Request for Proposal
for
Traffic Management Center Staffing

Issued by:

IOWA DEPARTMENT OF TRANSPORTATION
Purchasing Section
Proposal No. 22524
Response Due Date: August 14, 2019

Must be submitted no later than 1:00 PM Central Time
Responses received after this date will be rejected

For information about this notice, and during this procurement, interested persons must contact only:

Zach Gillen
800 Lincoln Way
Ames, Iowa 50010
Phone: 515-239-1347
E-Mail: zachary.gillen@iowadot.us

Issued addenda will be posted to internet website:

http://www.iowadot.gov/purchasing
## Procurement Timetable

The following dates are set forth for informational and planning purposes. However, the Department reserves the right to change the dates. All times listed are Central Time.

<table>
<thead>
<tr>
<th>Event/Dates</th>
<th>Section Reference</th>
<th>Date/Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue RFP</td>
<td>cover</td>
<td>July 10, 2019</td>
</tr>
</tbody>
</table>
| Number of returned Responses required  
1-Original Technical, 1-Public Copy of Technical w/redactions, and 1-Cost proposal (1- removable media for each original Technical and Cost proposal) | 4.1.3 | 5 Copies of Technical Response |
| Preo-Proposal Conference  
Box will be checked when attendance is mandatory | 2.32 | N/A |
| DOT Response from Contractor's Conference Questions | 2.32 | N/A |
| Responder questions, requests for clarification, & changes  
(no later than) | 2.2/2.5 | July 24, 2019 |
| DOT response to questions issued  
(no later than) | 2.2/2.5 | July 31, 2019 |
| Response Due Date | 2.8/2.9 | August 14, 2019 |
| Presentations & Demonstrations  
“Short list” (by invitation only) | 2.24/5.3 | Week of September 16, 2019 |
| Announce Successful Responder Intent to Award*  
see note below | 2.24 | September 30, 2019 |
| Completion of Contract negotiations  
(Preparation for execution of the contract) | 2.25 | October 9, 2019 |
| Contract Begins | Response 6.2 | October 21, 2019 |
| Contract Duration  
Start Date/ End Date/ # of Renewals | 6.2 | Start 10/21/19 End 10/20/22 Renewals 3 |
Solicitation Response

Response Due Date: August 14, 2019  Time: 1:00 P.M. CST  Location: 800 Lincoln Way, Ames, IA

<table>
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<tr>
<th>Proposal Number</th>
<th>Description:</th>
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<tbody>
<tr>
<td>22524</td>
<td>Traffic Management Center Staffing</td>
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<table>
<thead>
<tr>
<th>Contract Begin Date</th>
<th>Contract Completion Date</th>
<th>Proposal Guaranty</th>
<th>Performance Bond</th>
<th>Liquidated Damages</th>
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<tr>
<td>October 21, 2019</td>
<td>October 20, 2022</td>
<td>N/A</td>
<td>N/A</td>
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<table>
<thead>
<tr>
<th>Purchasing Agent</th>
<th>E-mail Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zach Gillen</td>
<td><a href="mailto:Zachary.gillen@iowadot.us">Zachary.gillen@iowadot.us</a></td>
<td>515-239-1347</td>
<td>515-239-1538</td>
</tr>
</tbody>
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**RESPONDER INFORMATION**

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Federal Tax ID</th>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Street Address</th>
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<th>State</th>
<th>Zip Code</th>
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<table>
<thead>
<tr>
<th>Contact Name</th>
<th>E-mail Address</th>
<th>Phone</th>
<th>Fax</th>
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Responder agrees to sell goods/services or both at the same prices, terms and conditions to any other Iowa state agency, Regent or Political Subdivision upon request. Please check Yes or No.

- [ ] Yes
- [ ] No

Responder is an Iowa Targeted Small Business

- [ ] Yes
- [ ] No

**GENERAL INFORMATION**

This solicitation includes the Solicitation Response cover page, Schedule of Prices, Standard Terms and Conditions, Supplemental terms (if any), Specifications, Plans and Drawings, mailing label and all other information needed to prepare and submit a response to the solicitation. Information in the “Solicitation Response” above must be typed or completed in ink, signed, and returned in a flat style envelope along with any other information required in the solicitation prior to the response due date and time. Please use the furnished mailing label, or label the response as “Iowa Department of Transportation, proposal number and response due date on the outside of the return envelope. Responders may personally deliver, mail, or select a carrier that ensures timely delivery. Faxed or e-mail responses will not be accepted.

If required, each response must be accompanied by a proposal guaranty in an accepted form, in the percent amount indicated above. Refer to the Standard Terms and Conditions for the accepted forms in which the security requirement may be fulfilled. **Responses without a required proposal guaranty will not be considered for award.** If the intended awarded responder fails to enter into a formal contract within fifteen (15) days after award is made for any reason on their part, the proposal guaranty may be retained by the State.

The entire contents of this solicitation, Addendums, Schedule of Prices, Specifications, Plans and Drawings, Supplemental Terms and Conditions, Standard Terms and Conditions, shall become part of the contract.

We certify that:

- We have not, either directly or indirectly, entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition; that no attempt has been made to induce any other person or firm to submit or not to submit a response; that this response has been independently arrived at without collusion with any other responder, competitor, or potential competitor; and that this response has not been knowingly disclosed prior to the opening of responses to any other responder or competitor.
- All materials, equipment goods and/or services proposed meet or exceed the specifications and will be supplied in accordance with the entire contents of this solicitation including delivery schedules.
- No relationship exists or will exist during the contract period between the Contractor and the Iowa DOT or any Participating Agencies that interferes with fair competition or constitutes a conflict of interest.

We promise to complete the contract within the contract period, or pay any liquidated damages, if stipulated, for each calendar day as set forth in the solicitation documents.

Signed ___________________________ Date ___________________
Formal is the procurement process required by Iowa law when the estimated, aggregate amount of the purchase equals or exceeds $50,000.

The entire contents of this solicitation shall become a part of a contract or purchase order. In case of a discrepancy between the contents of the solicitation documents, the following items listed by descending order shall prevail:

- Addendums to the solicitation
- Solicitation
  - Schedule of Prices
  - Specifications
  - Plans and Drawings
- Supplemental Terms and Conditions
- Standard Terms and Conditions

(Example - if a statement in the specifications contradicts a statement in the Standard Terms and Conditions, the statement in the specifications shall apply)

Preparation of Solicitation Response: All responses must clearly address all aspects of the solicitation. Responses must be typed or completed in ink and submitted on the forms supplied by the Iowa DOT.

Responses must be signed and received prior to the opening date and time indicated on the Solicitation Response page or other specified areas throughout the solicitation document. The Responder’s signed, submitted Response shall become the official response to be considered for award.

No email, fax or web link Responses will be accepted. Responses must be signed, sealed and delivered in person or by a mail courier that ensures timely delivery.

A. Solicitation
   1. Opening: The openings of responses are made public and conducted at the Iowa DOT, Ames complex unless otherwise specified. Responses received after the time of the opening will be returned unopened and considered non-compliant.
   2. Communications: Questions concerning this solicitation should be directed to the purchasing agent listed on the Solicitation Response page. Inquiries can be written, phoned, or faxed. In all cases, written communication will take precedence over verbal communication.
   3. Proposal Guaranty: If required, the Solicitation Response page will indicate the fixed percent of the security based on the cost of the Response. Security can be supplied in one of the following ways: (1) Certified check or credit union certified share draft, cashier’s check, or bank draft, drawn on a solvent bank or credit union. Certified checks and certified share drafts shall be drawn and endorsed in the amount indicated. Checks or drafts shall be made payable either to the Iowa Department of Transportation (Iowa DOT) or to the Responder. If payable to the Responder, the check or draft shall be endorsed without qualifications to the Iowa DOT by the Responder or an authorized agent. (2) An insurance or surety company may be retained for the purposes of providing a bond as required by the solicitation. If a Bid Bond is chosen as the method of security, the Iowa DOT’s Bid Bond form 131084 must be used and submitted with the solicitation response to be considered for award. No other forms will be accepted.
4. **Pricing and Discount:** Unit prices shown in the response shall be quoted as the price per unit (e.g., gal., case, each, etc.) as requested in the solicitation. If there is a discrepancy between the unit prices, extended price, or total amount of response, the unit prices shall prevail. Unless otherwise indicated, prices shall be firm for the duration of the contract or purchase order. Discounts for early payment are allowed, but not considered in award of the contract.

5. **Acceptance/Rejection:** The Iowa DOT reserves the right to accept or reject any or all responses and to waive irregularities or technicalities, provided such waiver does not substantially change the offer or provide a competitive advantage to any supplier(s) or provider. The Iowa DOT also reserves the right to accept that response which is deemed to be in the best interests of the state. Any unauthorized changes, additions, or conditional response including any ties to another response or any reservations about accepting an award or entering into a contract, may result in rejection of the response. Responses must remain available for award for thirty (30) days from opening date and time.

6. **Results & Disclosure:** Tabulation results will be posted on the Iowa DOT website at [www.iowadot.gov/purchasing](http://www.iowadot.gov/purchasing) under the “Award” link referencing the proposal number with an award recommendation indicated. At the conclusion of the selection process, the contents of all received responses will be placed in the public domain and be open to inspection by interested parties, according to state law. Trade secrets or proprietary information that are recognized as such and are protected by law may be withheld if clearly identified as such in the Response.

7. **Quality of Goods:** All material shall be new and of first quality. Items which are used, demonstrators, refurbished, obsolete, seconds, or which have been discontinued are unacceptable without prior written approval by the Iowa DOT.

8. **Recycled Content:** The Iowa Code encourages purchase of products and materials with recycled content, including but not limited to paper products, oils, plastic products, compost materials, aggregate, solvents, and rubber products. Recycled items or alternatives must be noted in the Solicitation Response, if known.

9. **Shipping Terms:** Deliveries shall be F.O.B. Destination unless otherwise specified. All deliveries shall be accompanied by a packing slip indicating the Supplier, quantities shipped, and the purchase order number(s). All delivery charges shall be included in the response price and paid by the Supplier. No collect C.O.D. deliveries shall be accepted. When entering into a contract, the Supplier shall notify the freight company that all freight and delivery charges are to be prepaid by the Supplier. Goods delivered to the Iowa DOT Distribution Center at 931 S. 4th Street, Ames, IA shall be received between the hours of 7:00 a.m. and 3:00 p.m. on any day except Saturday, Sunday, or a holiday. For deliveries to other Iowa DOT locations, the Supplier may contact the destination location for available times to deliver as not all Iowa DOT locations have the same business hours. The Iowa DOT will not be liable for any freight claims or unpaid freight bills arising from contract or purchase order issues.

B. **Award**

The binding agreement (award) may be issued in the form a purchase order or contract or both depending on the requirements and complexity of the agreement.

1. **Method of Award:** Award shall be made to the responsible, responsive Responder whose Response meets the requirements of the solicitation and is the most advantageous to the Iowa DOT. An Iowa company or individual will be given preference over an out-of-state company or individual when responses are equal in all aspects and are tied in price. By virtue of statutory authority preference will be given to products and provisions grown and coal produced within the State of Iowa.

2. **Award Protests:** Protests of award recommendations are to be addressed to the Director of Purchasing, and shall be made in accordance with paragraph 761--20.4(6)“e” of the Iowa Administrative Code.

3. **Contracts:** Successful Contractor(s) may be sent either a formal Contract, Notification of Award or Purchase Order as confirmation of acceptance and award. Any of these binding agreements shall be for the term stated in the solicitation or on a purchase order and may be renewed for additional period(s) under the same terms and conditions upon mutual agreement. The successful Contractor may not assign a contract to another party without written authorization from the Iowa DOT Purchasing Section. The Iowa DOT may offer a contract extension to the Contractor when a scheduled target date cannot be met.
4. **Consumer Price Index (CPI-U):** A CPI may be allowed as specified in the terms of the solicitation and at the discretion of the Iowa DOT based on currently posted CPI-U, US City Average, All Items – non seasonally adjusted (NSA) unless otherwise specified. This applies each of any subsequent renewals, extensions, amendments issued under the contract for the duration of the contract.

5. **Service Animals:** Any contract or purchase order awarded to a contractor that employs persons that utilize service animals shall certify the following:
   1. The service animal has had all legally required shots and immunizations, including, but not limited to, rabies vaccinations and necessary boosters;
   2. The service animal has not ever bitten or otherwise attacked any individual. The animal is not aggressive towards others, and has not shown any aggressive tendencies towards others;
   3. The service animal will be leashed or otherwise restrained at all times while present on Iowa DOT owned property;
   4. The insurance coverage shall include coverage for service animal bites or other injuries caused by such animals;
   5. Indemnification provisions shall hold the Iowa DOT harmless against any claims arising out of or relating in any way to service animal bites or other injuries caused by animals.

6. **Payment Terms:** The Iowa DOT typically pays properly submitted invoices within thirty (30) days of receipt, providing goods and/or services have been successfully delivered, installed or inspected (if required), and accepted. Invoices presented for payment must be only for quantities received by the Iowa DOT and must reference the purchase order number or contract number to be submitted for processing.

7. **Default (Supplier):** Failure of the Supplier to adhere to specified delivery schedules or to promptly replace rejected materials shall render the Supplier liable for all costs in excess of the Response price when alternate procurement is necessary. This shall not be the exclusive remedy and the Iowa DOT reserves the right to pursue other remedies available to it by law or under the terms of the binding agreement.

8. **Default (Contractor):** Failure of a Contractor other than a Supplier to meet any specified project completion deadline shall render the Contractor liable for all costs incurred by the Iowa DOT that were: a) necessary to meet said deadline; or b) necessary to complete said project after said deadline. This shall not be the exclusive remedy and the Iowa DOT reserves the right to pursue other remedies available to it by law or under the terms of the agreement.

**C. General**

1. **Administrative Rules:** For additional details on the rules governing the actions of the Iowa DOT Purchasing Section, refer to 761 IAC, Chapter 20, Iowa Administrative Code, entitled “Procurement of Equipment, Materials, Supplies and Services”.

2. **Affirmative Action:** The Contractor (and also subcontractor, vendor, service provider or supplier) is prohibited from engaging in discriminatory employment practices forbidden by federal and state law, executive orders and rules of the Iowa Department of Management, pertaining to equal employment opportunity and affirmative action. Contractor may be required to have on file a copy of their affirmative action program, containing goal and time specifications. Contractors doing business with Iowa in excess of $5,000 annually and employing 50 or more full time employees may be required to file with the Iowa Department of Management a copy of their affirmative action plan. Failure to fulfill these non-discrimination requirements may cause the contract to be canceled and the contractor declared ineligible for future state contracts or subject to other sanctions as provided by law or rule.

3. **Applicable Law:** The contract shall be governed under the laws of the State of Iowa. The contractor shall at all times comply with and observe all federal and state laws, local laws, ordinances, and regulations which are in effect during the period of a contract and which in any manner affect the work or its conduct. Any legal action relating to a contract shall only be commenced in the Story County, Iowa, District Court or the United States District Court for the Southern District of Iowa.

4. **Conflict of Interest:** No state or county official or employee, elective or appointive shall be directly or indirectly interested in any contract issued by the Iowa DOT, see Code of Iowa 314.2.

5. **Debarment and Vendor Suspension:** By submitting a response, the contractor is certifying that it and its principals and/or subcontractors are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by the State of Iowa or any Federal department or agency.

6. **Equal Opportunity:** Responders to the solicitation must be an “Equal Opportunity Employer” as defined in the Civil Rights Act of 1964 and in Iowa Executive Order Number Thirty-four.

STD TERMS FORM, rev 11-2-17
7. **Indemnification-Goods:** To the extent the goods are not manufactured in accordance with Iowa DOT’s designs, Supplier shall defend, indemnify and hold harmless Iowa DOT, its assignees, and other users of the goods from and against any claim of infringement of any letters patent, trade names, trademarks, copyright or trade secrets by reason of sale or use of any articles purchased. Iowa DOT shall promptly notify Supplier of any such claim.

8. **Indemnification-Services:** The Supplier of services identified herein shall defend, indemnify and hold harmless Iowa DOT, the State of Iowa, its employees, agents and officials, from and against all claims of any kind arising out of or relating in any way to the services provided to Iowa DOT by said Supplier of services. Iowa DOT shall promptly notify Supplier of any such claim.

9. **Infringement:** Goods shall be delivered free of the rightful claim of any third party by way of infringement. Contractor shall indemnify and save harmless the State of Iowa and the Iowa DOT against all claims for infringement of, and/or royalties claimed under, patents or copyrights on materials and equipment furnished under this solicitation.

10. **Iowa Open Records Law:** All Solicitation Responses are subject to terms and provisions of Iowa Code Chapter 22 Examination of Public Records (Open Records), specifically 22.7-Confidential Records.

11. **Records Audit:** The contractor agrees that the Auditor of the State of Iowa or any authorized representative of the state, and where federal funds are involved, the Comptroller General of the U.S. Government, shall have access to and the right to examine, audit, excerpt, and transcribe any directly pertinent books, documents, papers, and records of the contractor relating to orders, invoices, or payments of a contract or purchase order.

12. **Targeted Small Businesses:** The Iowa DOT seeks to provide opportunities for women and/or minority small business enterprises. To apply for certification as an Iowa Targeted Small Business, contact the Iowa Department of Inspection and Appeals (515-281-5796). Contractors shall take documented steps to encourage participation from Targeted Small Businesses for the purpose of subcontracting and supplying of goods or services or both.

13. **Taxes:** Prices quoted shall not include state or federal taxes from which the state is exempt. Exemption certificates will be furnished upon request.

14. **Termination:**
   - **Termination Due to Lack of Funds or Change in Law**
     The Iowa DOT shall have the right to terminate this Contract without penalty by giving thirty (30) days written notice to the vendor as a result of any of the following:
     - Adequate funds are not appropriated or granted to allow the Iowa DOT to operate as required and to fulfill its obligations under contract.
     - Funds are de-appropriated or not allocated or if funds needed by the Iowa DOT, at the Iowa DOT’s sole discretion, are insufficient for any reason.
     - The Iowa DOT’s authorization to operate is withdrawn or there is a material alteration in the programs administered by the Iowa DOT.
     - The Iowa DOT’s duties are substantially modified.

