall Vision of the LHTL:
  - Increase attractiveness and ridership
  - Reduce transit travel times
  - Increase access to jobs, housing, other transportation options
  - Maximize use of existing infrastructure
  - Compliments investments made in the New York Bridge
  - Allows for further incremental improvements

Contract Term

- The Department estimates that the work for the successful consultant will commence on January 1, 2018.

- The base term or duration for the contract is seven years (approximately 12 month start-up period plus a 6 year operational service period) with two optional three-year extensions upon written agreement of both parties and approval by the office of the Attorney General and the office of the State Comptroller.
**Contract Payment Method**

- Start-Up Period:
  - Approximately 12 months from NTP to BRT start date of October 29, 2018
  - Monthly on a time and materials basis
- Operational Service Period
  - 12 month period
  - October 29th to the following October 28th until End of Contract Term
  - Preferred to no exceed $11 million per year
  - Payment per mile rate totaled each month on revenue miles

**NYSDOT Responsibilities**

- Providing capital infrastructure
  - New shelters, roadway improvements, signal upgrades, support for ICMS system
- Providing BRT Buses
  - NYS will be responsible for the procurement of, thirty one (31), 45-ft over-the-road coach buses with assistance from MTA
  - Retain title to all BRT buses
  - Lease BRT buses to selected contractor
    - See Attachment 29 – LHTL BRT Bus Lease Terms
NYSDOT Responsibilities

• Appointing a project manager
• Accepting Deliverables and Providing User Acceptance
• Providing a Unified ICM Control Center (HVTMC)

NYSDOT Responsibilities

• Facilitating Fare Payment Arrangements with Regional Agencies
  • MTA for any future agreements regarding future new MTA fare payment system
  • Agreements with Metro-North Rail Road – UniTicket
  • *Note that the selected contractor is responsible for procuring, installing, maintaining, and replacing all fare payment equipment and software
• Facilitating Internal NYSDOT Communication
NYSDOT Responsibilities

• Purchase Option
  • NYSDOT reserves the right to purchase onboard and offboard fare payment technology if contractor is unable to deliver the service
• Site Visits
• Travel Time Adjustment in reference to liquidated damages for on-time performance

Selected Contractor Responsibilities

• Providing Experience Personnel
• Providing Services and Deliverables
• Conducting Data Collection and Reporting
  • Real-time, monthly, quarterly, and annual reports, Attachment 20
• Requesting Rate Adjustments, RFP Section 3.5
  • Article 7, Title 17 NCRR – Contractor must maintain all accounting records
• Travel Time Adjustment in reference to liquidated damages for on-time performance
Scope of Services - Tasks

- Task 1: Project Initiation and Planning
  - Deliverable: Draft and Final Project Management Plan
- Task 2: Project Execution and Control
- Task 3: Operation of the LHTL Intercounty BRT Service

- Task 4: Coordination of service planning and delivery with local and state agencies
  - Deliverables: Transit schedules, Metro-North Uniticket program, future MetroCard fare payment technology, meetings between contractor and NYSDOT ICM Corridor Manager
- Task 5: Provision of an operations and maintenance facility(ies)
  - Deliverable: Maintenance and storage facility(ies), proper equipment, capacity for LHTL fleet
Scope of Services - Tasks

• Task 6: Maintenance and storage of vehicle fleet
  • Deliverable: Ongoing maintenance, cleaning, storage of vehicles, Attachment 17: Maintenance & Service Requirements
• Task 7: Maintenance and upkeep of transit shelters and stops for the intercounty BRT service
  • Deliverable: Clean, sage and useable shelters and stops, Attachment 19: Shop and Shelter Maintenance

• Task 8: Procurement and installation of on-board, in-shelter, and back-office technology
  • Deliverable: On-board vehicle and in-shelter technology and systems complaint with LHTL project ITS Architecture
• Task 9: Staffing for a transit operations coordinator position and the integration of the transit service into HVTMC ICM operations
  • Deliverable: Resource embedded at HVTMC, coordination/information exchange between HVTMC and Contractor’s operations
Scope of Services - Tasks

