

REQUEST FOR PROPOSAL FOR

National Operations Center of Excellence (NOCoE) On-Call Support Services

From the American Association of State Highway and Transportation Officials

November 7, 2016

A. INTRODUCTION

The American Association of State Highway and Transportation Officials (AASHTO) invites bidders to submit proposals to this Request for Proposals for the requested National Operations Center of Excellence (NOCoE). Questions of a technical or contractual nature about the contents of this RFP are due no later than COB November 21, 2016, to the attention of Mr. Strat Cavros, AASHTO Manager of Acquisitions, Contracts & Business Development (Contracts Manager), at scavros@aaashto.org. AASHTO will strive to answer questions and send those answers by e-mails to prospective bidders as an Amendment to the RFP by November 23, 2016. Proposals must be sent to Mr. Cavros no later than 4:00 PM EDT November 30, 2016. It is expected that AASHTO will make an award to the successful bidder no later than December 15, 2016.

B. STATEMENT OF WORK

Background

The NOCoE's origins date from August 2013 when AASHTO, the Institute of Transportation Engineers (ITE), and the Intelligent Transportation Society of America (ITSA) signed a memorandum of understanding (MOU) to work together with the Federal Highway Administration (FHWA) to complete a business plan for the creation and start-up operations for a National Operations Center of Excellence using the Cooperative Model as defined in NCHRP Report 298. Another MOU between the three associations was signed in April 2014 to outline joint roles and responsibilities, as well as the individual association roles and responsibilities for establishing the NOCoE. The NOCoE was successfully launched in January 2015 at the Annual Meeting of the Transportation Research Board (TRB) and begins its second year this month. During its first year the NOCOE completed an Outreach and Engagement and Technical Services Plant (TSP) and began the delivery of a broad array of technical services including a series of webinars and peer exchanges.

The key objectives of the NOCoE are as follows:

- Identify, collect, and disseminate best practice information and promote its application with the purpose of improving the operations outcomes of agencies charged with transportation systems management and operations and establishing the NOCoE as the resource for all such information;

- Expand Transportation Systems Management and Operations (TSM&O) knowledge and identify research gaps and needs;
- Support TSM&O community building through peer exchanges, communities of practice, and collaboration; and
- Assess the needs of the TSM&O community (both public and private), identify customer and client needs, and encourage collaboration across government, industry, and academic institutions.

The NOCoE office is located adjacent to the AASHTO office in Washington, D.C., and relies on AASHTO for administrative, legal, contracting, and accounting support.

The Contractor shall propose one person to provide programmatic support services for the day to day operations of the NOCoE. The person will be working closely with the Managing Director to implement the identified technical services, communication and outreach activities in the NOCoE Business Plan.

Scope of Work

Task 1 – Project Management

This support services contract does not require extensive project management as the proposed person will be reporting directly to the Managing Director for all services and matters related to the initially identified tasks listed in Task 2 of this RFP. It is expected that the contractor will manage the project budget and hours associated with the contract in delivering the services.

Task 2 – On-Call Support Services

The proposed person will provide on-call support services that assist the NOCoE staff in the execution of the NOCoE business plan. The proposed person will provide operational level support which may include but is not limited to:

- Supporting and executing plans for technical services and outreach activities
- Communicating directly with industry professionals in the public, private and academia sectors of the transportation industry
- Scheduling and organization of meetings/events
- Creating meeting minutes and summaries as needed
- Creating and assisting with non-technical reports
- Supporting the growth and development of the technical services and outreach programs
- Providing feedback and suggestions on improvements of the coordination of the multiple and overlapping programs/projects at NOCoE
- Help build positive relations with volunteers and other non-profit association staff
- Assisting, compiling and preparing reports for internal and external distribution
- Assist in preparing for and executing webinars

- Assist in the growth of the digital media audience for NOCoE
- Assist in other duties as needed

The proposed candidate is expected to have experience working in a non-profit or similar environment to accomplish the tasks noted above. At a minimum, the experience should reflect:

- Working with professionals and volunteers
- Ability to start and complete a project with guidance from a team and/or supervisor
- Experience writing published reports, newsletter articles and/or blogs
- Experience and knowledge of social media and communications
- Knowledge and use of technological resources including presentations and video communications
- Knowledge of the transportation industry is a plus
- Strong skills in Microsoft office
- Project planning, organizational, and budgeting skills
- Excellent written and oral communication skills
- Practical knowledge of and experience with Microsoft Office, including Word, Excel, and PowerPoint

The proposed person is estimated to work approximately 20 hours a week for the first two months and on-call as needed thereafter. This is a not a guarantee or a minimum number of hours for this contract

Education and Experience

An associate's or Bachelor's degree and a minimum of two years of related professional experience is desired.