     Following a 30-day written notice, the Iowa DOT may terminate a binding agreement in whole or in part without the payment of any penalty or incurring any further obligation to the Responder. Following termination upon notice, the Responder shall be entitled to compensation upon submission of invoices and proper proof of claim for goods and services under contract up to and including the date of termination.
<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Per Hour Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>TMC Staffing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The per hour cost must include all costs to operate the TMC.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Actual hourly wage (non-loaded) earned by employee, by role, is desired. This additional information can be provided separately in the Responder's cost proposal.</td>
<td></td>
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</tbody>
</table>

I HEREBY CERTIFY THAT THIS RESPONSE MEETS OR EXCEEDS THE MINIMUM REQUIREMENTS OF THE SOLICITATION INCLUDING SPECIFICATIONS AND ADDENDUMS.

(Please Print)
COMPANY NAME: ______________________________ PHONE: _____________ FAX: _____________
ADDRESS: ______________________________ CITY: _____________ STATE: _____ ZIP: _____________
CONTACT PERSON: ______________________________ E-MAIL: ______________________________
SIGNATURE: ______________________________________ FED TAX ID: _______________________
I ACKNOWLEDGE RECEIPT OF ADDENDUM NUMBERS: ____________________
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Appendix A – Iowa TMC Standard Operating Procedures
1.1 **Purpose & Overview of the RFP Process**
The purpose of this Request for Proposal (RFP) is to solicit responses from responsible Responders to provide the goods and/or services identified on the RFP cover sheet and described further in Section 3 of this RFP to the Iowa Department of Transportation (Iowa DOT). The Iowa DOT intends to award a contract(s) beginning and ending on the dates listed on the Procurement Timetable, and the Iowa DOT may renew the contract(s) for up to the number of annual renewals identified on the Procurement Timetable at the sole discretion of the Iowa DOT. Any contract(s) resulting from the RFP must not be an exclusive contract.

Responders are required to submit their responses in hardcopy and (a form of removable media (such as a CD-ROM or flash drive) as indicated on the Procurement Timetable. It is the intention of the Iowa DOT to evaluate Responses from all responsible and timely Responders and award the contract(s) in accordance with Section 5, Evaluation and Selection.

1.2 **Project Background**
Iowa DOT is seeking a qualified Solution Provider that demonstrates the capabilities, experience, and resources required to provide the services outlined in section 3 of this proposal.

1.3 **Definitions**
The terms used in individual sections of this document are intended to be consistent with those commonly used in the application field in question. When responding, use the terms and acronyms used in this document, and define any terms or conditions that require further clarification.

1.3.1 **“Cost Proposal”** means the cost of the project as requested on the Schedule of Prices and submitted with the Response under separate cover.

1.3.2 **“Contract” or “Resulting Contract”** means the contract(s) entered into with the successful Responder(s) as described in section 6.1.

1.3.3 **“Responder”** means individual, company or entity submitting a response to this RFP.

1.3.4 **“Iowa DOT”** means the Iowa Department of Transportation identified on the RFP cover sheet as issuer of the RFP. The Iowa DOT will also execute the resulting contract.

1.3.5 **“Participating Agency” or “Participating Agencies”** means the Political Subdivision, either City, State, County, Boards or Commission, identified on the RFP cover sheet as Participating Agencies, and any other governmental agency that decides to utilize the executed contract.

1.3.6 **“Procurement Timetable”** (on the page immediately following the RFP cover) provide timeline, event and date information.
1.3.7 “Purchase Order” means the documentation issued by the State to the successful Responder(s) for a purchase of goods and/or services in accordance with the terms and conditions of the contract. It may include an identification of the items to be purchased, the delivery date and location, the address where the successful Responder will submit the invoices, and any other requirements deemed necessary by the State. Any preprinted contract terms and conditions included on Responder’s forms or invoices must be null and void.

1.3.8 “Responsible Responder” means an individual, company or entity that has the capability in all respects to perform the requirements of the RFP specifications and requirements. In determining whether a Responder is responsible and responsive, the Iowa DOT may consider various factors including, but not limited to, the Responder’s competence and qualifications to provide the goods or services requested, the Responder’s integrity and reliability, the past performance of the Responder relative to the quality of the goods or services offered, the proposed terms of delivery, and the best interest of the Iowa DOT and Participating Agencies.

1.3.9 “Response” means a Responder’s response to the RFP that complies with the material provisions listed in the RFP documents.

1.3.10 “RFP” means this Request for Proposal and any attachments, exhibits, schedules or addenda hereto.

1.3.11 “State” means the Iowa DOT, State of Iowa, and Participating Agencies identified on the title page and all state agencies, boards, and commissions, and any political subdivisions making purchases off of the resulting contract as permitted by this RFP.

1.3.12 “Sub-contractor” means every person furnishing materials, equipment or performing labor as a sublet of any part of contract.

1.4 Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>ATIS</td>
<td>Advanced Traveler Information System</td>
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<tr>
<td>ATMS</td>
<td>Advanced Transportation Management Systems</td>
</tr>
<tr>
<td>CCTV</td>
<td>Closed Circuit Television</td>
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<tr>
<td>DMS</td>
<td>Dynamic Message Signs</td>
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<tr>
<td>DOT</td>
<td>Department of Transportation</td>
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<tr>
<td>FHWA</td>
<td>Federal Highway Administration</td>
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<tr>
<td>HH</td>
<td>Highway Helpers</td>
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<tr>
<td>HMS</td>
<td>Highway Maintenance Supervisor</td>
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<tr>
<td>ISP</td>
<td>Iowa State Patrol</td>
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<tr>
<td>ITS</td>
<td>Intelligent Transportation Systems</td>
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<tr>
<td>MACH</td>
<td>Mobile Architecture for Communications Handling</td>
</tr>
<tr>
<td>MVD</td>
<td>Motor Vehicle Division</td>
</tr>
<tr>
<td>MVE</td>
<td>Motor Vehicle Enforcement</td>
</tr>
<tr>
<td>NWS</td>
<td>National Weather Service</td>
</tr>
<tr>
<td>OES</td>
<td>Office of Employee Services</td>
</tr>
<tr>
<td>OTO</td>
<td>Office of Traffic Operations</td>
</tr>
<tr>
<td>PDMS</td>
<td>Portable Dynamic Message Signs</td>
</tr>
<tr>
<td>PSAP</td>
<td>Public Safety Answering Point</td>
</tr>
<tr>
<td>RFP</td>
<td>Request for Proposals</td>
</tr>
<tr>
<td>RWIS</td>
<td>Road Weather Information System</td>
</tr>
<tr>
<td>Acronym</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>SOPs</td>
<td>Standard Operating Procedures</td>
</tr>
<tr>
<td>TMC</td>
<td>Traffic Management Center</td>
</tr>
<tr>
<td>TSMO</td>
<td>Transportation Systems Management and Operations</td>
</tr>
</tbody>
</table>
2.1 Issuing Agent
The Issuing Agent, identified on the cover page is the sole point of contact regarding the RFP from the date of issuance until the notice of intent to award is issued (selection of the successful Responder).

2.2 Restrictions on Communication
The Purchasing Agent will respond only to questions regarding the procurement process. Questions related to the interpretation of this RFP must be submitted in writing to the Purchasing Agent by the deadline found in the Procurement Timetable listed immediately after the cover sheet. Verbal questions related to the interpretation of this RFP will not be accepted. Questions related to the interpretation of this RFP must be submitted as provided in section 2.5. Responders may be disqualified if they contact any state employee other than the Purchasing Agent. Exception: Responders may access the State Targeted Small Business website for issues related to the preference for Targeted Small Businesses. https://dia.iowa.gov/tsb/

In NO CASE must verbal communication override written communications. Only written communications are binding on the State.

The Iowa DOT assumes no responsibility for representations concerning conditions made by its officers or employees prior to the execution of a contract unless such representations are specifically incorporated into this RFP. Verbal discussions pertaining to modifications or clarifications of this RFP must not be considered part of the RFP unless confirmed in writing. All such requests for clarification must be submitted in writing. Any information provided by a Responder verbally must not be considered part of Responder’s Response. Only written communications from the Responder as received by the Iowa DOT must be accepted.

With the exception of the written Response which must be submitted by Responders in accordance with Sections 4 and 5 herein, communications between the Purchasing Agent and Responders may be conducted by regular prepaid US mail, courier service, e-mail or facsimile transmission.

2.3 Downloading the RFP from the Internet
All correspondence for this RFP will be posted on the Iowa DOT’s website at: http://www.iowadot.gov/purchasing/lettingschedule.htm

Responders will be required to visit the Iowa DOT’s website periodically for any and all addendums or other pertinent information.
2.4 **Procurement Timetable**
The dates listed in the Procurement Timetable (on the page immediately following the RFP cover) are set forth for informational and planning purposes; however, the Iowa DOT reserves the right to change the dates. If a change is made to any of the deadlines for submission of Responses, the Iowa DOT will issue an addendum to the RFP. All times listed are Central time.

2.5 **Questions, Requests for Clarification, and Suggested Changes**
Responder’s are invited to submit written questions and requests for clarifications regarding the RFP. Responder’s may also submit suggestions for changes to the requirements of this RFP. The questions, requests for clarifications, or suggestions must be in writing and received by the Purchasing Agent on or before the deadline stated in the Procurement Timetable. Oral questions will not be permitted. If the questions, requests for clarifications, or suggestions pertain to a specific section of the RFP must be referenced.

Written responses to questions, requests for clarifications or suggestions will be posted to the Iowa DOT’s website on or before the deadline stated in the Procurement Timetable. The Iowa DOT’s written responses to questions will be considered part of the RFP. If the Iowa DOT decides to adopt a suggestion, the Iowa DOT will issue an addendum to the RFP and post on the website under the proposal number.

The Iowa DOT assumes no responsibility for verbal representations made by its officers or employees unless such representations are confirmed in writing and incorporated into the RFP.

Each Responder must inform themselves fully of the conditions relating to the RFP. Failure to do so will not relieve a successful Responder of their obligation to furnish all services required to carry out the provisions of RFP and final contract. Insofar as possible, the successful Responder carrying out the work must employ such methods or means as will not cause any interruption of, or interference with the work of any other contract holder.

If a Responder discovers any significant ambiguity, error, conflict, discrepancy, omission, or other deficiency in this RFP, the Responder should immediately notify Purchasing Agent in writing of such error and request modification or clarification of the RFP document.

2.6 **Addenda to the RFP**
The Iowa DOT reserves the right to revise the RFP at any time. The Responder must acknowledge receipt of an addendum in their Response. If the addendum occurs prior to the closing date for receipt of Responses, the Iowa DOT may, in its sole discretion, allow Responder’s to amend their Response to the addendum.

2.7 **Revisions to a Response**
Responders who submit Responses in advance of the deadline may withdraw, modify, or resubmit their Response at any time prior to the deadline. Responders must notify the Purchasing Agent in writing if they wish to withdraw their Response. A Responder must honor their prices prior to the end of the one hundred and eighty (180) day period immediately following the notice of intent to award a contract.
2.8 Submission of Responses
The Iowa DOT, located at 800 Lincoln Way, Ames, Iowa 50010, ATTN: Purchasing Section before the deadline stated in the Procurement Timetable. This is a mandatory requirement and will not be waived by the Iowa DOT. Any Responses received after this deadline will be rejected and returned unopened to the Responder.

Responder’s mailing Responses should allow ample delivery time to ensure timely receipt of Responses by the Iowa DOT. It is the Responder’s responsibility to ensure that the Response is received prior to the deadline. Postmarking by the due date will not substitute for actual receipt of the Response. **Electronic mail and faxed will not be accepted.**

Responder’s must furnish all information necessary to evaluate the Response. Responses that fail to meet the mandatory requirements of the RFP will be disqualified. Verbal information provided by the Responder must not be considered part of the Responder’s Response to the RFP.

2.9 Opening of Responses
The Iowa DOT will open Responses at the deadline stated in the Procurement Timetable. All Responses will remain confidential until the Evaluation Committee has reviewed and considered all successfully submitted Responses and the Iowa DOT has announced a notice of intent to award a contract. See Iowa Code Section 72.3.

The names of the Responders who responded within the timeline will be supplied to any person or persons who requests such information at the time of the opening date. The announcement of names of Responders who submitted a Response does not mean that an individual Response has been deemed technically compliant or that it has been accepted for evaluation.

2.10 Costs of Preparing a Response
The costs of preparation and delivery of the Response are solely the responsibility of the Responder.

No payments must be made by the Iowa DOT to cover costs incurred by any Responder in the preparation of a Response in submission of this RFP or any other associated costs.

2.11 Reasonable Accommodations
The Iowa DOT will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities upon request. If accommodations are required at time of opening of Responses, contact the Purchasing Agent on the cover page.

2.12 Rejection of submitted Response
The Iowa DOT reserves the right to reject any or all Responses in whole and in part, received in response to this RFP at any time prior to the execution of a written contract. Issuance of this RFP in no way constitutes a commitment by the Iowa DOT to award a contract. This RFP is designed to provide Responders with the information necessary to prepare a competitive Response. This RFP process is for the Iowa DOT benefit and is intended to provide the Iowa DOT with competitive information to assist in the selection of a Responder to provide good and services or both as described herein.
It is not intended to be comprehensive and each Responder is responsible for determining all factors necessary for submission of a comprehensive Response.

The Iowa DOT reserves the right to negotiate the terms of the contract, including the award amount with the selected Responder prior to entering into a contract. If contract negotiations cannot be concluded successfully, the Iowa DOT may negotiate with the next highest scoring Responder.

2.13 Disqualification

The Iowa DOT may reject outright and must not evaluate Responses for any one of the following reasons:

2.13.1 Responder fails to deliver the cost proposal under separate cover.

2.13.2 Responder states that a requirement of the RFP cannot be met.

2.13.3 Responder’s Response materially changes a requirement of the RFP or the Response is not compliant with the requirements of the RFP.

2.13.4 Response limits the rights of the Iowa DOT.

2.13.5 Responder fails to include information necessary to substantiate that it will be able to meet a service requirement. A response of "will comply" or merely repeating the requirement is not sufficient. Responses must indicate present capability; representations that future developments will satisfy the requirement are not sufficient.

2.13.6 Responder fails to include a proposal guaranty as security, if required. See RFP Solicitation Response Section 2.33.

2.13.7 Responder fails to include any signature, certification, authorization, stipulation, disclosure or guarantee requested in Section 4 of this RFP.

2.13.8 Responder presents the information requested by this RFP in a format inconsistent with the instructions of the RFP or otherwise fails to comply with the requirements of this RFP.

2.13.9 Responder initiates unauthorized contact regarding the RFP with state employees.

2.13.10 Responder provides misleading or inaccurate responses.

2.13.11 Responder fails to attend the mandatory pre-RFP meeting or conference if required.

2.13.12 Responder’s Response is materially unbalanced.

2.13.13 There is insufficient evidence (including evidence submitted by the Responder and evidence obtained by the Iowa DOT from other sources) to satisfy the Iowa DOT that the Responder is a Responsible Responder.

2.13.14 The Responder alters the language in:
Attachment 1, Certification Letter
Attachment 2, Authorization to Release Information letter.

2.14 Nonmaterial and Material Variances

The Iowa DOT reserves the right to waive or permit cure of nonmaterial variances in a Response if, in the judgment of the Iowa DOT, it is in the Iowa DOT best interest to do so. Nonmaterial variances include minor informalities that do
not affect responsiveness; that are merely a matter of form or format; that do not change the relative standing or otherwise prejudice other Responders; that do not change the meaning or scope of the RFP; or that do not reflect a material change in the services. In the event the Iowa DOT waives or permits cure of nonmaterial variances, such waiver or cure will not modify the RFP requirements or excuse the Responder from full compliance with RFP specifications or other contract requirements upon award. The determination of materiality is in the sole discretion of the Iowa DOT.

2.15 **Reference Checks**
The Iowa DOT reserves the right to contact any reference provided by the Responder to assist in the evaluation of the Responder, to verify information contained in the Response and to discuss the Responder’s qualifications and the qualifications of any subcontractor or partner identified in the Response.

2.16 **Information From Other Sources**
The Iowa DOT reserves the right to obtain and consider information from other sources concerning a Responder, such as the Responder’s capability and performance under other Responders, the qualifications of any subcontractor or partner identified in the RFP, the contractor’s financial stability, past or pending litigation, and publicly available information.

2.17 **Verification of Response Contents**
The content of a Response submitted by a Responder is subject to verification. Misleading or inaccurate responses must result in disqualification and rejection.

2.18 **Criminal History and Background Investigation**
The Responder hereby explicitly authorizes the Iowa DOT to conduct criminal history and/or other background investigation(s) of the Responder, its officers, directors, shareholders, partners and managerial and supervisory personnel retained by the Responder for the performance of the contract if in the best interest of the Iowa DOT.

2.19 **Clarification Process**
The Iowa DOT reserves the right to contact a Responder after the submission of Response for the purpose of clarifying or ensure mutual understanding. This contact may include written questions, interviews, site visits, a review of past performance if the Responder has provided goods or services to the Iowa DOT or any other political subdivision wherever located, or requests for corrective pages in the Responder’s Response. The Iowa DOT will not consider information received if the information materially alters the content of the RFP or alters the type of goods and services the Responder is offering to the Iowa DOT. An individual authorized to legally bind the Responder must sign responses to any request for clarification. Responses must be submitted to the Iowa DOT within the time specified in the Iowa DOT request. Failure to comply with requests for additional information may result in rejection and the Response will be considered non-compliant.

2.20 **Disposition of Responses**
All Responders’ Responses become the property of the Iowa DOT and must not be returned to the Responder. At the conclusion of the selection process, the contents of all Response will be in the public domain and be open to inspection by interested parties except for information for which contractor properly requests
confidential treatment or is subject to exceptions provided in Iowa Code Chapter 22 or other applicable law.

2.21 Public Records and Requests for Confidential Treatment

The Iowa DOT may treat all information submitted by a Responder as public information following the conclusion of the selection process unless the Responder properly requests that information be treated as confidential at the time of submitting the Response. The Iowa DOT release of information is governed by Iowa Code chapter 22. Responders are encouraged to familiarize themselves with Chapter 22 before submitting a Response. The Iowa DOT will copy and produce public records as required to comply with the public records laws.