- Task 10: Collection and administration of fare revenues
  - Deliverables: Collection and accounting of all fare revenue, development of innovative fare types and media, enforcement of fare payment, updated new fare payment system
- Task 11: Reporting
  - Deliverables: Monthly, quarterly, annual performance reports, all other reports as specified in Attachment 20: Reporting Requirements

Scope of Services - Tasks

- Task 12: Contract Transition
  - Deliverables: Final transition plan, transfer of property and data to NYSDOT, meetings with future contractor
- Task 13: Provision of customer service and applicable resources
  - Deliverables: Customer service operating during required hours, quarterly customer satisfaction survey
Scope of Services - Tasks

- Task 14: Management of advertising and marketing for the transit system
  - Deliverables: All necessary marketing materials (website, schedules, maps, interior bus cards, fare media), all interior bus advertising, installation passenger notification)

- Task 15: Additional applicable state requirements
  - Deliverables: Risk control and system safety plan; monthly safety inspection, safety inspection reports, safety committee meetings; annual review vehicular and passenger accidents; safety and hazardous materials training; written accident/incident notifications, accident reports; emergency response; alcohol and drug testing program;
Proposal Submission

Proposers shall submit ten (10) printed hard copies plus one (1) electronic copy on CD/DVD of Part I: Technical and Management Submittal and four (4) printed hard copies plus one (1) electronic copy of Part II: Cost Proposal and Administrative Section Submittal.

Your proposal must be received by NYSDOT by 2pm on July 28, 2017. The proposal must be addressed to:
Patricia Kappeller
NYS Department of Transportation
50 Wolf Road, 6th floor
Albany, New York 12232
Attention: #C037626 and Operation of the Intercounty Bus Rapid (BRT) Service for NYSDOT

Proposals Submission

Minimum Proposal Requirements
Per RFP Section 5, any proposal which does not include all of the following by the RFP deadline may be determined to be non-responsive. Any proposals deemed non-responsive shall be removed from further consideration (prior to the technical evaluation of proposals):
1) Part 1 of the Proposal - Complete Technical and Management proposal submission.
2) Part 2 of the Proposal - Complete Cost and Administrative proposal submission.
3) A proposal which either meets/exceeds the 10% MBE, 12% WBE, and 6% SDVOB contract goals for C037626 or offers acceptable Good Faith Effort documentation and Letter of Explanation (Attachment 7, 7a, 8 and 8a).
4) Attachment 2 – Key Personnel Resumes and References
5) Attachment 3 – Diversity Practices Questionnaire
6) Attachment 4 – Contractor Information and Certifications
7) Attachment 7 – MWBE Participation Information
8) Attachment 7a – MWBE Subcontractor Participation Solicitation Log
9) Attachment 8 – SDVOB Information
10) Attachment 8a – SDVOB Subcontractor Participation Solicitation Log
Proposals Submission

Minimum Proposal Requirements (Cont)
1) Attachment 9 - Key Personnel Resumes and References
2) Attachment 10 – New York Business Reporting
3) Attachment 11 – Form AOR, Acknowledgment of Receipt of RFP, Modifications, and Responses to Questions
4) Attachment 12 – Non-Collusive Bidding Certification
5) Attachment 13 – Cost Proposal
6) Attachment 14 – LHTL Bonus Points
7) Attachment 24 – Liquidated Damages & Incentive Payments
8) Attachment 30 – Vendor Assurance of No Conflict of Interest or Detrimental Effect (to be included in the modification)