Travel

Travel is expected for approximately 10% of this position. Travel costs will be reimbursed according to the provisions below.

Contract Length

The length of this contract will be a minimum of one year with the option to renew thereafter.

C. CONTRACT ADMINISTRATION DATA

These provisions will be made a part of the contract when it is fully executed (among several that may be included in the resultant contract).

Payment and Progress Reports

The Contractor shall prepare and submit monthly invoices for each calendar month indicating labor charges (including dates worked, hours worked billed in half hour increments, and hourly totals for the

month), other direct costs as approved, and travel as approved. The Contractor must submit supporting cost detail, including receipts, to receive reimbursement for costs incurred. Invoices received by AASHTO more than 90 days after the work completion date may not be paid. It is the Contractor's responsibility to ensure that all work completed is invoiced within the allowed billing period.

The invoice shall be accompanied by a written progress report indicating:

- A clear and complete account of the work performed each month
- An outline of the work to be performed the next month, and
- A tabulation of the current and cumulative costs expended by month versus budgeted costs

All invoices, expense vouchers and progress reports shall be submitted to AASHTO, attention of Strat Cavros, Contracts Manager at 444 North Capitol Street NW, Suite 249, Washington, DC 20001 or electronically to scavros@aaashto.org. In addition, progress reports shall be submitted electronically to Patrick Son at pson@transportationops.org.

Payment to the Contractor in fulfillment of services under this agreement shall be subject to acceptance of all assigned services by AASHTO, and shall be subject to final audit by AASHTO of the time sheets and expense records reflecting services rendered. If accepted, AASHTO will remit payment within 60 calendar days of receipt of each invoice or voucher. If final audit has not been conducted within 90 days of delivery of the entire performance required by this agreement, AASHTO shall make final payment.

Travel and Per Diem

Travel and Per Diem authorized under this subcontract must be invoiced in accordance with the Government Travel Regulations currently in effect. Current per diem rates are listed at <http://www.gsa.gov/portal/category/21287>.

Travel requirements under this contract shall be met using the most economical form of transportation available. If economy class transportation is not available, higher class transportation shall be approved in advance by the AASHTO Contracts Manager, and the request for payment voucher must be submitted with justification for use of higher class travel indicating dates, times and flight numbers. All travel shall be scheduled sufficiently in advance to take advantage of offered discount rates, unless authorized by the AASHTO Contracts Manager.

Key Personnel

The proposed person will be listed as a key personnel on this contract and shall not be removed without the advanced notification and written approval of the Contracts Manager.

D. CONTRACTOR TECHNICAL AND COST PROPOSAL CONTENT

Technical Proposal

The contractor's technical proposal shall be no more than five pages (Size 12 Font and 1" Margins) and include the following information:

1. Introduction - Bidder's name and contact information. Description of the bidder's interest and commitment to provide the NOCoE services being requested.
2. Key Personnel - Detailed biography of bidder with a focus on their knowledge and experience (may take the form of a resume).
3. Approach - Description of the bidder's approach to performing the tasks and responsibilities (no more than two pages)

Cost Proposal

The contractor's cost proposal shall be no more than 2 pages (Size 12 Font and 1" Margins) and include the following information:

1. Introduction- Bidder's name and contact information, cost summary and signature.
2. Hourly Billing rate – Billing rate will be inclusive of salary, overhead, fringe and profit, if any.
3. Cost Control and Invoicing- Bidder's approach for controlling cost and insuring timely submission of invoices.

The anticipated timeline for the resultant contract is for one year with an option of renewal that will be determined by the NOCoE Managing Director.

This contract is on a Time and Materials basis with a not-to-exceed amount of \$58,000 for the first year.

E. PROPOSAL RANKING/SELECTION CRITERIA

The following criteria will be used to make award to the successful bidder in descending order of importance:

1. Qualifications and Experience of Bidder Proposed
2. Interview
3. Cost