Any request for confidential treatment of specific information must be included in the transmittal letter with the Responder’s Response. In addition, the contractor must enumerate the specific grounds in Iowa Code Chapter 22 or other applicable law which support treatment of the material as confidential and explain why disclosure is not in the best interest of the public. **Pricing information cannot be considered confidential information.** The request for confidential treatment of information must also include the name, address, and telephone number of the person authorized by the Responder to respond to any inquiries by the Iowa DOT concerning the confidential status of the materials.

Any Response submitted which contains confidential information must be conspicuously marked on the outside as containing confidential information, and each page upon which confidential information appears must be conspicuously marked as containing confidential information. Failure to properly identify specific confidential information must relieve the Iowa DOT or State personnel from any responsibility if confidential information is viewed by the public, or a competitor, or is in any way accidentally released. Identification of the entire Response as confidential may be deemed non-responsive and disqualify the Responder.

If the Responder designates any portion of the RFP as confidential, the **Responder must submit one copy of the Responder from which the confidential information has been excised. This excised copy is in addition to the number of copies requested in section 4 of this RFP.** The confidential material must be excised in such a way as to allow the public to determine the general nature of the material removed and to retain as much of the Response as possible.

The Iowa DOT will treat the information marked confidential as confidential information to the extent such information is determined confidential under Iowa Code Chapter 22 or other applicable law by a court of competent jurisdiction. In the event the Iowa DOT receives a request for information marked confidential, written notice must be given to the Responder seven calendar days prior to the release of the information to allow the contractor to seek injunctive relief pursuant to Section 22.8 of the Iowa Code. The Iowa DOT will release the information marked confidential in response to a request for public record records unless a court of competent jurisdiction determines the information is confidential under Iowa Code Chapter 22 or other applicable law.
The Responder’s failure to request confidential treatment of material will be deemed by the Iowa DOT as a waiver of any right to confidentiality, which the Responder may have had.

2.22 Copyrights
By submitting a Response the Responders allows the Iowa DOT permission to copy the Response for purposes of facilitating evaluation or to respond to requests for public records. The Responder consents to such copying by submitting a Response and warrants that such copying will not violate the rights of any third party. The Iowa DOT must have the right to use ideas or adaptations of ideas that are presented in the Response.

2.23 Release of Claims
By submitting a Response, the Responder agrees that it will not bring any claim or cause of action against the Iowa DOT based on any misunderstanding concerning the information provided herein or concerning the Iowa DOT failure, negligent or otherwise, to provide the Responder with pertinent information as intended by this RFP.

2.24 Evaluation of Submitted Responses
The evaluation and selection of the awarded Responder will be based on but not limited to: the information submitted in the written response, references, required demonstrations or presentations; if any, and cost. If further information is requested by the Iowa DOT for clarification, Responders must respond clearly and completely to all requirements within three (3) days upon request. Failure to respond completely may be the basis for rejecting a Response.

All compliant Responses will be evaluated using an evaluation matrix. If a demonstration/presentation is in the Evaluation Matrix (see Section 5.4), the Iowa DOT reserves the right to determine which Responders will be “short listed” for further consideration based on the written responses that best meet the requirements of the RFP.

Short-List Upon selection from the overall compliant responses, some Responders must be selected to move to the Demonstration or Presentation portion of the evaluation. They will be required to demonstrate or make a presentation illustrating their proposed solution as described and required in the RFP. It is recommended Responder’s engage key personnel to demonstrate the proposed solution, their authority and reporting relationships within their firm, their expertise and their management style.

The successful demonstration or presentation of the Responder's product(s) and/or service(s) is only one segment of the evaluation criteria and does not solely constitute the overall award.

Selected Responders must be provided no less than one week’s notice for the scheduling of a demonstration or presentation to be held in Ames, Iowa unless otherwise specified. The Iowa DOT may offer a web conferencing method as an alternative if desired.

Detailed notes of demonstrations or presentation may be recorded and supplemental information (such as briefing charts, et cetera) must be accepted. Additional written information gathered in this manner must not constitute replacement of response contents. The Iowa DOT reserves the right to record demonstrations or presentations on audio or videotape as desired.
Any cost(s) incidental for the demonstrations or presentations must be the sole responsibility of the Responder.

2.25 Recommendation of Award and Acceptance Period

Notice of intent to award will be posted on the Iowa DOT’s website at https://iowadot.gov/purchasing/award. It is the Responder’s sole responsibility to check daily for the final evaluation results. Final negotiation and execution of the contract(s) must be completed no later than thirty (30) days from the date of the Notice of Intent to Award or such other time as designated by the Iowa DOT.

If the successful Responder fails to negotiate and deliver an executed contract by that date, the Iowa DOT in its sole discretion may cancel the award and award the contract to the next highest ranked Responder the Iowa DOT believes will provide the best value to the State.

The award must be granted to the highest scoring responsive, responsible Responder according to the evaluation matrix in Section 5, but only if that Responder’s response meets the requirements of the solicitation and is the most advantageous to the Iowa DOT as determined in the sole discretion of the Iowa DOT.

2.26 Confidential Information

Responses containing propriety information must have the specific information considered proprietary clearly marked. All information included in the Response not indicated as proprietary will be open for inspection. All Responses become property of the Iowa DOT.

2.27 No Contract Rights until Execution

The full execution of a written contract must constitute the making of a contract for services and no contractor must acquire any legal or equitable rights relative to the contract services until the contract has been fully executed by the successful contractor and the Iowa DOT.

2.28 Restrictions on Gifts and Activities

Iowa Code Chapter 68B restricts gifts which may be given or received by state employees and requires certain individuals to disclose information concerning their activities with state government. Responders are responsible to determine the applicability of this Chapter to their activities and to comply with the requirements. In addition, pursuant to Iowa Code section 722.1, it is a felony offense to bribe or attempt to bribe a public official.

The laws of Iowa provide that it is a felony to offer, promise, or give anything of value or benefit to a state employee with the intent to influence that employee’s acts, opinion, judgment or exercise of discretion with respect to that employee’s duties. Evidence of violations of this statute will be submitted to the proper prosecuting attorney.

2.29 No Minimum Guaranteed

The Iowa DOT anticipates that the successful Responder will provide services, or services and goods as requested by the Iowa DOT. The Iowa DOT must not guarantee any minimum compensation will be paid to the contractor or any minimum usage of the contractor’s services.
2.30 **Conflicts Between Terms**
The Iowa DOT reserves the right to accept or reject any exception taken by the Responder to the terms and conditions contained in this RFP. Should a Responder take exception to the terms and conditions required by the Iowa DOT, the Responder’s exceptions may be rejected and the entire Response declared nonresponsive. The Iowa DOT may elect to negotiate with the Responder regarding contract terms that do not materially alter the substantive requirements of the RFP or the contents of the Responder’s Response.

2.31 **News Releases**
News releases or other materials made available to the media or the public, the Responder’s clients or potential clients pertaining to this procurement or any part of the Response or RFP must not be made without the prior written approval of the Iowa DOT.

2.32 **Pre-Proposal Conference**
If the Procurement Timetable indicates a Pre-Proposal Conference will be held in conjunction with this RFP, it will be held at the date, time, and location listed on the Procurement Timetable. If attendance at the Pre-Proposal Conference is a mandatory requirement, it will be indicated on the Procurement Timetable. The purpose of the Pre-Proposal Conference is to discuss with prospective Responders the work to be performed and allow prospective Responders an opportunity to ask questions regarding the RFP. Verbal discussions at the Pre-Proposal Conference must not be considered part of the RFP unless confirmed in writing by the Iowa DOT and incorporated into this RFP. The Conference may be recorded. Questions asked at the Conference that cannot be adequately answered during the Conference may be deferred and addressed at a later date. A copy of the questions and answers will be sent to Responders who submit a letter of intent to provide a Response.

2.33 **Proposal Guaranty (if required)**
*The Solicitation Response page will indicate the fixed percent of the security required based on the amount of the Response.* See Standard Terms and Conditions Section A-3.

It is the responsibility of the Offeror to notify the surety company of the required amount of the bond. The surety is based on the percentage of the offer’s total cost proposal.
Section 3 Requirements

3.1 Purpose

Iowa DOT’s Statewide Traffic Management Center (TMC) is a 24/7 center located in the Motor Vehicle Division building in Ankeny, Iowa. Iowa DOT uses the TMC to proactively monitor the transportation system in real-time, focusing mainly on the primary roadway system throughout Iowa. The highly-trained professional staff within the TMC coordinates with internal and external partners to detect disturbances to traffic flow and assist with implementing strategies that provide safe, quick clearance on the roadway. A primary function of the Iowa DOT Statewide TMC is to support all facets of traffic incident management, including detecting and verifying incidents, coordinating with first responders and communications centers during active incident response, and alerting travelers about incidents that could impact travel lanes. TMC staff monitors cameras and assists state and local agencies and transportation industry stakeholders to keep travelers informed and “on-scene” responders protected. Tools such as 511 traffic applications, social media, and dynamic message signs allow broad and direct notification of incidents to those affected, aiming to reduce both traffic delay and secondary crashes.

A brief video in the following link provides an overview of key functions of the Iowa DOT’s Statewide TMC: [https://youtu.be/2GJG3gg0TWQ](https://youtu.be/2GJG3gg0TWQ)

Iowa DOT is seeking qualified Responders that demonstrate the capabilities, experience and resources to provide operations staff for Iowa’s TMC who share in a genuine commitment to improve the state’s transportation system.

3.2 Project Background

The initial Iowa DOT TMC was established in 2008 as the Operation Support Center to support field maintenance and provide the public with information during incidents via Dynamic Message Signs (DMS) and the Advanced Traveler Information System (ATIS). The TMC is located in the Motor Vehicle Division (MVD) office in Ankeny, Iowa.

The TMC is focused on:

- Improving travel time reliability;
- Eliminating secondary crash conditions;
- Optimizing the function of the existing transportation system;
- Disseminating accurate, real-time traveler information to customers;
- Tracking winter weather and special events for situational awareness;
- Monitoring traffic crashes and assisting partners with facilitating safe and quick clearance; and
- Collecting critical data for Traffic Incident Management and overall system improvement.
3.3 Operating Environment and Responsibilities

The successful Responder must staff the TMC and implement continuous traffic monitoring and management, traffic incident response, special event response, multi-agency coordination, and emergency event traffic management during recurring (e.g., routine traffic conditions and rush hour), planned (e.g., construction and special events) and unplanned (e.g. weather events, incidents, and natural disasters) events. The TMC is staffed 24/7/365, and it may be necessary for the successful Responder to augment staff by providing off-duty and on-call support as necessary to ensure that all positions are filled during all conditions and events.

Access to the TMC facility from the MVD building lobby or back entrance doors is security-pass enabled. The TMC is badge secured after-business-hours and on weekends and is unlocked during weekday business hours. The successful Responder staff will be located within the TMC operations room. A conference room is located near the operations room and is available to TMC staff for strategy meetings and after-action debriefings.

The current TMC operations room layout is shown in Figure 1. The Main Operator Workstations are intended for full-time operations staff for day-to-day operations. Supplementary work stations and work areas are available for when additional operations staff might be needed, such as for extended weather events, for operator training, or for when Iowa DOT staff temporarily needs to work from the TMC.

The TMC is equipped with workstations in front of a video wall. Each operator workstation is equipped with monitors to allow operators to access the critical systems used to monitor, manage, control, and communicate. Figure 2 shows an example of an operator workstation at the TMC. The video wall is shown in Figure 3.
Figure 1 – TMC Operations Room Layout
The TMC is equipped with the operator equipment shown in Table 1. This is supplied by the Iowa DOT TMC and the successful Responder is not expected to provide this equipment.
### Table 1 – Existing TMC Equipment

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Description</th>
</tr>
</thead>
</table>
| Workstations    | • TMC has four active workstations and four additional workstations (operating as-needed) with clear view of video wall  
• Each is equipped with computers and monitors to access TMC systems  
• Each can control the video wall to adjust and display images as needed  
• Access to email, landline phone, public safety radio, and TMC Standard Operating Procedures and system User Manuals are provided |
| Video Wall      | • Allows for viewing multiple cameras simultaneously  
• Metropolitan areas run on pre-set camera tours that operators can interrupt or replace if specific views are needed  
• Includes performance portal display of active incidents, work zones, maintenance activities, and weather  
• Figure 3 (shown earlier) for the TMC video wall in the current control room facility with TMC Dashboard performance portal on the left-most column of screens |
| Office Equipment| • Typical office equipment, such as scanners, printers, and copiers are available for operators to use  
• A TMC cell phone for sending and receiving text messages as needed per SOPs |

### 3.3.1 Primary TMC Operations Functions

The core function of the TMC is to monitor traffic and road conditions, detect and verify traffic incidents, coordinate communications and respond to incidents, dispatch Highway Helper (HH) responders to specific incidents, provide alerts and real-time information to travelers, provide operational support to road weather responses, support work zone planning and operations, and implement traffic management strategies for planned special events. A summary of the primary operating functions of the TMC successful Responder are detailed in Table 2. Detailed operational duties shall be conducted as outlined in the Standard Operating Procedures (SOP) Appendix A.

### Table 2 – Primary Operations Roles and Functions

<table>
<thead>
<tr>
<th>Operations Area</th>
<th>TMC Operations Role Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Management</td>
<td>TMC staff must identify / detect incidents, verify their occurrence, coordinate agency responses, coordinate incident notifications to proper channels, and monitor the status of the incidents as they unfold. TMC staff must keep incident details up to date within the ATMS, CRS and ATIS. The TMC coordinates with first responders during incidents, including on-scene personnel and coordination with Public Safety Answering Points (PSAP) and dispatch/communications centers.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Operations Area</td>
<td>TMC Operations Role Summary</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Work Zone Management</td>
<td>TMC staff must assist in planning work zone strategies and manage impacts to traffic through the work zones, and enacting a traveler information strategy to update road users on conditions. This includes developing a DMS messaging strategy. Road conditions must also be entered into the ATIS database and Iowa TMC Dashboard, and work zone information verified as correct on the web portal.</td>
</tr>
<tr>
<td>Road Weather Response and</td>
<td>TMC staff must develop plans with various agencies for incoming inclement weather, monitor for conditions which could impact the traveling public, and coordinate with TMC management and other entities on responses to weather events.</td>
</tr>
<tr>
<td>Management</td>
<td></td>
</tr>
<tr>
<td>Traffic and Congestion</td>
<td>TMC staff must monitor sensors and CCTV cameras for abnormal speed conditions during peak travel conditions and in work zones. When detected, staff must use TMC systems and tools to identify or verify potential impacts and use DMS and ATIS to warn the traveling public of delays.</td>
</tr>
<tr>
<td>Monitoring and Management</td>
<td></td>
</tr>
<tr>
<td>Traveler Alerts and</td>
<td>TMC staff must develop and implement DMS messaging strategies (in coordination with other entities) for traffic incidents, work zones, severe weather events and planned special events and monitor sign locations to identify if additional messages or signs are needed. Alerts and Notifications also includes Amber Alerts. Information must be verified and updated in ATIS for dissemination to travelers.</td>
</tr>
<tr>
<td>Notifications</td>
<td></td>
</tr>
<tr>
<td>Emergency Management</td>
<td>TMC staff should issue notifications about major impacts such as traffic incidents, road weather emergencies, hazmat spills, bridge hits, road infrastructure failures, or major weather impacts on roads to appropriate entities per the TMC Standard Operating Procedures. Staff must then verify and update ATIS, ATMS, and Iowa DOT TMC Dashboard with details about road restrictions and road impacts.</td>
</tr>
<tr>
<td>Planned Special Events</td>
<td>TMC staff must maintain a list of special events as part of a TMC calendar, participate in larger event pre-planning and strategy development, and apply lessons learned from prior events to develop a traveler information strategy. This strategy includes messages to display on DMS, DMS locations for messages, advanced messages, day-of messages, and a strategy for updating messages for event ingress and egress.</td>
</tr>
<tr>
<td>Other Operations Responsibilities</td>
<td>TMC staff must monitor TMC email during shifts, as well as monitor MVD kiosks 24/7.</td>
</tr>
</tbody>
</table>

3.3.2 Supporting TMC Functions

In addition to the operations roles for traffic incident management, planned event (including work zone) support and management, response to road weather events, and traveler
information, the Iowa DOT TMC’s functions also include several supportive functions. These include ITS device system health checks, support for monitoring security systems at MVD offices and Welcome Centers throughout the state, CCTV video records requests, performance monitoring and management, and documentation maintenance. Table 3 describes the TMC’s role for these supportive functions.

Table 3 – TMC Supporting Functions

<table>
<thead>
<tr>
<th>Operations Area</th>
<th>TMC Operations Role Summary</th>
<th>SOP Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>MVD Security System Monitoring</td>
<td>TMC staff must monitor security cameras and panic alarms at MVD locations and notify appropriate authorities of any security breach identified in the TMC Standard Operating Procedures.</td>
<td>4.1</td>
</tr>
<tr>
<td>Iowa Welcome Center Security Monitoring</td>
<td>TMC staff must monitor security cameras and panic alarms at Welcome Center locations and notify appropriate authorities of any security breach identified in the TMC Standard Operating Procedures.</td>
<td>4.2</td>
</tr>
<tr>
<td>ITS Device System Health Checks</td>
<td>TMC staff must perform routine checks of statewide ITS devices to assess connectivity, verify device function, and response to control strategies. Any problems must be documented in the ITS Device ticketing system for maintenance.</td>
<td>4.3</td>
</tr>
<tr>
<td>CCTV Video Records Request</td>
<td>TMC staff must coordinate with appropriate Iowa Office of Traffic Operations staff to facilitate sharing of CCTV video requested through Iowa’s formal record request process.</td>
<td>4.4</td>
</tr>
<tr>
<td>Performance Monitoring and Management</td>
<td>TMC staff must support Iowa DOT TMC Management in aggregating monthly performance statistics to support performance reporting, as well as identify updates to SOPs to improve overall system performance and efficiency.</td>
<td>4.5</td>
</tr>
<tr>
<td>Documentation</td>
<td>TMC staff must maintain adequate documentation on event plans, winter operation plans, incident response plans, and coordinate with appropriate office staff, district, and local agencies to be sure the TMC has the most recently approved versions of key plans. System documents must be generated to support after-action debriefings for major traffic incidents, work zones, winter weather events, emergencies and planned special events.</td>
<td>4.6</td>
</tr>
</tbody>
</table>

3.3.3 Coordination Responsibilities

The TMC is part of the Iowa DOT’s Operations Division which oversees several critical operations functions through the Traffic Operations, Maintenance, Traffic and Safety, Motor Vehicle Enforcement and Construction and Materials Bureaus.