Proposal Submission

1. Part I: Technical and Management Proposal Submittal

<table>
<thead>
<tr>
<th>TABLE I - Technical and Management Proposal Submittal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ten (10) Printed hard copies 3-ring binder, tabbed and labeled or Part I plus one complete copy of Part I on CD/DVD, in Adobe PDF compatible format and MS Excel 2007 compatible format for Attachment #14.</td>
</tr>
<tr>
<td>Securely sealed and clearly labeled with the Contractor’s name, address, and telephone number and the words &quot;Operation of the Intercounty Bus Rapid Transit Service for NYSDOT RFP Part I – Technical and Management Proposal 2017-0204&quot;</td>
</tr>
<tr>
<td>Signed Cover Letter on official business letterhead</td>
</tr>
<tr>
<td>Table of Contents identifying each major section and page numbers</td>
</tr>
<tr>
<td>Narrative Description</td>
</tr>
<tr>
<td>Project Planning</td>
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<tr>
<td>Schedule</td>
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<tr>
<td>Project Teams</td>
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<tr>
<td>Requisition of the Firm</td>
</tr>
<tr>
<td>Organization and Stating, Completer and submit Attachment 3: Key Personnel Resumes and References</td>
</tr>
<tr>
<td>Initial Transition Plan</td>
</tr>
<tr>
<td>Complete and submit Attachment 24: Liquidated Damages &amp; Incentive Payments (Schedule of Contract Durations Columna)</td>
</tr>
<tr>
<td>Complete and submit Attachment 14: Service Level Bonus Points</td>
</tr>
</tbody>
</table>
Proposal Submission

Technical and Management Submittal
• Cover letter and title page (not to exceed a single page)
• Table of contents
• Narrative description
  • Important issues, demonstrates understanding of project objectives, familiarity with applicable laws, rules, etc.
• Project Planning
  • Implementation Plan
  • Quality Control/Quality Assurance Plan
  • Risk Management Plan
  • Change Management Plan
  • Systems Acceptance Test Plan
  • Issue Management and Escalation Plan
  • Communication Plan
  • Marketing Plan
  • MWBE and SDVOB Management Plan

Proposal Submission

Technical and Management Submittal
• Schedule (11 x 17, at least 8 point font)
  • Delivery of final Project Management Plan
  • Maintenance/Storage facility completed
  • Transit ICM systems integration
  • Transit system operational
    • Notice to proceed estimated November 1, 2017
    • Operational Date no later than October 29, 2018
• Service Plan
  • Route headways, spans of service, detailed schedules
  • One-way running times
  • Annual vehicle revenue miles and vehicle revenue hours
Proposal Submission

Technical and Management Submittal
• Project tasks – detail how the proposer will meet the project objectives, describe approach to the tasks in Section 4.4
• Roles and responsibilities – detail how the proposer will fulfill the roles and responsibilities in Section 5.4 and 4.3
• Minimum service levels – detail how the minimum service levels will be met, describe any plan or offers to exceed to the minimum requirements
• ICMS technology – detail how the proposer plans to creatively and innovatively deliver the transit ICM technology solutions

Proposal Submission

Technical and Management Submittal
• The proposer shall address the following in their technical submittal
  • Vehicle Maintenance – Attachment 17: Vehicle Maintenance & Service Requirements
  • Safety – Section 4.4.16.1
  • Customer Service – 4.4.13 and Attachment 18: Customer Satisfaction
  • Procurement – Tasks 6 and 7
  • Operating Performance – Attachment 16: Operating Performance Standards
  • Training – Attachment 14: Bus Operations Requirements
  • Fare Collection and Administration – Section 5.1.7
Proposal Submission

Technical and Management Submittal

• Experience of the Firm
  • Provide a list of projects currently in progress or those completed within the last 3-5 years and relevant to this project
  • Indicate proposed key personnel who are or who have worked on such projects
  • Include contact information of reference contact points
  • Include:
    • Start and most recent renewal date of each contract
    • Expiration dates
    • Name, address, telephone number of local official qualified to serve as a reference
    • Statistical information (# of buses, annual ridership, # of employees)
    • Narrative description of services

