

Mandatory Scored Questions

RFP Name: Roadside Assistance and Maintenance Program - RAM

RFQ #: 48400-DOT0000472

Export Enterprises Inc. of Massachusetts

Offerors must answer all the questions in this spreadsheet in the cell provided.

Failure to answer these questions will result in disqualification of the proposal.

Offerors must indicate whether their proposal meets the individual requirement and provide a supporting narrative in the space provided. The narrative description, along with any required supporting materials, will be evaluated and awarded points in accordance with Section 6, Proposal Evaluation and Award. ONLY upload documents if there is a Yes in the "Upload Attaches with Additional Information?" column, to provide additional information about specific questions. Documents not requested in this column will not be evaluated.

DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.

Question #	Questions per Proposal Factors/Categories	Response by Offeror	Upload Attaches with Additional Information?	Attachment File Name
	Program Implementation and Management Plan			
3	Please describe your approach to implementation strategies for ramping up the program specifically in regards to outreach towards law enforcement agencies, emergency response agencies, and other pertinent groups across the state. Please highlight approaches towards continuous outreach throughout the program timeline as well.	Export will establish a series of scheduled meetings and outreach programs with all involved parties including law enforcement, emergency responders, GDOT maintenance and District Managers. Meetings will be used to establish communication as well as provide incident debriefing. Initially, meetings will be monthly and as the program develops meetings may decrease in frequency to quarterly. Export has secured a DBE company to utilize for this project to meet contract requirements.	Yes	Implementation Strategies
4	Describe your project staffing plan and hiring protocols. Include methods you would use to build up staff to required levels.	Export utilizes local ads, CareerBuilder, social media, etc. to attract top quality staff. Recruiting stations will be established in each of the 6 districts. Export offers competitive wages and top of the line benefits. Recruiting will be an on-going process to assure ample coverage of all routes.	Yes	Project Staffing Plan
5	Describe your approach to developing the role of the dispatchers; please highlight necessary potential interaction with local governments and GDOT districts. How will they interact and coordinate with existing Department resources?	Dispatch integration with local government and law enforcement will be coordinated through a training process. All emergency response procedures currently used by GDOT and law enforcement will be mirrored to avoid interruption to the current system.	Yes	Role of Dispatchers

6	Describe your approach to staffing and ensuring coverage for all routes for the program. How will you ensure the goals of the program are being met through appropriate shift assignment for each route?	A supervisor will be assigned to 2 Districts. Each district dispatcher will oversee multiple routes. Operators will be scheduled to provide ample coverage of the routes. Supervisors can fill in as dispatcher or operators as needed to cover sick days, vacation and continuous training.	Yes	Coverage of Routes
7	Fully describe your approach to training for this project, both for ramping up and ongoing. Include dispatcher and operator training	Dispatch and operator training will begin once the employee has been hired. Each position will be required to pass efficiency testing and evaluation. Export will ramp up operations 2 districts per week until fully operational.	Yes	Ramp Up Approach
8	Describe your understanding of existing GDOT software, including at a minimum Navigator and WebEOC.	Georgia's Navigator system collects information from a number of sources including but not limited to cameras, meters, and sensors. Using the Navigator data, The Weather Channel then delivers current traffic conditions on a local level to Georgians. Through the use of WebEOC, GDOT can share information before, during, and after a traffic event or emergency. By sharing with other agencies in the state, GDOT can coordinate the best possible response to all incidents.	Yes	Software
9	Describe your approach to maintaining required coverage factoring in vacations, sick leave, etc.	District supervisors will be trained and certified to function as a dispatcher or operator to cover any missed time. We will also cross train dispatchers and operators in various districts to assure familiarity with the routes to ensure seamless coverage.	Yes	Required Coverage