It is the responsibility of the successful Responder to communicate with internal and external stakeholders, as well as service providers, contractors, District Highway Maintenance Supervisors, resident construction engineers and district maintenance staff, MVE officers, and academic institutions.

Table 4 summarizes some of the important roles and responsibilities of the TMC to support internal Iowa DOT stakeholder groups and the groups’ interactions with the TMC.
<table>
<thead>
<tr>
<th>Internal Stakeholders</th>
<th>Interaction with TMC</th>
</tr>
</thead>
</table>
| Iowa DOT Districts    | • Coordinate with TMC on planned events and unplanned incidents resulting in closures, damage to DOT facilities, and request for DOT assistance  
                        • Coordinate with TMC on work zone traffic management plan  
                        • Coordinate with TMC during weather events and to update incident information  
                        • TMC monitors road maintenance, including coordinating with District field maintenance and providing DMS and public information regarding maintenance activity  
                        • TMC monitors winter driving conditions reported by field staff and coordinates with Maintenance during winter weather events  
                        • TMC coordinates with Districts to develop a DMS messaging plan for various events, including work zones  
                        • TMC coordinates with construction field staff to provide real-time traveler information to the public |
| Highway Helper Responders | • TMC dispatches Highway Helper for incidents, stalled vehicles, debris, or other impacts within the Highway Helper service area  
                             • TMC coordinates and monitors Highway Helper vehicle location using the Mobile Architecture for Communications Handling (MACH) system  
                             • TMC documents all Highway Helper response in ATMS |
| Motor Vehicle Division | • TMC responds to MVD security camera alerts and panic button alarms, and notifies authorities if there is a security breach  
                             • TMC monitors for and responds to Driver’s License Kiosk systems outages |
| Traffic Operations Bureau* | • TMC uses reporting systems, traffic control systems, field devices and communications infrastructure provided by the Traffic Operations Bureau  
                               • TMC operators use ATIS to provide real-time information to support traveler information  
                               • Prepares and reviews monthly performance reports |
| Traffic and Safety Bureau* | • TMC oversees DMS usage and guidelines  
                             • TMC systems provide data to support traffic analyses |
| Strategic Performance Division | • TMC coordinates with public information officers and communications staff to support social media monitoring, Message Mondays, and other notifications to the public |
| Systems Planning Bureau | • TMC and the Systems Planning Bureau collaborate to share data and coordinate on camera position and video needs for traffic studies |
| Motor Vehicle Enforcement Bureau* | • TMC monitors winter crashes and coordinates with stationed MVE officer to provide situational awareness to field staff |
### Table 5 – External Stakeholders

<table>
<thead>
<tr>
<th>External Stakeholders</th>
<th>Interaction with TMC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Iowa Homeland Security and Emergency Management</strong></td>
<td>• TMC notifies and coordinates with the Iowa Homeland Security and Emergency Management for emergency evacuations and emergency road closures</td>
</tr>
</tbody>
</table>
| **Iowa State Patrol** | • TMC and ISP coordinate on all aspects of incident detection, incident verification, traffic incident response, traveler alerts and warning, and large-scale event response strategies including responses to emergency weather conditions  
• Coordination between the TMC and ISP Communications Centers for updated incident details during incident response |
| **Counties** | • TMC notifies county engineering divisions of any incidents or maintenance on highways that could impact county roads due to detours being activated  
• Communication and coordination with county PSAPs for incident notifications and updates  
• Notify County Emergency Management Agencies (EMAs) of any emergency closures or emergency traffic restrictions |
| **Local Governments** | • TMC coordinates with local law enforcement and local agency emergency responders (fire and emergency medical services) to verify incidents, coordinate response strategies |
- Communication and coordination with local 911 PSAPs for incident notifications and updates
- TMC monitors incident scene and traffic queues and implements alerts to other travelers via DMS and ATIS

### Law Enforcement Agencies (cities and counties)
- TMC participates as part of TIM coordination with local law enforcement
- TMC receives information from law enforcement about any incidents and activates nearby DMS to warn travelers

### Railroad Companies
- Railroad companies within Iowa inform the TMC of any incidents or hazardous material spill on the railroad system
- TMC files a rail incident report and notifies the Iowa DOT Office of Rail

### Neighboring states (NE, SD, MN, WI, IL, MO)
- TMC communicates with neighboring states’ TMCs on major incidents impacting Interstate highways across state lines
- TMC operators activate Iowa DOT DMS located across the border in neighboring states and notify of message status

It is the responsibility of the Iowa DOT TMC to coordinate with service providers for different functions. The functions of these service providers vary from providing traffic conditions or weather forecasts to staffing for system maintenance. Table 6 summarizes these external service providers and their relationship to the TMC.

**Table 6 – Service Providers**

<table>
<thead>
<tr>
<th>Service Providers</th>
<th>Interaction with TMC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>National Weather Service (NWS)</strong></td>
<td>• NWS provides TMC with weather forecasts, notifications for major winter storms, and coordinates public information provided to the public on DMS for winter storms</td>
</tr>
</tbody>
</table>
| **Dashboard and Analytics**            | • Iowa DOT contracts with a private data company to provide statewide probe speed data on key routes  
• TMC operators access the Dashboard and Analytics data to view statewide speeds and identify potential traffic impacts |
| **Third-party Crowd-sourced Data Application** | • TMC uses user-generated incident reports as a detection method for identifying potential incidents |
| **Consultants/Contractors**           | • Iowa DOT contracts specific services to support the TMC and traffic operations functions  
• The TMC interacts with the ATMS system service provider  
• The TMC coordinates with the ATIS provider for ongoing maintenance and updates to the ATIS. TMC operators will report any traveler information system operations issues directly to database provider for resolution  
• The TMC coordinates with maintenance contractors for system maintenance and for field device maintenance needs |
3.3.4 TMC Systems

Table 7 provides a summary of the key software and systems TMC operators will be required to become familiar with and use. Iowa DOT maintains SOPs for these systems. TMC operators must demonstrate proficiency in operating policies, procedures, and practices.

Table 7 – Iowa DOT TMC Software and Systems

<table>
<thead>
<tr>
<th>Software / System</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central ATMS Software</td>
<td>• Integrates Iowa ITS devices using a suite of operating systems&lt;br&gt;• Provides ability to view and control cameras, view and upload messages to DMS, and view DOT sensor data&lt;br&gt;• Includes device control and an event manager feature</td>
</tr>
<tr>
<td>Advanced Traveler Information System (ATIS)</td>
<td>• Collects incidents, planned closures or restrictions, work zone details, and planned special events in a database&lt;br&gt;• Provides the primary data source for ATIS web portal and phone information system&lt;br&gt;• Displays information consistent with ATIS database and ATMS event manager</td>
</tr>
<tr>
<td>ITS Device Ticketing System</td>
<td>• Tracks ITS device operation and maintenance issues&lt;br&gt;• Generates trouble ticket to be addressed by ITS Maintenance contractor</td>
</tr>
<tr>
<td>Iowa DOT TMC Dashboard</td>
<td>• Provides performance monitoring and tracking, report generation, and aggregate performance statistics&lt;br&gt;• Allows incident information input or feed from ATMS by operators&lt;br&gt;• Permits operators to send and update reports for all incidents and stores information for incident summary reports and performance</td>
</tr>
<tr>
<td>Dashboard and Analytics</td>
<td>• Private sector speed data provider&lt;br&gt;• Provides current speed information on key routes in Iowa</td>
</tr>
<tr>
<td>MACH</td>
<td>• Provides real-time location information for Iowa State Patrol (ISP), MVE, and other law enforcement agencies, as well as Highway Helpers</td>
</tr>
<tr>
<td>Road Weather Information System</td>
<td>• Presents statewide corridor weather conditions</td>
</tr>
<tr>
<td>Snow Plow Tracking</td>
<td>• Displays real-time vehicle location information for Iowa DOT snow plows</td>
</tr>
<tr>
<td>Welcome Center / Driver’s License Station Security Alarm System</td>
<td>• Allows operators to monitor security alarm systems located at these locations&lt;br&gt;• Allows authorities to be notified if a panic button is pushed or an intrusion is detected</td>
</tr>
<tr>
<td>Social Media Monitor</td>
<td>• Allows operators to monitor and respond to social media posts afterhours and on weekends</td>
</tr>
</tbody>
</table>
### 3.3.5 Devices Monitored and Operated from the TMC

There are currently more than 1,000 Intelligent Transportation Systems (ITS) devices deployed by Iowa DOT throughout the state. The TMC monitors and controls most of these devices. The current inventory of ITS devices (as of June 2017) is included in the ITS and Communications Systems Service Layer Plan at [https://iowadot.gov/TSMO/ServiceLayerPlan3.pdf](https://iowadot.gov/TSMO/ServiceLayerPlan3.pdf).

Devices and communications assets are summarized in Table 8. Devices such as weigh-in-motion sensors, over-height detection systems and intersection conflict warning systems are monitored but not directly controlled or activated by the TMC.

<table>
<thead>
<tr>
<th>ITS Asset</th>
<th>Quantity (as of 06/2017)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCTV Cameras</td>
<td>418</td>
</tr>
<tr>
<td>Traffic Sensors</td>
<td>504</td>
</tr>
<tr>
<td>Road Weather Information Systems</td>
<td>74</td>
</tr>
<tr>
<td>Weigh-in-Motion Sensors</td>
<td>45</td>
</tr>
<tr>
<td>Permanent Dynamic Message Signs</td>
<td>115</td>
</tr>
<tr>
<td>Over-Height Detection Systems</td>
<td>2</td>
</tr>
<tr>
<td>Intersection Conflict Warning Systems</td>
<td>5</td>
</tr>
<tr>
<td><strong>Communications</strong></td>
<td></td>
</tr>
<tr>
<td>Fiber-Optic Cable (DOT owned, in miles)</td>
<td>340</td>
</tr>
<tr>
<td>Fiber-Optic Cable (indefeasible right of use, miles)</td>
<td>380</td>
</tr>
<tr>
<td>Microwave Ethernet Radios</td>
<td>408</td>
</tr>
<tr>
<td>Cellular Data Modems</td>
<td>265</td>
</tr>
</tbody>
</table>

Operational usage for each of these devices is described in Iowa DOT’s TMC SOPs, found in Appendix A.

### 3.3.6 State Provided Plans

The successful Responder will receive plans and guidance documents to facilitate Contractor reference and to integrate within their program management plans. Iowa DOT will own and manage all documents and will rely on the successful Responder to provide input on needed procedure updates or revisions. The successful Responder will work with the Iowa DOT to maintain and keep these documents up-to-date with current processes and procedures throughout the contract.

**TMC Standard Operating Procedures**—outlines a comprehensive set of operational procedures, processes, and protocols that TMC operators must follow. TMC operators are expected to be familiar with these procedures with anticipated ongoing training and demonstration of proficiencies by operators. The TMC SOP and supporting documents cover the TMC’s role to support incident detection and response, road weather events, coordinating with Highway Helper teams, work zone planning and monitoring, agency coordination and notifications, traveler information, and other operations functions. The SOP also includes contact information for Iowa DOT staff including districts, Operations Bureau, public information office, IT help desk, ISP, local police, and system vendor technical contacts.
Traffic Incident Management (TIM) Plans – This document captures the TMC’s role for TIM, including support for incident detection and verification, response to traffic incidents, coordination with public safety Communication Centers, HH dispatch and communications, traveler alerts, and TIM performance measures. Additional TIM procedures include coordinating among responders and Iowa DOT resources, updating incident information in real-time, and adjusting traffic management/traveler information strategies as needed. Incident and response information is also compiled to support after-action debriefs and TIM performance reporting. Iowa DOT maintains an interactive web site with active closures, alternate routes, and detailed information for urban areas.

http://iowadot.maps.arcgis.com/apps/webappviewer/index.html?id=c5b4347fe0b64988b00d4d9631807cbc

3.3.7 Future TMC Capabilities and Functions

The Iowa DOT continues to look for innovative ways to improve safety and mobility on Iowa’s road network. The Iowa DOT is exploring strategies and applications listed below. These functions are not part of the current TMC environment. Continued exploration of these and other innovations with the successful Responder is anticipated.

- Truck Parking Information System – Iowa DOT has implemented a Truck Parking Information Management System to provide truckers with available truck parking information.

- Non-Emergency Lane Closure System – Iowa DOT plans to implement a non-emergency Lane Closure System to inform decisions about closing a lane.

- Future Active Traffic Management applications – Iowa DOT will be exploring future active management strategies to respond to incidents, congestion, and weather. These will integrate a level of improved decision-support to Iowa DOT’s operations.

- Future in-vehicle/connected vehicle applications – Iowa DOT will be exploring how it can support and communicate with future vehicle fleets equipped with on-board systems to improve safety.

- Active Transportation and Demand Management (ATDM) Applications – Iowa DOT is exploring various strategies aimed at more proactive system management. A study is currently underway to explore ramp meters for congestion management in the urban areas as a component of Iowa DOT’s freeway management system capabilities. Iowa DOT is also looking at the potential for dynamic lane control.

3.4 Scope of Work

3.4.1 Project Administration

3.4.1.1 Project Management

It is the responsibility of the Successful Responder to provide an overall TMC Management Plan prior to commencing floor operations. This Plan shall address communications with Iowa DOT (formal and informal), identify successful Responder roles and responsibilities, quality control strategies and issue resolution strategies. This plan must also address the following areas:
• **Staffing**

  o Identify minimum and maximum number of staffing personnel per operating shift and use all reasonable efforts to ensure staffing level continuity and minimal turnover of personnel. The number of personnel identified must be suitable to achieve full compliance with all terms and requirements of this RFP.

  o Appoint a Contractor TMC Program Manager according to the minimum qualifications listed in SOP Section 5.2. Qualifications must be submitted to the Iowa DOT for review and approval. The successful Responder must provide Iowa DOT with 30 days’ prior written notice of intent to replace the Contractor TMC Program Manager or as soon as practicable as a result of voluntary termination, disability, or death.

  o Employ and identify all staff and submit a staffing roster that contains the above required staffing information to Iowa DOT no later than 45 days after contract award.

  o All personnel are required to meet the standards identified in section 5.1 of the SOP’s.

  o All personnel are required to meet the minimum qualifications identified in section 5.2 of the SOP’s. The Successful Responder shall certify to Iowa DOT that all personnel have met all minimum qualifications prior to deploying staff to TMC floor operations.

  o Prior to deploying new staff in the TMC, the Successful Responder shall conduct a proficiency test in accordance with SOP section 5.2 to assess operator readiness that addresses the areas of road conditions, traffic incidents, communications, responding to incidents, Highway Helper (HH) dispatch, alerts and notifications, real-time information to travelers, road weather responses, work zone planning and operations, traffic management for special events, and customer service. The Successful Responder shall certify to Iowa DOT that all personnel have successfully passed the proficiency test.

  o The Successful Responder shall continue to provide refresher training in accordance with changes to TMC SOP’s, other state and local standards, and on the basis of individual employee needs.

  o All personnel shall be re-certified on an annual basis. Personnel not meeting the standards or qualifications shall not continue to serve within the Iowa DOT’s Traffic Management Center program.

• **Standard Operating Procedures**

  o TMC personnel must comply with the TMC SOPs at all times.

  o Submit any proposed updates, changes, or revisions to the existing TMC SOPs to Iowa DOT for review and approval no later than 90 days after service commencement.

  o Participate with Iowa DOT in the review and update of TMC SOPs at least once per year.
• **Program and Performance Management**
  - Provide and deliver a monthly performance report for Iowa DOT’s review and approval. The monthly report will cover aspects of the TMC staffing/management activity each month, including but not limited to the following:
    - Number of hours worked by each staff member
    - Status of refilling any vacant staff positions
    - Current organizational chart for TMC Operations
    - Adherence to personnel standards and qualifications
    - Adherence to SOPs

• **TMC Performance Reporting**
  - The successful Responder must develop monthly, quarterly, annual, and ad hoc reports documenting the following, at a minimum:
    - System activity – includes number of incidents monitored by the TMC, average crash clearance time, number of HH responses, total work zone incidents, major weather events, and number of EINs sent from the TMC.
    - Floor operations activity – average number of staff on-site per shift, events that required additional TMC operations staff, number of training sessions/activities during the reporting period, number of traffic incident debriefs that included TMC participation.
    - Equipment outage – number of maintenance tickets generated in the ITS Device Ticketing System, percentage of tickets resolved within specified timeframes (1 hour, 12 hours, 24 hours), maintenance/outage trends by device.
    - Incident identification – average time (minutes) for an operator to create an EIN from the time operators were made aware of an incident, number of incidents called in from HH, number of incidents detected initially by TMC operators.

3.4.1.2 **Quality Control**

It is the responsibility of the Successful Responder to provide an overall Quality Management Strategy as part of the TMC Management Plan. This strategy must describe the successful Responder’s approach to ensuring quality is maintained in all aspects of TMC operations. The Quality Management strategy must be established to keep Iowa DOT informed about complaints and/or errors reported to the TMC by other TMC staff, the public, or internal or external stakeholders.

Additionally, the successful Responder must describe the responses and actions to address complaints. The Successful Responder’s TMC Program Manager and/or the Iowa DOT Representative may receive.
3.4.2 Staffing

The successful Responder must supply a sufficient number of qualified individuals to continually operate and supervise the shift of operations of a properly functioning, statewide TMC 24/7/365, without fail.

The Successful Responder’s TMC Program Manager and operations staff must possess the qualifications outlined in Section 5.2 of the SOP.

3.4.3 Contract Performance Review

Overall performance of the successful Responder will be an integral part of the Contract Performance Review. The successful Responder’s TMC Program Manager will be required to schedule and lead recurring Performance Review meetings. These meetings are intended to foster open and regular communications between the successful Responder and Iowa DOT staff.

The successful Responder should establish processes to track and report performance. In addition to the Performance Review Meetings, staff performance is the responsibility of the successful responder. The Iowa DOT will be informed of the issues requiring resolution in a timely manner and documented in monthly reports.

Formal performance reports must be provided monthly and include successful Responder activities, training status, staff performance, any changes to the successful Responder’s staffing plan, and any open/unresolved issues.