Proposal Submission

Technical and Management Submittal

• Organization and Staffing
  • Organization Chart (11 x 17)
    • Include Project Manager and all Key Personnel
    • Include all proposed subcontractors
    • Show reporting relationships and lines of communication
  • Attachment 2: Key Personnel Resume and References must be completed for all proposed prime and subcontractors’ key personnel
  • Key Personnel
    • General Manager
    • Operations Manager
    • Marketing Manager
    • Maintenance Manager
    • Safety and Training Manager
    • ICM Coordination Manager
Proposa! Submission

Technical and Management Submittal
- Initial Transition Plan – Section 4.4.15
- Attachment 14: LHTL Bonus Points
- Separate Excel Spreadsheet
- Enter data in the yellow boxes and instructed on the Attachment
- Attachment 24: Liquidated Damages & Incentive Payments
- Complete the Schedule of Contract Durations Column highlighted in yellow
  Note: Operational Date for the BRT Service must be on or before October 29, 2018

Proposal Submission

<table>
<thead>
<tr>
<th>TABLE II - Cost and Administrative Proposal Submittal</th>
</tr>
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<tbody>
<tr>
<td>Four (4) Printed hard copies (3-ring binder, tabbed and labeled) of Part II plus one complete copy of Part II on CD/DVD, in Adobe PDF compatible format and MS Excel 2007 compatible format for Attachment #13.</td>
</tr>
<tr>
<td>Separately sealed and clearly labeled with the words “Operation of the Intercounty Bus Rapid Transit Service for NYSDOT RFP: Part II — Cost and Administrative Proposal (C317626).”</td>
</tr>
<tr>
<td>Cost Proposal</td>
</tr>
<tr>
<td>Complete and submit Attachment 13: Cost Proposal</td>
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<tr>
<td>Administrative Section Submittal</td>
</tr>
<tr>
<td>Complete and submit Attachment #14: Contractor Information and Certification (attach both Sections II and III)</td>
</tr>
<tr>
<td>Complete and submit Attachment 5: Procurement Lobbying Law Compliance</td>
</tr>
<tr>
<td>Complete and submit Attachment 7: M/WBE Subcontractor Participation Information</td>
</tr>
<tr>
<td>Complete and submit Attachment 7a: M/WBE Subcontractor Participation Solicitation Letter AND Goal Attainment Explanation Letter</td>
</tr>
<tr>
<td>Complete and submit Attachment 8: SDVOB Participation Information</td>
</tr>
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<td>Complete and submit Attachment 8a: SDVOB Subcontractor Solicitation Letter AND Goal Attainment Explanation Letter</td>
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</tbody>
</table>
Proposal Submission

Cost and Administrative Submission
• Start-Up Period
  • Prior to the operation service period
  • Time and Materials (T&M) payment method, billed monthly
  • Fully fixed loaded rates for all applicable personnel
• Start-Up Activities include:
  • Project Initiation Costs – Facility preparations
  • Bus preparations
  • Shop and shelter preparations
  • Initial ITS equipment installation and set up

Attachment 13: Cost Proposal and Instructions – Start Up Period
• Exhibit 1 – Proposed Staff Fully Loaded Rate Schedule
• Exhibit 2 – Staff Table by Task without rates
  • To be included in the technical and management submittal for proposal evaluation
• Exhibit 3 – Staff Table by Task with rates
  • To be included in the Cost and Administrative Submission ONLY
• Exhibit 4 – Direct Non-Salary Costs
• Exhibit 5 – Total proposed Start Up Budget, pre-populated from Exhibits 1, 3 & 4
Proposal Submission