Key Staff and Training Plan			
12	List the directly-related experience of the prime contractor submitting this proposal. Include city/state, program roles and dates of service. Only include programs similar in size and scope.	<p>Our Massachusetts location has serviced MASSDOT since 1997. Export has experience managing 26 vehicles for the FSP program covering the entire state.</p> <p>NDOT Freeway Service Patrol consists of 14 service patrol vans and 3 incident response vehicles (IRV) patrolling the Las Vegas Metropolitan are in southern Nevada and the greater Reno/Sparks freeway system in Northern NV.</p> <p>Our Dallas location manages the Freeway Incident Response dispatch program as well as towing for the program. Our Dallas program is graded on how fast we open lanes of traffic.</p>	<p>Yes</p> <p>Prime Contractor Experience</p>
13	For key staff (including program manager, training manager, and contract manager, but not dispatchers and operators), provide details on related experience on projects similar in size and scope to this one. Include resumes.	Between the program, training and contract manager's we have over 75 years of experience in the transportation industry including emergency response and traffic mitigation. Each manager has a wealth of knowledge to bring to the FSP Program and has experience with both transitioning and implementations and start up.	<p>Yes</p> <p>Key Staff Experience</p>
14	Please describe your approach to hiring operators statewide. From your perspective, how will operators be most effectively utilized to provide success for the program.	Export will establish recruiting and training locations throughout the state. All operators will go through extensive training; operators at the highest skill levels will also be utilized as a mentor to less experienced operators. Recruiting highly skilled, well trained operators will enhance the program's success.	<p>Yes</p> <p>Staffing Operators</p>
15	Fully describe your methods for maintaining Certifications for the operators, including licensing, CPR and First Aid, criminal background checks, Drug – Free requirements, etc.	Export utilizes a software program called DQ-It to assist us in maintaining necessary certifications for all operators. All records of critical trainings, certifications, licenses, and drug tests will be kept in that software, which notifies us 60 days in advance of a certificate or license expiration. Certifications are handled on an individual basis. The applicable supervisor and the training manager will be notified to work with the employee on recertification, etc. prior to any expiration dates.	<p>Yes</p> <p>Maintain Certifications</p>
Fleet and Equipment			

18	Please provide prior experience in managing fleet operations of similar size and scope. Provide dates and approach taken for these deployments.	Export utilizes a Fleet Maintenance program to manage all fleet vehicle needs. Export has experience managing a fleet of 26 vehicles for the MASSDOT FSP Program. Our Nevada location manages a fleet of 17 vehicles including their incident response vehicles (IRVs) for the NDOT Freeway Service Patrol, as well as managing a fleet of 80 Tow Trucks for municipal towing programs. In Chicago, our location manages a fleet of over 90 vehicles.	Yes	Prior Fleet Experience
19	Describe your approach for developing and procuring the fleet of vehicles required for initial program startup.	Upon contract award, Export will order new vehicles to meet the requirements of this RFP. Export will purchase 38 trucks to provide adequate coverage of each route 24/7. Each vehicle will be supplied with all necessary and required equipment.	Yes	Procuring Fleet
21	Describe your approach for on-going maintenance and replacement of vehicles to ensure long term adequate coverage.	Supervisors will be responsible to track vehicle maintenance through our maintenance program (TMW). Each vehicle will be maintained via the initial factory warranty and afterward by local certified/qualified mechanics.	Yes	Ongoing Maintenance
Incident Management and Operations				
22	Describe in detail your understanding of incident management protocols and structure used in the State of Georgia. How will this program fit into existing structure? How will the operators respond appropriately to incidents?	Export has extensive knowledge of traffic management systems with experience in Dallas, Massachusetts and Nevada. Export has a good understanding of the Standard Operating Procedures (SOP) for GDOT, TMC, GEMA and the Nav System. Export will work with GDOT to develop a comprehensive SOP for the RAM Program.	Yes	Incident Management Protocols
23	Describe your understanding of the GDOT structure relating to incident management and maintenance activities, particularly focusing on the roles of the TMC, the District offices, and the in-house maintenance forces. How should the program fit into the existing GDOT structure to ensure success.	Export will assign 2 districts to a supervisor including the management of between 3-7 routes per supervisor. That supervisor will work closely in their area with GDOT, the TMC and District Managers. Each supervisor will report to the contract manager. The contract manager will meet regularly with the GDOT team.	Yes	Understanding of GDOT Structure

	Performance			
26	Describe your approach to measuring performance and monitoring the program. What are the key metrics?	Export is committed to service that exceeds expectations! Export will provide data to GDOT via various reports to show the minimum and maximum response times, time on scene, clearance times, number of incidents and type, etc. Export will also provide pre-paid comment cards to each motorist after assist.	Yes	Performance Measures