3.4.4 Program Start-up and Close-out

The successful Responder shall work closely with existing and future TMC Operator contractors to transition services as smoothly as possible at the beginning and end of the contract.

An “in-person” kick-off meeting shall be scheduled soon after execution of contract.

The Iowa DOT shall provide a written Notice to Proceed letter authorizing commencement of TMC floor operations as of a specified date. The successful Responder may not begin TMC floor operations without the Notice to Proceed from the Iowa DOT. Notice to Proceed will not be provided by Iowa DOT until the Responder has demonstrated operational readiness in accordance with the terms of this contract and the SOP’s including TMC Program Manager qualifications (SOP 5.2).

Upon conclusion of the contract term inclusive of any renewal periods, default of the Responder or breach of the agreement by Responder, Iowa DOT shall provide a written Notice to Discontinue letter de-authorizing and ending TMC operations as of a specified date. Any equipment or materials that may have been provided by Iowa DOT shall be returned in functional condition upon the date specified in the Notice to Discontinue. For continuity of operations, the Responder may not discontinue TMC operations prior to the Notice to Discontinue date specified by Iowa DOT.

3.4.5 Improvement Plans

If the successful Responder fails to meet the requirements of the SOP’s it shall be considered a Service Failure. Upon discovery of such a Service Failure by the successful Responder, the successful Responder shall immediately report that Service Failure to the Iowa DOT Representative, in writing. Upon Iowa DOT’s discovery that such a Service Failure has occurred, which discovery may be based on information provided by the successful Responder,
information from stakeholder agencies or Iowa DOT’s own observations, Iowa DOT shall deliver a written Notice of Service Failure to the successful Responder.

If;

1) receives three or more Notices of Service Failure during the same month
2) receives one or more Notices of Service Failure in three consecutive months

Then;

The Iowa DOT Representative shall require the successful Responder to submit an Improvement Plan within a period of time specified by Iowa DOT.

The Iowa DOT Representative shall (i) approve such Improvement Plan in its sole discretion or (ii) inform the successful Responder of its non-approval as well as the reasons therefore, and the successful Responder shall then prepare a revised Improvement Plan within the time period specified by Iowa DOT, which time period shall be reasonable in light of the underlying Service Failure and commensurate with the nature of the Improvement Plan. If the Improvement Plan is unacceptable to Iowa DOT, or if, after acceptance of the Improvement Plan by Iowa DOT, the Successful Responder does not implement the Improvement Plan, the Iowa DOT Representative may deliver a Probationary Letter and 30-day notice to cure to the successful Responder. If all deficiencies listed in the notice to cure are not fully cured within 30 days, Iowa DOT may declare a Default and/or exercise any of its rights and remedies available under law, including, without limitation, termination, without approving any Improvement Plan.

The successful Responder shall comply with the approved Improvement Plan and provide Improvement Plan compliance updates to the Iowa DOT Representative in accordance with the Improvement Plan. If the successful Responder shall fail to comply with the approved Improvement Plan, Iowa DOT may exercise any of its remedies under this Contract, including without limitation declaring a Default and terminating the Contract or any other remedies available under law.

Notwithstanding the above, if Iowa DOT determines, in its sole discretion, that a successful Responder Default (as defined below) has occurred such that no remedial action and no Improvement Plan would rectify the successful Responder Default, Iowa DOT may declare a Default and/or exercise any of its rights and remedies available under law, including, without limitation, termination, without approving an Improvement Plan.

3.4.6 Special Terms and Conditions Regarding TMC Personnel

The Iowa DOT Representative may require the successful Responder to discontinue the use of any personnel in provision of the Services pursuant to the Contract or restrict such individuals from entering Iowa DOT facilities if the Iowa DOT Representative believes that such individuals pose a security risk or a safety threat to the public or to Iowa DOT employees.

The successful Responder shall use all reasonable efforts to ensure staffing level continuity and to minimize turnover of successful Responder’s Personnel.
Section 4 Form and Content

4.1 Instructions
The following instructions prescribe the format and content of the RFP. They are
designed to facilitate a uniform review process. Failure to adhere to the RFP
format may result in the rejection of the Responder’s Response.

It is the request of the Iowa DOT that the following section headings be used in
the Responder responses to this RFP and that they be arranged in the order as
listed in the RFP. Responders should provide a table of contents and should
label divider tabs. Responses must be in sufficient detail to permit an
understanding and comprehensive evaluation of the Responder’s Response.

4.1.1 The Response must be typewritten on 8.5” x 11” paper (bound securely,
double sided is allowed) and sent in a sealed envelope.

4.1.2 The Response must be divided into two parts: (1) the Technical Response
and (2) the Cost Proposal. The Cost Proposal must be in a separate sealed
envelope.
Example:

Technical Envelope(s) Contain(s):
Original Technical Response & Copies
Electronic copy of the Technical Response

Cost Proposal Envelope Contains:
Original Cost Proposal & Copies
Electronic Copy of the Cost proposal

Public Copy
Responders must indicate in the Transmittal Letter if the original technical
response is considered the public copy without redactions. See Section 2.21

The envelopes must be labeled with the information found on the cover sheet:

[RFP Title] [RFP Number]
[Issuing Officer’s Name]
[Responder’s Name and Address]
Iowa Department of Transportation
800 Lincoln Way
Ames, Iowa 50010

The Iowa DOT must not be responsible for misdirected packages or premature
opening of Responses if a Response is not properly labeled.

4.1.3 One (1) original, one (1) Public Copy of Technical w/redactions, one (1)
removable media (example: CD or flash drive) each in a sealed envelope, and
the additional number of copies of the Response defined on the Procurement
Timetable in the cover section, must be timely submitted to the Issuing Agent.

4.1.4 If the Responder designates any information in its Reponse as confidential
pursuant to Section 2.21, the Responder must also submit one (1) copy of the
Response from which confidential information has been excised as provided in
Section 2.21 marked “Public Copy”.

4.1.5 Responders may include promotional materials as company information
but they must not take the place of the Response and will not be considered for
the award unless they enhance the response to a specific requirement.

4.1.6 Attachments must be referenced in the Response.
4.1.7 If a Responder proposes more than one method of meeting the RFP requirements, each must be labeled and submitted separately. Each will be evaluated separately.

4.2 Technical Response

The following documents must be included in the Technical Response in the order given below:

4.2.1 Transmittal Letter (Required) An individual authorized to legally bind the Responder must sign the transmittal letter. The letter must include the Responder’s mailing address, electronic mail address, fax number, and telephone number.

Any request for confidential treatment of information must be included in the transmittal letter in accordance with the provisions of Section 2.21 In addition to the specific statutory basis supporting the request, an explanation why disclosure of the information is not in the best interest of the public is required. The transmittal letter must also contain the name, address, electronic mail address and telephone number of the individual authorized to respond to the Iowa DOT about the confidential nature of the information.

4.2.2 Table of Contents Responders should include a table of contents of its Response and submit the check list of submittals per Attachment #3.

4.2.3 Executive Summary Responders must prepare an executive summary and overview of the services and/or goods offered including all of the following information:

4.2.3.1 Statements that demonstrate that the Responder has read, understands and agrees with the terms and conditions of the RFP including the contract provisions in Section 6.

4.2.3.2 An overview of the Responder’s plans for complying with the requirements of this RFP. (Including project management approach).

4.2.3.3 Any other summary information the Responder deems to be pertinent.

4.2.4 Specifications and Technical Requirements The Responder must answer whether or not it will comply with each requirement in Section 3 of the RFP. Responders must explain how it will comply with each requirement in Section 3. Merely repeating the requirements may be considered non-responsive and may disqualify the Responder. Responses must identify any deviations from the requirements of this RFP or requirements the Responder cannot satisfy. Any deviations from the requirements of the RFP or any requirement of the RFP that the Responder cannot satisfy may disqualify the Responder.

4.2.5 Company Background Information: provide the following general background information:

4.2.5.1 Name, address, telephone number, fax number and e-mail address of the Responder including all d/b/a’s or assumed names or other operating names of the Responder.

4.2.5.2 Form of business entity, i.e., corporation, partnership, proprietorship, limited liability company.
4.2.5.3 State of incorporation, state of formation, or state of organization.

4.2.5.4 The location(s) (including address and telephone numbers) of the offices and other facilities that relate to the Responder’s performance under the terms of the RFP.

4.2.5.5 Local office address and phone number (if any).

4.2.5.6 Number of employees.

4.2.5.7 Type of business.

4.2.5.8 Name, address, e-mail address and telephone number of the Responder’s representative to contact regarding all contractual and technical matters concerning the Response.

4.2.5.9 Name, address, e-mail address and telephone number of the Responder’s representative to contact regarding scheduling and other arrangements.

4.2.5.10 Name, contact information and qualifications of any sub-Contractors who will be involved with this project.

4.2.5.11 Responder’s accounting firm.

4.2.5.12 The successful Responder is required to be registered to do business with the Iowa DOT before payments can be made. For vendor and contractor registration documents go to [http://www.iowadot.gov/purchasing](http://www.iowadot.gov/purchasing).

4.2.6 Experience
The Responder must provide the following information regarding its experience:

4.2.6.1 Number of years in business.

4.2.6.2 Number of years’ experience with providing the types of goods and/or services sought by the RFP.

4.2.6.3 The level of technical experience in providing the types of goods and/or services sought by the RFP.

4.2.6.4 A detailed list of goods and/or services similar in size and scope to those sought by this RFP that the Responder has provided to other businesses or governmental entities within the past three years.

4.2.6.5 References from three (3) previous or current customers or clients knowledgeable of the Responder’s performance in providing goods and/or services similar to the goods and/or services described in this RFP and a contact person, e-mail address and telephone number for each reference.

4.2.7 Personnel
The Responder must provide resumes for all key personnel who will be involved in providing the goods and/or services contemplated by this RFP.

The following information must be included in the resumes:

4.2.7.1 Full name.

4.2.7.2 Education.

4.2.7.3 Years of experience and employment history particularly as it relates to the requirements of the RFP.
### 4.2.8 Financial Information (short list Responders only)

The Responder may be asked to provide the following financial information:

**4.2.8.1** Audited financial statements for the last 3 years. Privately held companies may substitute Credit reports.

**4.2.8.2** A minimum of three (3) financial references. Privately held companies may substitute: Letters of Reference from the bank.

### 4.2.9 Terminations, Litigation, Debarment

The Responder must provide the following information for the past five (5) years: (also see Attachment 1)

**4.2.9.1** Has the Responder had a contract for goods and/or services terminated for any reason? If so, provide full details regarding the termination.

**4.2.9.2** Describe any damages or penalties assessed against or dispute resolution settlements entered into by the Responder under any existing or past contracts for goods and/or services. Provide full details regarding the incident, including the dollar amount of damages, penalties and settlement payments.

**4.2.9.3** Describe any order, judgment or decree of any Federal or State authority barring, suspending or otherwise limiting the right of the Responder to engage in any business, practice or activity.

**4.2.9.4** A list and summary of all litigation or threatened litigation, administrative or regulatory proceedings, or similar matters to which the Responder or its officers have been a party, if any. The Responder must also state whether it or any owners, officers, or primary partners have ever been convicted of a felony. Failure to disclose these matters may result in rejection of the Response or in termination of any subsequent contract.

**4.2.9.5** Any irregularities discovered in any of the accounts maintained by the Responder on behalf of others, describe the circumstances and disposition of resolving the irregularities.

The above disclosures are a continuing requirement of the Responder. The Responder must provide written notification to the Iowa DOT of any such matter commencing or occurring after submission of a Response, and with respect to the successful Contractor, following execution of the Resulting Contract.

### 4.2.10 Certification Letter (Attachment 1)

The Responder must sign and submit with their Response the document included as Attachment 1 (Certification Letter) in which the Responder must make the certifications included in Attachment 1.

### 4.2.11 Acceptance of Terms and Conditions

The Responder must specifically agree that the Response is predicated upon the acceptance of all terms and conditions stated in the RFP. If the Responder objects to any term or condition, the Responder must specifically take exception per the RFP page and section and provide the reason for the objection.
Objections or responses that materially alter the RFP may be deemed non-responsive and result in rejection of the Response.

4.2.12 Authorization to Release Information (Attachment 2)
The Responder must sign and submit with the Response the document included as Attachment #2 (Authorization to Release Information Letter) in which the Responder authorizes the release of information to the Iowa DOT.

4.2.13 Firm Terms
The Responder must guarantee in writing the availability of the services and/or goods offered and that all Response terms, including price, will remain firm a minimum of 180 days following the deadline for submitting Responses.

4.2.14 Work Plan
Responder’s must describe their overall approach to meeting or exceeding the requirements of the RFP. In addition to the detail in Section 3, Responder’s work plans must include items such as timeline, additional functionality and any other pertinent information that would assist the evaluators in making the final recommended award.

4.3 Schedule of Prices – Cost Proposal
Responders must provide a cost proposal for the proposed items listed in the Schedule of Prices. If applicable, Responders may submit additional pages to the Schedule of Prices to accurately reflect the overall costs of the goods or services proposed.

The Iowa DOT reserves the right to purchase any or all items on the Schedule of Prices either individually or as bundled throughout the contract period.
The amounts should exclude state and federal taxes except for taxes required to be withheld for employment purposes. The Iowa DOT is a tax exempt entity.

Cost proposals must be submitted under separate cover.
5.1 **Introduction**
This section describes the evaluation process used to determine which Responses provide the greatest benefit to the Iowa DOT based on the evaluation criteria in Section 5.4.

5.2 **Evaluation Committee**
The Iowa DOT must conduct a comprehensive, fair, and impartial evaluation of all compliant responses received. The Iowa DOT will use an evaluation committee to review and evaluate responses. The Evaluation Committee must consist of members with technical knowledge of the desired services, users of the solution and other appropriate persons to best evaluate the Responses.

5.3 **Overview of Evaluation**
All submitted Responses will be first evaluated by the Purchasing Agent to determine if they comply with the mandatory requirements of the RFP. To be deemed a responsible Responder any proposed Response must comply with the mandatory requirements. Failure to meet the mandatory requirements will result in the rejection of the Response. In the event that all Responders do not meet the mandatory requirement, the Iowa DOT reserves the right to continue the evaluation of the responses to select the Response most closely meeting the requirements specified in this RFP or may choose to reject all responses and consider the solicitation closed.

5.4 **Evaluation Criteria**
The RFP evaluation criteria below must be used by the Evaluation Committee for purposes of award. Items are not listed in any particular order of importance. If a demonstration/presentation is included in the evaluation criteria, only those short listed Responders must be given a point rating and total consensus score to be considered for award.

<table>
<thead>
<tr>
<th>Evaluation Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall content of written submitted proposal information</td>
</tr>
<tr>
<td>Business Knowledge</td>
</tr>
<tr>
<td>Work Experience in Required Skill Sets</td>
</tr>
<tr>
<td>Presentation or Demonstration</td>
</tr>
<tr>
<td>Cost – See Schedule of Prices</td>
</tr>
</tbody>
</table>

Weighting of evaluation categories is not available to Responders prior to the opening of all submitted Responses.

5.5 **Recommendation of the Evaluation Committee**
The final evaluation will be based on the criteria as listed in Section 5.4.

5.6 **Protest of Award**
Protest of award must be made in accordance with the Iowa Administrative Code 761-20.4(6)"e".
Section 6 Contract Terms and Conditions

6.1 Contract Terms and Conditions
The contract(s) that the Iowa DOT expects to award as a result of this RFP will be based upon the Response submitted by the successful Contractor and the RFP. The contract between the Iowa DOT and the successful Contractor must be a combination of the specifications, terms and conditions of the RFP, including the terms contained in the Iowa DOT’s attachment(s), the offer of the Contractor contained in the Response, written clarifications or changes made in accordance with the provisions of the RFP herein and any other terms deemed necessary by the Iowa DOT, except that no objection or amendment by a Contractor to the RFP requirements must be incorporated by reference into the Contract unless the Iowa DOT has explicitly accepted the Contractor’s objection or amendment in writing.

The contract terms contained in Section 6 are not intended to be a complete listing of all contract terms but are provided only to enable contractors to better evaluate the costs associative with the RFP and the potential resulting contract. Contractors should plan on such terms being included in any contract awarded as a result of this RFP. All costs associated with complying with these requirements should be included in the cost proposal or any pricing quoted by the contractor.

By submitting a Response, each Contractor acknowledges its acceptance of the RFP specifications and the contract terms and conditions without change except as otherwise expressly stated in its Response. If a Contractor takes exception to a provision, it must state the reason for the exception and set forth in its Response the specific contract language it proposes to include in place of the provision. Exceptions that materially change the contract terms and conditions or the requirements of the RFP may be deemed non-responsive by the Iowa DOT, in its sole discretion, resulting in possible rejection of the Response. The Iowa DOT reserves the right to either award a contract(s) without further negotiation with the successful Contractor or to negotiate contract terms with the successful Contractor if the best interests of the State would be served.

6.2 Contract Period
The term of the Contract will begin and end on the dates indicated in the RFP Procurement Timetable, unless extended or terminated earlier in accordance with the termination provisions of this Contract. The Iowa DOT must have the sole option to renew the Contract for up to the number of annual renewals specified on the Procurement Timetable.

6.3 Contractor Qualification Requirement
Prior to execution of a contract with a contractor, the contractor must qualify to do business with the State of Iowa.

6.4 Equipment Delivery Schedule
The equipment must be delivered as agreed upon between the successful Contractor and the Iowa DOT.
6.5 **Installation and Implementation**
Upon award of a Contract, the Iowa DOT must negotiate an installation and implementation schedule with the successful Contractor. Extended installation time periods may be considered when the extension is in the best interest of the Iowa DOT.

6.6 **Scope of Work (Services)**
The services to be performed pursuant to and as a result of this contract by the contractor are described in Project Specifications, Section 3, and in the Appendices and are made a part hereof by this reference. The contractor must prepare and deliver specifications to the Iowa DOT which will detail the design, technical and functional capabilities, and other attributes related to the project, all as more fully described in Section 3.

Amendments to Scope of Services and Specifications. The parties agree that the Scope of Services and the specifications may be revised, replaced, amended or deleted at any time during the term of this Contract to reflect changes in service or performance standards upon the mutual written consent of the parties.