Cost and Administrative Submission
• Attachment 13: Cost Proposal and Instructions – Operational Service Period
  • Operational service period – October 29th to the following October 28th
  • Facility(ies) and Equipment Costs – Monthly payments
• Operations and Maintenance Costs – Per Mile Rate totaled each month based on revenue miles
  • Does not include additional ITS equipment or revenue service fuel
  • Includes costs for replacement tires and maintenance not covered under warranty, purchase of all spare parts as needed
• Cost of purchase and maintenance of additional buses, beyond the 31 NYSDOT will purchase through MTA, if proposed service plan required additional buses

Proposal Submission

Cost and Administrative Submission
• Administrative:
  • Attachment 3 – Diversity Practices Questionnaire
  • Attachment 4 – Contractor Information and Certifications
    • Acceptance of Term and Conditions
  • Attachment 5 – Procurement Lobbying Law Compliance
  • Proposalers Affirmation of Understanding
  • Proposer Disclosure of Prior Non-Responsibility Determinations
  • Attachment 7, 7a, 8, 8a – M/WBE and SDVOB Participation Information and Subcontractor Solicitation Logs, Goal Attainment Letter, GFE (Good Faith Efforts)
    • MBE Goal = 10%, WBE Goal = 12%, SDVOB Goal = 6%
Proposal Submission

Cost and Administrative Submission

• Administrative:
  • Attachment 10: New York Business Reporting
  • Attachment 11: AOR, Acknowledgement of Receipt of RFP, Addendum, and Q&A
  • Attachment 12: Non Collusive Bidding Certification
  • Attachment 30: Vendor Assurance of No Conflict of Interest or Detrimental Effect (to be included in the first modification)
• Vendor Responsibility
  • Hard Copy or Certification of Completed Online Questionnaire for the Prime Contractor and any subcontractor with a proposed services greater than $100,000.00

Proposal Evaluation Process

• Proposal Opening, Log-In and Certification
  • Minimum Proposal Requirements (Technical & Cost)
  • Met 10% MBE, 12% WBE, and 6% SDVOB or provided Goal Attainment Letter with Good Faith Efforts
• Technical Evaluation Committee (TEC) made up of NYSDOT and other NYS Agency Subject Matter Experts
  • Technical Proposal Evaluation Criteria (up to 700 points + Service Level Bonus Points)
  • Cost Proposal Evaluation (up to 300 points)
Order of Evaluation Process:
- Written Proposal Evaluations
- Reference Checks
- Written Technical Proposal Clarifications
- Cost Proposal Evaluations
- Initial Best Value Determination
- Best & Final Offer (BAFO; Optional) & Proposal Withdrawal
- Final Best Value Evaluation
- Consultant Selection Recommendation & Tentative Contract Award

Contract Requirements
- Accept Terms & Conditions
- Insurance:
  - Workers' Comp – C105.2
  - Disability – DB-120
- RFP Modifications & Acknowledgement
- 10% MBE, 12% WBE, and 6% SDVOB
- Form A
- PLL Forms
- ACCORD 25 – Certificate of Liability Insurance
Contract Approval Process

- Contract Negotiations
- Consultant Review & Signature
- Contract Management Signature
- Funding
- Procurement package to Attorney General for approval
- Procurement package to Office of State Comptroller for final approval

Tentative Schedule of Key Events

NYSDOT will attempt to adhere to the following tentative schedule with regard to progressing this solicitation:

- **Jun 15, 2017**: RFP Release Date
- **June 22, 2017**: Pre-proposal webinar
- **June 30, 2017**: Deadline for questions about the RFP at 12:00 PM (EST)
- **July 14, 2017**: Release of questions/answers via RFP Modification #1
- **July 28, 2017**: Deadline for the submission of proposals at 2:00 PM (EST)
- **August 2017**: Evaluations
- **September 2017**: Approximate Recommendation & Designation
- **Two Weeks**: Contract Finalizing
- **2-3 Months after completion of contract finalizing**: Contract Award
Questions???

Email all questions to:
Patricia.Kappeller@dot.ny.gov

Deadline for question submission is
Friday June 30, 2017 at 12pm