Industry Standards. Services rendered pursuant to this Contract must be performed in a professional and workmanlike manner in accordance with the terms of this Contract and with generally acceptable industry standards of performance for similar tasks and projects. In the absence of a detailed specification for the performance of any portion of this Contract, the parties agree that the applicable specification must be the generally accepted industry standard.

As long as the Iowa DOT notifies the contractor promptly of any services performed in violation of this standard, the contractor will re-perform the services, at no cost to Iowa DOT, such that the services are rendered in the above-specified manner.

Non-Exclusive Rights. This Contract is not exclusive. The Iowa DOT reserves the right to select other contractors to provide services similar or identical to the Scope of Services described in this Contract during the term of this Contract.

6.7 **Licenses**
The Contractor must include the cost for all software licenses and annual software maintenance fees required for its work. The Contractor must furnish a written copy of the software Terms and Conditions of software agreement with the submitted Response.

6.8 **Labor Regulations**
The Contractor must give all notices and comply with all codes, laws, ordinances, rules and regulations of any public authority having jurisdiction that bears on the performance of its work.

All contractors, before entering into a contract with the Iowa Department of Transportation, must be registered with the Division of Labor in the Workforce Development Department, 515-281-3606 according to chapter 91C, Code 1993.
6.9 **Contract Termination**

It is imperative that the contractor consistently provides high quality services. Below are procedures that will be utilized in the event that the contract must be terminated due to the contractor’s lack of ability to produce required results:

6.9.1 **Immediate Termination by the Iowa DOT**

The Iowa DOT may terminate this contract in writing for any of the following reasons effective immediately without advance notice:

6.9.1.1 In the event the contractor is required to be certified or licensed as a condition precedent to providing services, the revocation or loss of such license or certification will result in immediate termination of the Contract effective as of the date on which the license or certification is no longer in effect;

6.9.1.2 The Iowa DOT determines that the actions, or failure to act, of the contractor, its agents, employees or subcontractors have caused, or reasonably could cause, a client's life, health or safety to be jeopardized;

6.9.1.3 The contractor fails to comply with confidentiality laws or provisions;

6.9.1.4 The contractor furnished any statement, information, representation or certification in connection with this Contract or the RFP which is materially false, deceptive, incorrect or incomplete

6.9.2 **Termination for Cause**

The occurrence of any one or more of the following events must constitute cause for the Iowa DOT to declare the contractor in default of its obligations under this Contract.

6.9.2.1 The contractor fails to meet the requirements or perform to the Iowa DOT’s satisfaction, per Section 3 Project Specification requirements and failure to meet any of the requirements in the SOPs (attached in Appendix B).

6.9.2.2 The Iowa DOT determines that satisfactory performance of this Contract is substantially endangered or that a default is likely to occur.

6.9.2.3 The contractor fails to make substantial and timely progress toward performance and deliverables within the contract. A failure to comply with or resolve any deficiency addressed by Iowa DOT in any Improvement Plan or Notice to Cure issued under section 3.11.

6.9.2.4 The contractor consistently misses deadlines agreed upon with the Iowa DOT project managers.

6.9.2.5 The contractor replaces key personnel with individuals who have less experience, knowledge and skills in the areas of their responsibilities.

6.9.2.6 The contractor staff’s knowledge, skills, and experience are unacceptable to the Iowa DOT and do not reflect what the contractor represented the skill sets of their staff that would be assigned to this engagement.

6.9.2.7 The contractor’s staff turnover is unacceptably high to Iowa DOT.
6.9.2.8 The contractor fails to effectively manage contractor staff time and/or assignments.

6.9.2.9 The contractor’s quality of work is unacceptable to Iowa DOT (i.e. incorrect results, standards are not followed).

6.9.2.10 The contractor’s quantity of work is unacceptable to Iowa DOT. The contractor fails to perform additional assignments as requested.

6.9.2.11 The contractor does not respond to critical issues and/or fails to participate in problem resolution when asked. This includes requests for support in the evenings and weekends.

6.9.2.12 The contractor’s deliverable(s) cause a major outage to the Iowa DOT’s IT infrastructure.

6.9.2.13 The contractor becomes subject to any bankruptcy or insolvency proceeding under federal or state law to the extent allowed by applicable federal or state law including bankruptcy laws; the contractor terminates or suspends its business; or the Iowa DOT reasonably believes that the contractor has become insolvent or unable to pay its obligations as they accrue consistent with applicable federal or state law.

6.9.2.14 The contractor has failed to comply with applicable federal, state and local laws, rules, ordinances, regulations and orders when performing within the scope of this Contract.

6.9.2.15 The contractor has engaged in conduct that has or may expose the Iowa DOT to liability, as determined in the Iowa DOT’s sole discretion.

6.9.2.16 The contractor has infringed any patent, trademark, copyright, trade dress or any other intellectual property right.

6.9.3 Notice of Default
If there is a default event caused by the contractor, the Iowa DOT must provide written notice to the contractor requesting that the breach or noncompliance be remedied within the period of time specified in the Iowa DOT’s written notice to the contractor. If the breach or noncompliance is not remedied by the date in the written notice, the Iowa DOT may either:

6.9.3.1 Immediately terminate the contract without additional written notice.

6.9.3.2 Enforce the terms and conditions of the contract and seek any legal or equitable remedies.

6.9.4 Termination Upon Notice
Following 30 days written notice, the Iowa DOT may terminate this Contract in whole or in part without the payment of any penalty or incurring any further obligation to the contractor.

Following termination upon notice, the contractor must be entitled to compensation, upon submission of invoices and proper proof of claim, for services provided under this Contract to the Iowa DOT up to and including the date of Termination.
6.9.5 Termination Due to Lack of Funds or Change in Law
The Iowa DOT must have the right to terminate this Contract without penalty by giving thirty (30) days written notice to the contractor as a result of any of the following:

6.9.5.1 Adequate funds are not appropriated or granted to allow the Iowa DOT to operate as required and to fulfill its obligations under this Contract.
6.9.5.2 Funds are de-appropriated or not allocated or if funds needed by the Iowa DOT, at the Iowa DOT’s sole discretion, are insufficient for any reason.
6.9.5.3 The Iowa DOT’s authorization to operate is withdrawn or there is a material alteration in the programs administered by the Iowa DOT.
6.9.5.4 The Iowa DOT's duties are substantially modified.

6.9.6 Remedies of the Contractor in Event of Termination by the Iowa DOT
In the event of termination of this Contract for any reason by the Iowa DOT, the Iowa DOT must pay only those amounts, if any, due and owing to the contractor for services actually rendered up to and including the date of termination of the contract and for which the Iowa DOT is obligated to pay pursuant to this Contract. Payment will be made only upon submission of invoices and proper proof of the contractor's claim. This provision in no way limits the remedies available to the Iowa DOT under this Contract in the event of termination. However, the Iowa DOT must not be liable for any of the following costs:

6.9.6.1 The payment of unemployment compensation to the contractor's employees.
6.9.6.2 The payment of workers’ compensation claims, which occur during the contract or extend beyond the date on which the contract terminates.
6.9.6.3 Any costs incurred by the vendor in its performance of the contract, including, but not limited to, startup costs, overhead or other costs associated with the performance of the contract.
6.9.6.4 Any taxes that may be owed by the contractor in connection with the performance of this Contract, including, but not limited to, sales taxes, excise taxes, use taxes, income taxes or property taxes.

6.9.7 Vendor Termination Duties
The contractor, upon receipt of notice of termination or upon request of the Iowa DOT, must:

6.9.7.1 Cease work under this Contract and take all necessary and appropriate steps to limit disbursements and minimize costs, and furnish a report within thirty (30) days of the date of notice of termination, describing the status of all work under the contract, including, without limitation, results accomplished, conclusions resulting therein, any other matters the Iowa DOT may require.
6.9.7.2 Immediately cease using and return to the Iowa DOT any personal property or materials provided by the Iowa DOT to the contractor.
6.9.7.3 Comply with the Iowa DOT’s instructions for the timely Transfer of any active files and work product produced by the contractor under this Contract.

6.9.7.4 Cooperate in good faith with the Iowa DOT, its employees, agents and contractors during the transition period between the notification of termination and the substitution of any replacement contractor.

6.9.7.5 Issue credit to the Iowa DOT for any payments made by the Iowa DOT for services that were inappropriately billed for services that were not rendered by the contractor.

6.9.7.6 Immediately deliver to the Iowa DOT any and all Deliverables for which the Iowa DOT has made payment (in whole or part) that are in the possession or under the control of the Contractor or its agents or subcontractors in whatever stage of development and form of recordation such property is expressed or embodied as that time.

Failure of the Successful Responder to deliver goods or services as set forth in the contract, this RFP and the SOPs, must render the Successful Responder liable for all costs in excess of the response price when alternate procurement is necessary. This must not be the exclusive remedy and the Iowa DOT reserves the right to pursue any other remedies available to it under law or under the terms of the binding agreement.

6.9.8 Unacceptable Deliverables
The contractor must be required to perform the work for each deliverable in accordance with the terms, conditions, and representations of this Contract.

6.10 Contractor(s) Insurance Requirements
The resulting Contract will require the successful Contractor to maintain insurance coverage(s) of the type and in the amounts set forth below.

• It must be the Contractor’s responsibility to have liability insurance covering all of the project operations incident to contract completion and the Contractor(s) must have on file with the Contracting Authority a current “Certificate of Insurance” prior to award of contract. The certificate must identify the insurance company firm name and address, contractor firm name, policy period, type of policy, limits of coverage, and scope of work covered (single contract or statewide). This requirement must apply with equal force, whether the work is performed by persons employed directly by the Contractor(s) including a subcontractor, persons employed by a subcontractor(s), or by an independent contractor(s).

• In addition to the above, the Contracting Authority must be included as an insured party, or a separate owner’s protective policy must be filed showing the Contracting Authority as an insured party.

• The liability insurance must be written by an insurance company (or companies) qualified to do business in Iowa. For independent contractors engaged solely in the transportation of materials, the minimum coverage provided by such insurance must be not less than that required by Chapter 325A, Code of Iowa, for such truck operators or contract carriers as defined therein. For all other
contractors, subcontractors, independent contractors, and the Contracting Authority, the minimum coverage by such insurance must be as follows:

- Commercial General Liability including Contractual Liability;
- Damage; Occurrence Basis Bodily Injury: Broad Form Personal Injury; Broad Form Property Damage.

**Bodily Injury**
The contractor will purchase and maintain throughout the term of this contract the following minimum limits and coverage:

- Each person $750,000
- Each accident/occurrence $750,000
- Workers Compensation $750,000
- Statutory Limits $750,000
- Employer’s liability $750,000
- Occupation Disease $750,000

**Operations**
- Property Damage $250,000 each occurrence

The Contractor(s) must require all subcontractor(s) meet the above insurance requirements.

**The Certificate of Insurance must include the following:**
- Iowa Department of Transportation must be listed as an additional insured
- Proposal Number
- Proposal Description
- Letting Date and Contract Period

### 6.11 Performance Bond
Not required for this RFP.

### 6.12 Force Majeure
Neither Contractor nor the Iowa DOT must be liable to the other for any delay or failure of performance of this Contract; and no delay or failure of performance must constitute a default or give rise to any liability for damages if, and only to the extent that, such delay or failure is caused by a “force majeure”. As used in this Contract, “force majeure” includes acts of God, war, civil disturbance and any other causes which are beyond the control and anticipation of the party effected and which, by the exercise of reasonable diligence, the party was unable to anticipate or prevent.

Failure to perform by a subcontractor or an agent of the Contractor must not be considered a “force majeure” unless the subcontractor or supplier is prevented from timely performance by a “force majeure” as defined in this Contract. “Force majeure” does not include: financial difficulties of the Contractor or any parent, subsidiary, affiliated or associated company of Contractor; claims or court orders which restrict Contractor’s ability to deliver the goods or services contemplated by this Contract.

If a “force majeure” delays or prevents Contractor’s performance, the Contractor must immediately commence to use its best efforts to directly provide alternate, and to the extent possible, comparable performance. Comparability of
performance and the possibility of comparable performance must be reasonably
determined solely by the Iowa DOT.
During any such period, the Contractor must continue to be responsible for all
costs and expenses related to alternative performance.
This Section must not be construed as relieving the Contractor of its
responsibility for any obligation which is being performed by a subcontractor or
supplier of services unless the subcontractor or supplier is prevented from timely
performance by a “force majeure” as described here.

6.13 Payment
Payments will be made monthly for all services rendered throughout the
contract based on deliverables successfully received.
The Iowa DOT will not pay any additional costs, altered from Response price,
unless this has been approved by the Iowa DOT, prior to work performed.

6.14 Travel Expenses
Travel expenses are not allowed.

6.15 Care of Property
The contractor must be responsible for the proper custody and care of any the
State-owned tangible personal property furnished for the contractor’s use in
connection with the performance of the contract, and the contractor will
reimburse the Iowa DOT for such property’s loss or damage caused by the
contractor, normal wear and tear excepted.

6.16 Contractor Conduct
The contractor must adhere to State and other written established work rules.
The Iowa DOT Workplace Environment Policies and Procedures will be provided
to the contractor. These rules consist of commonly accepted, professional
business conduct.

6.17 Confidential Information

6.17.1 The Contractor’s employees, agents and subcontractors may have access
to confidential information maintained by the Iowa DOT to the extent necessary
to carry out its responsibilities under the Contract.
The Contractor must presume that all information received pursuant to this
Contract is confidential unless otherwise designated by the Iowa DOT. The
Contractor must provide to the Iowa DOT a written description of its policies and
procedures to safeguard confidential information. Policies of confidentiality must
address, as appropriate, information conveyed in verbal, written, and electronic
formats. The Contractor must designate one individual who must remain the
responsible authority in charge of all data collected, used, or disseminated by the
Contractor in connection with the performance of the Contract. The Contractor
must provide adequate supervision and training to its agents, employees and
subcontractors to ensure compliance with the terms of this Contract. The private
or confidential information must remain the property of the Iowa DOT at all times.

6.17.2 No confidential information collected, maintained, or used in the course of
performance of the Contract must be disseminated by Contractor except as
authorized by law and only with the prior written consent of the Iowa DOT, either
during the period of the Contract or thereafter. Any data supplied by the Iowa
DOT to the Contractor or created by the Contractor in the course of the performance of this Contract must be considered the property of the Iowa DOT. The Contractor must return any and all data collected, maintained, created or used in the course of the performance of the Contract in whatever form it is maintained promptly at the request of the Iowa DOT. The Contractor may be held civilly or criminally liable for improper disclosure of confidential information.

6.17.3 In the event that a subpoena or other legal process is served upon the Contractor for records containing confidential information, the Contractor must promptly notify the Iowa DOT and cooperate with the Iowa DOT in any lawful effort to protect the confidential information.

6.17.4 The Contractor must immediately report to the Iowa DOT any unauthorized disclosure of confidential information.

6.17.5 The Contractor's obligations under this section must survive termination or expiration of this Contract.

6.18 Contractor Warranties

Construction of Warranties Expressed in this Contract with Warranties Implied by Law. All warranties made by the Contractor in all provisions of this Contract and the Response by the Contractor, whether or not this Contract specifically denominates the Contractor’s promise as a warranty or whether the warranty is created only by the Contractor’s affirmation or promise, or is created by a description of the materials and services to be provided, or by provision of samples to the Iowa DOT must not be construed as limiting or negating any warranty provided by law, including without limitation, warranties which arise through course of dealing or usage of trade. The warranties expressed in this Contract are intended to modify the warranties implied by law only to the extent that they expand the warranties applicable to the goods and services provided by the Contractor.

The Contractor warrants that all the concepts, materials produced, the work product and the information, data, designs, processes, inventions, techniques, devices, and other such intellectual property furnished, used, or relied upon by the Contractor or the Iowa DOT will not infringe any copyright, patent, trademark, trade dress, or other intellectual property right of the Contractor or others. Any intellectual property provided to the Iowa DOT pursuant to the terms of this Contract, must be wholly original with the Contractor or the Contractor has secured all applicable interests, rights, licenses, permits, or other intellectual property rights in such concepts, materials and work.

The Contractor represents and warrants that the concepts, materials and the Iowa DOT’s use of same and the exercise by the Iowa DOT of the rights granted by this Contract must not infringe upon any other work, other than material provided by the Iowa DOT to the Contractor to be used as a basis for such materials, or violate the rights of publicity or privacy of, or constitute a libel or slander against, any person, firm or corporation and that the concepts, materials and works will not infringe upon the copyright, trademark, trade name, literary, dramatic, statutory, common law or any other rights of any person, firm or corporation or other entity.

The Contractor warrants that all of the services to be performed hereunder will be rendered using sound, professional practices and in a competent and professional manner by knowledgeable, trained and qualified personnel. The
Contractor warrants that the deliverables under this Contract will operate in conformance with the terms and conditions of this Contract.

The Contractor warrants that it has full authority to enter into this Contract and that it has not granted and will not grant any right or interest to any person or entity, which might derogate, encumber, or interfere with the rights granted to the Iowa DOT.

The Contractor warrants that all obligations owed to third parties with respect to the activities contemplated to be undertaken by the Contractor pursuant to this Contract are or will be fully satisfied by the Contractor so that the Iowa DOT will not have any obligations with respect thereto.

The Contractor warrants that it is the owner of or otherwise has the right to use and distribute the software, the materials owned by the Contractor and any other materials, and methodologies used in connection with providing the services contemplated by this Contract.

The Contractor warrants that any software used in connection with the Internet Service must not contain any Trojan horses, worms, viruses or other disabling devices.

The Contractor expressly warrants to the standards in the industry all aspects of the goods and services provided by it or used by the Contractor and the Iowa DOT in performance of this Contract.

Contractor warrants that during the term of this Contract and any extension or renewal term, the Contractor must continually use and integrate the most current and up-to-date technology commercially available into the Internet Service and any components necessary for the Internet Service to function subject to the prior written approval of the Iowa DOT.
Attachment #1 – Certification Letter

Alterations to this document are prohibited (see Section 2.13.14)

Note: Effective Date follows signature of last page

Ms. Renee R. Shirley, Director of Purchasing
Iowa Department of Transportation
Office of Finance
Purchasing Section
800 Lincoln Way
Ames, Iowa 50010

Re: PROPOSAL CERTIFICATIONS

Dear Ms. Shirley:

I certify that the contents of the Response submitted on behalf of authorized Vendor/Contractor Company name designated in response to Iowa Department of Transportation’s Request for Proposal (RFP) designated on the cover page and specified following the signature line of this document are true and accurate. I also certify I have not knowingly made any false statements in the Response as the representative for the Vendor/Contractor.

Certification of Independence

I certify that I am a representative of the Contractor expressly authorized to make the following certifications on behalf of the Contractor. By submitting a Response to the RFP, I certify on behalf of the Contractor the following:

1. The Response has been developed independently, without consultation communication or agreement with any employee or consultant to the Iowa DOT or any Participating Agency, or with any person serving as a member of the evaluation committee.
2. The Response has been developed independently, without consultation, communication or agreement with any other contractor or parties for the purpose of restricting competition.
3. Unless otherwise required by law, the information found in the Response has not been and will not be knowingly disclosed directly or indirectly prior to the Iowa DOT’s issuance of the Notice of Intent to Award the contract.
4. No attempt has been made or will be made by the Contractor to induce any other Contractor to submit or not to submit a Response for the purpose of restricting competition.
5. No relationship exists or will exist during the contract period between the Contractor and the Iowa DOT or any Participating Agencies that interferes with fair competition or constitutes a conflict of interest.

Certification Regarding Debarment

6. I certify that, to the best of my knowledge, neither Contractor nor any of its principals: (a) are presently or have been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal Agency or State Agency; (b) have within a three year period preceding this Response been convicted of, or had a civil judgment rendered against them for commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, performing a public (federal, state, or local) transaction or contract under a public transaction, violation of antitrust statutes commission of embezzlement, theft, forgery, falsification or destruction of records, making false statements, or receiving stolen property; (c) are presently indicted for, or criminally or civilly charged by a government entity (federal, state, or local) with the commission of any of the offenses enumerated in (b) of this certification; and (d) have not within a three year period preceding this RFP had one or more public transactions (federal, state, or local) terminated for cause. This certification is a material representation of fact upon which the Iowa DOT has relied upon when this transaction was entered into. If it is later determined that the Contractor knowingly rendered an erroneous certification, in addition to other
remedies available, the Iowa DOT may pursue available remedies including suspension, debarment, or termination of the contract.

Certification Regarding Registration, Collection, and Remission of Sales and Use Tax

7. Pursuant to Iowa Code Sections 423.2(10) and 423.5(8) (2009) a retailer in Iowa or a retailer maintaining a business in Iowa that enters into a contract with a state agency must register, collect, and remit Iowa sales tax and Iowa use tax levied under Iowa Code chapter 423 on all sales of tangible personal property and enumerated services. Contractors are required to certify their compliance with sales tax registration, collection, and remission requirements and provides potential consequences if the certification is false or fraudulent.

By submitting a Response to the RFP, the Contractor certifies the following: (check the applicable box)

_ Contractor is registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by Iowa Code chapter 432; or

_ Contractor is not a “retailer” or a “retailer maintaining a place of business in this state” as those terms are defined in Iowa Code subsections 423.1(42) and (43).

Contractor also acknowledges that the Iowa Department of Transportation may declare the Contractor’s Response or resulting contract void if the above certification is false. The Contractor also understands that fraudulent certification may result in the Iowa Department of Transportation or its representative filing for damages for breach of contract in additional to other remedies available to Iowa Department of Transportation.

Sincerely,

_________________________________________               _______________________________
[Signature of authorized representative]   [Print Name and Title]

_________________________________________               ________________________________
[Printed Name of Contractor Organization]   [Date]

Request for Proposal Number: ______________
Attachment #2 – Authorization to Release Information Letter

Note: Effective Date follows signature of last page

Ms. Renee R. Shirley, Director of Purchasing
Iowa Department of Transportation
Office of Finance
Purchasing Section
800 Lincoln Way
Ames, Iowa 50010

Re: AUTHORIZATION TO RELEASE INFORMATION

Dear Ms. Shirley:

I certify that I am an authorized representative of the Vendor/Contractor and hereby authorize the Iowa Department of Transportation or a member of the Evaluation Committee to obtain information regarding its performance on other contracts, agreements or other business arrangements, its business reputation, and any other matter pertinent to evaluation and the selection of a successful Contractor in response to Request for Proposal Number (RFP) designated on the cover page and specified following the signature line of this document.

The Contractor acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. The Contractor acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the State or may otherwise hurt its reputation or operations. The Contractor is willing to take that risk. The Contractor hereby releases, acquits and forever discharges the State of Iowa, the Iowa DOT, Participating Agencies, their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the undersigned that it may have or ever claim to have relating to information, data, opinions, and references obtained by the Iowa DOT or the Evaluation Committee in the evaluation and selection of a successful Contractor in response to the RFP.

The Contractor authorizes representatives of the Iowa DOT or the Evaluation Committee to contact any and all of the persons, entities, and references which are, directly or indirectly, listed, submitted, or referenced in the Contractor's Response to the RFP.

The Contractor further authorizes any and all persons, entities to provide information, data, and opinions with regard to its performance under any contract, agreement, or other business arrangement, its ability to perform, business reputation, and any other matter pertinent to the evaluation of the Contractor's Response. The Contractor hereby releases, acquits and forever discharges any such person or entity and their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the Contractor that it may have or ever claim to have relating to information, data, opinions, and references supplied to the Iowa DOT or the Evaluation Committee in the evaluation and selection of a successful contractor in response to the RFP.

A photocopy or facsimile of this signed Authorization is as valid as an original.

Sincerely,

_________________________________   ________________________________
[Signature of authorized representative]  [Print Name and Title]

_________________________________   ________________________________
[Printed Name of Contractor Organization]  [Date]

Request for Proposal Number: ______________
# Attachment # 3 Requirements Check List

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<th>Section</th>
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<td>Schedule of Prices</td>
<td>In separate sealed envelope.</td>
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<td>2.3/2.6</td>
<td>Vendor signed Addenda if issued. Posted on internet website: <a href="http://www.iowadot.gov/purchasing">www.iowadot.gov/purchasing</a></td>
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<td>3</td>
<td>Mandatory/Desired Requirements</td>
<td></td>
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<td>One (1) Original hard copy (marked), one (1) Public Copy of Technical w/redactions (marked) and 1 Removable Media and the number of copies as specified (Procurement Timetable).</td>
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<td>Termination, Litigation, Debarment</td>
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<td>Authorization to Release Information (Attachment 2)</td>
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<td>4.2.14</td>
<td>Work Plan</td>
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This page is supplied as a checklist and is not intended to be used as an all-inclusive Response requirement.
APPENDIX A. Iowa TMC Standard Operating Procedures

These standards describe the intended duties to be performed by the Successful Responder. A current version will be finalized after the Successful Responder has been selected, the final contract executed, and edits reviewed/approved by Iowa DOT.

As of June, 2019
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1. PURPOSE

The Iowa TMC carries out several important functions as part of its overall mission and role. As the only 24/7 traffic management facility in the state, the responsibilities of the TMC do not stop at the end of typical business hours. The center is staffed around the clock and will bring in additional resources for large-scale events such as winter storms, summer storms, extended incident closures, special events or other impacts to the transportation network that require ongoing monitoring and coordination.

The TMC detects and responds to incidents and continuously monitors the road and weather conditions. One of the primary customer-service missions of the TMC is providing traveler information regarding incidents, construction work causing delays, weather impacts and planned special events that are having an impact on traffic. Notifying travelers of hazards or impacts on the road network can help drivers be aware of upcoming delays, prevent secondary crashes, protect responders on the roadway and help drivers make informed decisions about their route.

TMC operations personnel duties are set forth in this SOP. The purpose of this document is to define a minimum level of service and performance required to deliver an operations service that helps improve mobility and safety throughout the state by conducting proactive management and operations in the following categories. It is the responsibility of the Contractor to identify and perform all necessary activities to support a fully-functioning TMC operation. The Contractor shall comply with the TMC User Manual at all times. The Contractor shall participate in the review and update of the TMC User Manual with Iowa DOT.

**TMC Operations**

- Traffic congestion monitoring and management
- Traffic incident management
- Work zone management
- Road weather response and management
- Traveler alerts and notifications
- Emergency management
- Planned special events

**Supporting Responsibilities**

- MVD Security System Monitoring
- Iowa Welcome Center Security Monitoring
- ITS Device System Health Checks
- CCTV Video Records Request
Performance Monitoring and Management
Documentation
Notifications

Administration

Operations Personnel Standards
Operations Personnel Qualifications
2. ACRONYMS and DEFINITIONS
2.1. Acronyms

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ADE  Assistant District Engineer
AED  Automated External Defibrillator
APS  Alert Processing System
ATIS Advanced Traveler Information System
CCTV Closed Circuit Television [camera]
CMV  Commercial Motor Vehicle
CRS  Condition Reporting System
DE   District Engineer
DOT  Department of Transportation
DMM District Maintenance Manager
DMS Dynamic Message Sign
DOM  District Operations Manager
DPH Department of Public Health
DPS Department of Public Safety
EIN  Emergency Incident Notification
EOS Equipment Operator Senior
FHWA Federal Highway Administration
GOA  Garage Operations Assistant
HMS Highway Maintenance Supervisor
HSEMD Homeland Security and Emergency Management Department
IAP Incident Action Plan
ISP Iowa State Patrol
ITS Intelligent Transportation System
ICN Iowa Communication Network
MVD Motor Vehicle Division
MVE Motor Vehicle Enforcement
OSOW Oversize Overweight
<table>
<thead>
<tr>
<th>Acronym</th>
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<tr>
<td>PDMS</td>
<td>Portable Dynamic Message Sign</td>
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<td>PSA</td>
<td>Public Service Announcement</td>
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<tr>
<td>RWIS</td>
<td>Road Weather Information System</td>
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<tr>
<td>SEOP</td>
<td>State Emergency Operations Plan</td>
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<td>SOP</td>
<td>Standard Operating Procedure</td>
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<tr>
<td>TDR</td>
<td>Time Domain Reflectometry</td>
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<tr>
<td>TIM</td>
<td>Traffic Incident Management</td>
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<tr>
<td>TIS</td>
<td>Traveler Information System</td>
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<td>TMC</td>
<td>Traffic Management Center</td>
</tr>
<tr>
<td>WWD</td>
<td>Wrong Way Driver</td>
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2.2. Definitions

**TMC Standard Operating Procedures** – The SOPs in this document define a minimum level of service and performance required by the Successful Responder. These SOPs describe which activities are expected of the operations staff.

**TMC User Manual** – The TMC User Manual defines how activities are currently conducted by personnel at the TMC. The Contractor is ultimately responsible for maintaining the TMC User Manual. The Iowa DOT is the primary owner of the TMC User Manual, and it will remain with the State at the end of this contract.

**Advanced Traffic Management System (ATMS)** – an integrated platform for traffic signal control, ITS field device monitoring and control, information management, graphical data display, and incident information. In this software, TMC Operations staff have the ability to detect traffic incidents and congestion rapidly, giving them the ability to coordinate response efforts and provide motorists with real-time travel information.

**Advanced Traveler Information System (ATIS)** – The ATIS includes all public facing portals to share real-time traffic conditions which includes: websites, telephone system, social media and mobile applications.

**Condition Reporting System (CRS)** – The CRS is a program used by TMC operators, district staff, and other offices to enter incident information, planned closure or restriction information, work zone details, planned special events, winter road conditions, and other events. Operators enter information into the CRS, which provides a centralized location for operators to view and track all transportation events and impacts on Iowa’s state road network. The CRS is the primary data source for the public-facing ATIS. TMC operators update information as conditions change so that accurate information is being transmitted to the DOT’s Traveler Information tools. Staff at the districts also can enter and update winter road conditions into CRS.

**Highway Helper (HH) Program** – The Iowa DOT currently provides Highway Helper services in the Des Moines, Cedar Rapids/Iowa City, Council Bluffs, and Quad City metro areas through an independent service provider. Highway Helpers provide motorist assistance, traffic incident management (TIM) and quick clearance response for incidents in their service areas. Law enforcement can request Highway Helper support, and the TMC can alert Highway Helpers of incident response needs.

**Intelligent Transportation System (ITS) Device Ticketing System** – This system tracks any operational problems or maintenance issues with ITS devices or the communications network. TMC operators (or other authorized users) enter problem information into the system, and this generates a trouble ticket to be addressed by the ITS maintenance contractor.
**Iowa TMC Dashboard** – a custom database developed by Iowa DOT to support performance monitoring and tracking, generating reports, and aggregate performance statistics. TMC operators enter incidents or select incidents fed from ATMS, which include: traffic incidents, work zones, closures, hazmat, stalled vehicles and other impacts, weather conditions and resulting impacts (such as injury, infrastructure damage or spills). The Iowa TMC Dashboard allows operators to send and update reports for all incidents and stores information for performance measurement reports and monthly incident summary reports.

**Snow Plow Tracking** – provides real-time vehicle location information for Iowa DOT snow plows. During winter months, Iowa DOT has an active statewide network of snow plows. Real-time location information of active snow plows is available to TMC operators and to the public via Iowa’s traveler information web site and trackaplow.iowadot.gov.

**Towing Services Prohibited** – It has been determined that weather conditions are, or have deteriorated to the point that it is too dangerous to provide towing or roadside services. Tow truck operators should wait until conditions improve before removing stranded vehicles, for everyone's safety.
3. TMC OPERATIONS
3.1. Overview and General Requirements

Operators at the TMC play a critical role in coordinating the DOT’s responses to incidents and weather events, communicating with incident and emergency responders, notifying district staff and local agencies of impacts or restrictions on the road network, and getting the word out to travelers through multiple tools and platforms. TMC operators use a wide range of systems and technologies to get real-time information about the transportation network, and coordinate notifications and traffic incident management strategies to help mitigate impacts on the road network and restore capacity as soon as possible.

Real-time functions include traffic incident management support and coordination, work zone monitoring, traveler alerts and warnings, weather response monitoring and coordination, and emergency notifications to appropriate internal groups, district staff, and neighboring states. TMC operators can monitor traffic conditions through CCTV cameras, speed data feeds, sensor data feeds and real-time incident communications from law enforcement, Highway Helpers and maintenance staff, and third-party crowd-sourced application data.

Operators will monitor the DOT road network physical and operational conditions and respond accordingly including but not limited to:

- Traffic congestion
- Incidents and emergencies
- Planned special events
- Debris or other obstructions to traffic
- Construction and maintenance
- Work zones
- Road and weather conditions
- Travel alerts and notifications
- Other potential hazards

In many places in this SOP, there are references to individuals or organizations outside of the TMC with whom contractor staff must make contact. It is the responsibility of the contractor to maintain an up-to-date list of contact information for these people.
3.2. Traffic and Congestion Monitoring and Management

Monitor DOT sensor and traffic speed data feeds for abnormal speed conditions on routes where data is available. Traffic condition data may come from private sector or other public-sector sources. The operator is expected to use multiple data sources to cross check and confirm conditions.

Monitor CCTV cameras in urban areas and on key routes during peak travel periods, near work zones, near incidents and at planned special event locations.

Monitor 800 MHz radio for incident notifications and updates.

If a traffic slowdown is detected, assess potential reasons and use TMC systems and tools to identify or verify any potential impacts or causes.

Use DMS and the ATIS to warn the traveling public of delays (see also Section 3.6 Traveler Alerts and Notifications).
3.3. Incident Management

3.3.1 General

Incident management responsibilities of TMC operators consists of the following steps:

1. Identification or detection
2. Verification
3. Response
4. Notification
5. Monitoring

TMC operators are to:

Detect and verify incidents using data feeds, CCTV cameras, third-party crowd-sourced application data alerts, construction alerts, probe data congestion alerts, direct communications with district staff and responders, Highway Helpers, or local agencies.

Detection and verification includes, but is not limited to, the following types of incidents and impacts:

- Disabled vehicles
- Stranded motorists
- Debris in the roadway
- Spilled loads
- Vehicle crashes
- Obstructions to traffic
- Dead animals
- Commercial vehicle crashes
- Flooding
- Bridge hit/structural damage
- Lane closures
- Weather
- Other potential hazards

Verify and document incident details including in the current ATMS, CRS, and the Iowa TMC Dashboard. Incident details to be documented include: incident location, lanes impacted, traffic impacts, incident description, severity, initial damage to transportation infrastructure, environmental impacts, traffic control support needs, and on-scene responders.
TMC operators are to record the following in the ATMS (if possible or applicable):

- Time of Call:
- Date/Time of incident:
- Caller/Agency:
- Phone #:
- Type of Incident (Maintenance, Crash, etc.):
- City/County:
- Highway/Direction:
- Milepost/Cross Street:
- Lanes Affected:
- Expected Duration:

**CRASH**

- DOT assistance needed and what type of assistance requested: YES/NO
- Fatalities/Injuries:
- On-Scene Personnel:
- Hazardous Material and type: YES/NO/UNKNOWN
- DOT Facilities Damage: YES/NO/UNKNOWN
  - What type (Cable barrier, stop sign, etc.):
- Traffic Backups and estimated queue: YES/NO
- Detour/Alternate Route:
- Semi Involved: YES/NO
  - Hauling Livestock: (YES/NO)

As incident response and management progresses, TMC operators are to:

- Monitor and document on-scene status including coordination with on-scene staff from multiple agencies. Respond to requests from law enforcement or district staff for incident updates.
- Dispatch proper maintenance personnel as needed.
- Dispatch Highway Helper as needed.
- Monitor and manage traffic conditions, queues and speeds that result from incidents as needed including coordination with other agencies (e.g., Cities when queues impact local arterials.).
- Post messages on DMS, monitor messaging compared with on scene status, verify signage is accurate, messaging is appropriate and revise as needed.
- Escalate notifications to appropriate organizations based on the impact of the incident (e.g., fatality, hazmat spill, commercial vehicle, or responder-involved). Organizations could include police, sheriff, state patrol, and other first responders.

Some incidents will require the TMC to notify the Iowa DOT TMC on-call personnel. Iowa DOT TMC on-call personnel then inform upper management, Office of Strategic Communications, FHWA, and other agencies of critical incidents taking place within the DOT network.
Incidents not requiring on-call notification:

- Interstates
  - Short-term closures less than 30 minutes on the interstate that do not involve fatalities or other factors do not require TMC on-call notification.

- Four-Lane Highways
  - Short-term closures estimated at 2 hours or less that do not involve fatalities or other factors do not require TMC on-call notification.

- Two-Lane Highways
  - Short-term closures estimated at 2 hours or less that do not involve fatalities or other factors do not require TMC on-call notification.

All other incidents will require the TMC staff to notify the Iowa DOT TMC on-call personnel.

TMC operators are to participate in after-action debrief for large-scale or high-impact incidents.

3.3.2 Emergency Incident Notification Process

<table>
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If the TMC detects an incident or received a call from authorized personnel reporting an incident affecting the state’s transportation system, the TMC must assess whether the incident meets the criteria to warrant an Emergency Incident Notification (EIN). An EIN includes e-mail notifications to pre-determined distribution lists based on the type, severity, location and anticipated duration of an incident.
TMC operators are to assess the incident using the following guidelines:

<table>
<thead>
<tr>
<th>Level 3 (Lowest Priority)</th>
<th>Level 2</th>
<th>Level 1 (Highest Priority)</th>
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<tbody>
<tr>
<td><strong>Interstate or 4-Lane Highway</strong></td>
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<tr>
<td>30 minutes to 2 hours</td>
<td>4 hours or less</td>
<td>4 hours or more</td>
</tr>
<tr>
<td>• Lane closures</td>
<td>• Full closure in a single direction</td>
<td>• Full closure in a single direction</td>
</tr>
<tr>
<td>• Service ramp closure</td>
<td>• System ramp closure</td>
<td>• System ramp closure</td>
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<td>2 hours to 8 hours</td>
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<td>• Lane closures</td>
<td>• Service ramp closure</td>
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<td>• Service ramp closure</td>
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<tr>
<td><strong>Other State or US Highway</strong></td>
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<tr>
<td>30 minutes to 2 hours</td>
<td>2 hours to 8 hours</td>
<td>8 hours or more</td>
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<td>• Full closure in a single direction</td>
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<td>• System ramp closure</td>
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<td>30 minutes to 4 hours</td>
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<td>• Service ramp closure</td>
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<td>4 hours to 8 hours</td>
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<tr>
<td>• Service ramp closure</td>
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<tr>
<td><strong>Other</strong></td>
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<tr>
<td>• Fluid release from vehicle that is not cargo (fuel, transmission fluid, etc.)</td>
<td>• HAZMAT cargo release or threat of a HAZMAT cargo release</td>
<td>• Major HAZMAT event</td>
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<td>• In incident involving a fatality</td>
<td>• Major damage to infrastructure</td>
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<td>• Incidents crossing district jurisdictional lines</td>
<td>• Acts of terrorism</td>
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<td></td>
<td>• Incident generating media interest</td>
<td>• Evacuation</td>
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<td>• FHWA required notice</td>
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TMC operators are to complete the EIN form in the Iowa TMC Dashboard, which will generate email notifications to the appropriate designated groups.

If the incident involves HAZMAT and there is a spill, TMC operators are to complete the Highway Spill Data Sheet and the procedures in 3.7.2 and 3.7.3 of the SOPs.
Iowa TMC Standard Operating Procedures

3.3.3 Commercial Motor Vehicle (CMV) Crash (DOT Involvement)

In the event of a DOT CMV crash, DOT Field Staff will contact the TMC to initiate the notification process in the Iowa TMC Dashboard. Each field in the form must be filled out in its entirety. The TMC must call OES if one of the following is reported:

- Confirmed fatality
- DOT employee is issued a citation as a result of the crash
- A bodily injury occurred that required immediate medical treatment
- The motor vehicle is transported from the scene by tow truck or other motor vehicle

If the CMV crash results in a fatality, TMC operators are to contact MVE to perform an inspection of the CMV.

If the CMV crash requires a post-accident drug or alcohol test, the TMC must issue timely notifications to OES. It is imperative the TMC reacts in a timely fashion due to time restraints on drug and alcohol testing issued if the incident results in: injury, fatality, moving citation, or disabling damage to the CMV resulting in contacting towing services.

If the incident involves livestock and animals escape, the TMC needs to notify the USDA and generate an EIN indicating livestock is involved.

3.3.4 Planned Interstate Lane Closure Proactive Operations

For a planned lane closure on the interstate system, the following steps must be taken by the TMC Operations staff:

1. **Collect Information**
   a. Calling party name and direct call back information
   b. Time of Day and length of operation
   c. Arrow board and or PDMS being used? If yes, identify equipment locations.
   d. Towing operations, including offloading.
   e. End of queue protection being provided? By whom? Contact information for “queue truck.”
   f. Contact information for name and agency that approved closure (Maintenance, ISP, etc.)
   g. Contact information for on-scene personnel
   h. Contact information to have the lane closure removed
2. **TMC Actions**
   a. Notify Iowa TMC Management if the lane closure is going to take place between 6:00 AM and 8:00 PM.
   b. Contact local Maintenance garage to coordinate DMS messages or PDMS mobilization. Follow TIM Plan (if available) for traffic diversions. If there is no TIM Plan, determine detour with Maintenance garage.
   c. Notify MVE and ISP. If no queue protection is being provided, ask for assistance.
   d. Create and send an EIN with all information about the closure, and distribute to all MVE officers on scene and MVE captain.

3. **TMC Monitoring and Response**
   a. The closure shall be continually monitored by the TMC staff utilizing the tools available

### 3.3.5 Incident Response Checklist

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The following activities should be completed during incident response:

**Initial Response**
1. Verify (CCTV, on-site personnel, user-generated third-party crowd-sourced application data
2. Create incident on ATMS map
3. Develop, verify, and adjust DMS messages
4. Save and post DMS messages
5. Create CRS entry
6. Complete incident in ATMS
7. Complete EIN and send to appropriate priority level
8. Make all other necessary calls as warranted by level of incident procedures

**Monitoring Activities**
1. Continue to monitor (CCTV, on-site personnel, dashboard analytics speeds, third-party crowd-sourced application data )
2. Check and update DMS messages
3. Check Traveler Information public website
4. Check email alerts
5. Monitor incident and traffic impacts
6. Update DMS, CRS, and EIN email as incident changes

**Incident Clearance**
1. Verify and adjust DMS clearance messages if congestion lingers and is verified
2. Update CRS entry to REOPEN TO TRAFFIC
3. Update EIN email
4. Check Traveler Information public website
5. Check email alerts
6. Monitor traffic congestion
7. Release DMS and clear incident
8. Verify all previous DMS message are back on signs

3.3.6 Highway Helper

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The Iowa DOT currently provides HH services in the Des Moines, Cedar Rapids/Iowa City, Council Bluffs, and the Quad Cities metro areas through an independent service provider.

The HH services can quickly address the needs of stranded motorists by providing:
- Jump starts
- Tire changes
- Up to two gallons of fuel
- Motorist transport to a safe location
- Mechanical repair
- Debris removal (including dead animals)
- Push/pull of vehicle
- Traffic control
- Quick clearance for emergency responders

Where the vehicle or debris is too large or otherwise beyond the capability of the HH vehicle, the HH operator contacts the TMC to request other appropriate resources, and HH remains on the scene to provide protection for vehicles or debris in the traffic lane.

When emergency needs arise, TMC operators will contact HH to provide assistance. HH vehicle operators are to respond within 30 minutes of TMC contact.

TMC operators have the authority to dispatch HH to on-call routes if the request is within reason. On-call routes consist of routes beyond the routine patrol routes that may be requested by the TMC on a regular basis for traffic control or other assistance (e.g. semi rollover, weather event, multi-vehicle crash, bridge hit, etc.).

If HH is the first to arrive at an incident scene, HH operators will notify the TMC for immediate dispatching of law enforcement, fire assistance, and emergency medical services if applicable and assume Incident Command until relieved by another Incident Commander. Any time the incident escalates, or new information is received, HH vehicle operators will communicate the changes to TMC operators.
For crashes with injuries or crashes involving apparent hazardous materials, HH personnel will call 911 to report incident details and notify the TMC to report the incident, including such details as:

- Number of vehicles involved
- Extent of damage and injuries
- Resource needs
- Lane closure status
- Estimated duration

HH operators will also contact the TMC when an abandoned vehicle is observed, including such details as:

- Location
- Vehicle make and model, color, and license plate number
- If the vehicle is impeding traffic
- Vehicle condition and description of any damages or suspicious findings

For pushes that are not requested by Law Enforcement, the HH operator must contact the HH Supervisor for approval.

### 3.3.7 Wrong-Way Driver

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If the TMC detects or receives a call about a Wrong-Way Driver (WWD), the following action must be taken:

- Identify and activate DMS in both directions (20 miles each direction) with pre-defined WWD messages for 10 minutes
- Report DMS activation and deactivation to DPS Communications Center
- Utilize cameras to help identify driver and detect traffic impacts
- Develop EIN and distribute to appropriate contacts
- Enter WWD incident into ATMS database, showing an incident in both directions
- Create a new incident in the Iowa TMC Dashboard for Incident Notification and select Wrong Way Driver
- Retrieve and archive video for all cameras showing incident
3.4. Work Zone Management

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3.4.1 General
Participate in work zone planning strategy with Office of Construction and Maintenance, district staff, and others as appropriate.

Develop a traveler information strategy, including DMS messaging plan, based on location, duration, and impacts of the work zone.

Enter planned closure information into CRS.

Depending on the location of the work zone, notify neighboring states of planned work zone activity, duration, and impacts.

Once active, monitor work zone using CCTV, traffic sensors, third-party traffic speed data feed, and third-party crowd-sourced data alerts, if available. Monitor alerts in Intelligent Work Zones.

Update CRS with significant changes to the work zone, such as changes in lane restrictions, ramp closures or other changes.

Update DMS messaging strategy and message implementation based on any changes to the work zone, including advanced alerts to travelers.

Verify work zone information is reflected correctly on Iowa Traveler Information system web portal.

3.4.2 Construction Information
For construction requests that are obtained via phone or email, obtain the following information:

1. Location
   a. Interstate/US/IA
   b. Mile-marker/Cross-streets
2. Impact on Traffic
3. Flaggers/Stop Lights/Pilot Car
4. Restrictions
   a. Width
   b. Height
   c. Weight
5. Timeframe of Work
   a. Dates
   b. Times of Day
   c. Continuous or Daily
6. **24-hour Contact**
   a. Name
   b. Telephone Number

7. **Email Address for Requestor**

8. **Extra Enforcement**
   a. Number of officers needed (per day/shift)
   b. Dates(s) of extra enforcement
   c. Timeframe of extra enforcement
   d. Location of extra enforcement
   e. Construction project number, if available
   f. Any special details or instructions – enforcement/traffic calming, detour/closure, etc.
   g. Project contact information (inspector name and phone number, not the 24/7 traffic control contact)

9. **DMS Requested**
   a. Create ATMS Plan and Schedule
   b. Input ATMS Plan number into comments
   c. Input ATMS Plan and DMS into Dashboard Roadwork
   d. Send out ATMS Plan Document
   e. Send out Outlook reminders

Enter the information obtained, into CRS
   1. Location and Description
   2. Text and Detour
   3. Quantities and Times

3.4.3 **Construction Ending Verification**

Ensure all CRS construction events (bridge construction, road construction, night time construction, etc.) have an expiration time.

Verify with the RCE that the project is OK to expire or if it should be extended. If a project is scheduled to expire, it will be included in a weekly email alert that is automatically transmitted from the Iowa TMC Dashboard as an expiring event that week.

Update the CRS, if applicable or if alerted by the CRS.
3.5. Road Weather Response and Management

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3.5.1 General
Participate in road weather response planning strategy with traffic operations staff, districts, law enforcement, neighboring states, and other entities.

Monitor tools at the TMC, including the National Weather Service, for forecasted conditions that could cause an impact on roads.

Coordinate with TMC management to plan staff resource needs and coverage for upcoming weather events.

Refer to the User Manual for additional detail regarding appropriate weather messages (including required approvals) before implementing any traveler warnings.

As weather events develop, monitor Road Weather Information System (RWIS) data feeds, CCTV (where available) and speed data to assess traveler driving responses to conditions.

With appropriate approvals, post DMS messages warning travelers of adverse road or visibility conditions.

Use the Snow Plow Tracking software to monitor snow plow locations and completed plowing activity.

Update CRS, Iowa TMC Dashboard, and DMS messages as needed to reflect current road travel conditions, any closures or restrictions or traveler advisories, and active snow plow operations.

Coordinate with neighboring state TMCs for consistent road weather messages for common corridors, or closures in other states.

Issue appropriate notifications to Iowa DOT staff and offices of any incidents or fatalities, and as needed during the TMC weather response.

Participate in after-action debriefings of major weather events.

In addition to the general duties described above operations staff will support the following special activities.
3.5.2 Blowing Snow Plans

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Every year the maintenance garage will put out portable DMS for winter. When this occurs, the ATMS plan will need to be updated.

DMS signs will be activated by the TMC after activation request notification from one of the following entities: law enforcement, DOM, DMM, or HMS.

When requested by law enforcement, the TMC shall notify the HMS.

For local conditions, DMS messages should only be displayed when conditions within these areas are different than outside of these areas (e.g., blowing snow, high wind area, etc.).

Situational messaging for crashes, lane closures, etc. will take precedence over these messages.

3.5.3 Multi-Agency Rescue Operations

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During rescue operations for stranded motorists during severe winter weather events, the TMC will coordinate with DPS Communications Centers for rescue operation requests. When DPS requests assistance from a snow plow, the TMC will contact the DMM to provide rescue operation details.

**Scope**

Rescue operations are primarily conducted on the Interstate and primary highway system.

Assistance to stranded motorists off the Interstate and primary highway system will be the responsibility of local emergency response agencies unless local resources have been exhausted. State resources may be tasked to assist with rescue operations.

**Participating and Supporting Agencies**

Rescue operations will normally consist of representatives from:

- Iowa DOT Field Maintenance
- Iowa DOT MVE
- ISP
- DPS Communication Centers
- Iowa DOT TMC
Support for rescue operations may be provided by:
- DOT Office of Maintenance
- DOT District staff
- Iowa Homeland Security and Emergency Management Department

**Roles and Responsibilities**

**MVE and ISP:**
- Perform rescue operations as requested by DPS Communications Centers
- Provide rescue operation status updates to DPS Communications Centers

**DPS Communications Centers:**
- Take requests for rescue operations and assign to the MVE or ISP officer(s)
- DPS Communications Centers will contact the DOT TMC when assistance from a snow plow is needed for a rescue operation.
- DPS will notify the requesting dispatch center and TMC that their request has been completed.

**Iowa DOT TMC:**
- The TMC will connect with DPS Communications Centers for rescue operation requests.
- When DPS requests assistance from a snow plow, the TMC will connect DPS with the DMM or HMS.

**Iowa DOT DMM:**
- The DMM will direct the snow plow to the rescue operation.
- The DMM will notify the TMC when the rescue operation is complete.

**Response**

All participants performing routine operations will be considered available for requests for rescue operations as necessary. No resources will be staged.

### 3.5.4 Flooding / Standing Water on Roadway

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Roadways and work zones will be monitored closely during rain and other adverse weather. If lane(s) or roadways are blocked due to unsafe water levels, then the following flooding procedures shall be used.

With any notification that there is flooding on a roadway, TMC operator will create:
- An ATMS entry and DMS activation, if available
- A CRS event
- An EIN 3 with lane blockage
- An EIN 2 with full blockage
- An EIN 1 if/when it qualifies
TMC operator will notify the following:

- Call HMS (area supervisor) and notify of water on roadway
- Call Law Enforcement if DOT is advising water on roadway
- Maintain contact with HMS or their representative, ask for updates and make changes
- Monitor until Highway is reopened
- Follow normal TMC On-call procedures for blockage
- Standard DMS messaging will be used with the cause being flooding, followed by the location and the impact to the roadway.

### 3.5.5 Towing Services Prohibited

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Towing Services Prohibited is defined as the following: It has been determined that weather conditions have deteriorated to the point that it is too dangerous to provide towing or roadside services. Tow truck operators should wait until conditions improve before removing stranded vehicles, for everyone’s safety.

Towing Services Prohibited is initiated by the DPS or DOT. The initiating party will call in the event of a winter storm that has potential to cause a hazard to towing services.

The TMC will notify TMC On-Call, the appropriate DMM, and the Winter Operations Group and make the necessary entries into the CRS.

Towing Prohibited should then be posted to social media using the Social Media Engagement tool.

### 3.5.6 Travel Not Advised

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“Travel Not Advised” is initiated by the HMS, DMM, or DOM. The initiating party will call the TMC in the event of a winter storm that has potential to cause a hazard and the roadway is now “Travel Not Advised.”

**When to Use:** If the plows are being pulled due to poor visibility, but the road will not blow closed with snow

The TMC will then notify TMC On-Call, the appropriate DMM, and the Winter Operations Group.

In CRS, update the road segment to “Travel Not Advised” and add any additional comments (e.g., blowing snow, drifting snow, etc.).
3.5.7 Impassable

“Impassable” is initiated by the HMS, DMM or DOM. The initiating party will call in the event of a winter storm that has potential to cause a hazard and the roadway has become impassable.

“Impassable” can be initiated by the HMS, DMM or DOM. The initiating party will call the TMC with the notification of the impassable roadway and the TMC will then notify TMC On-Call, the appropriate DMM and the Winter Operations Group by email using the Notification form in the Iowa TMC Dashboard.

Impassable is used when:
- The road has been blown closed with snow or...
- Plows are being pulled because travel is hazardous and the road will blow closed with snow.

The route(s) must then be updated in CRS to reflect the conditions reported.

3.5.8 Winter Operations and Messaging

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When requested by Iowa DOT or law enforcement, the TMC will display winter or hazardous driving messages on necessary DMS assets. The TMC will post notifications on DMS, per the User Manual, of winter storm warnings issued by the National Weather Service.

When DOT staff or Iowa State Patrol report a roadway closed due to winter weather, the TMC will be responsible for notifying the appropriate parties and updating the information in CRS.

When DOT field staff (HMS, GOA, EOS) report that plows are being pulled off in an area due to the hazardous weather conditions, obtain the following information:
- Garage locations that are being pulled off.
- Weather conditions causing the hazard (e.g. high winds, whiteout conditions, heavy snow).
- Plans to resume operations (e.g. daylight, when wind dies down, etc.).

The TMC will contact the DOT on-call and the Office of Strategic Communications regarding the removal of snow plows and guidance on special social media messages.

Utilize the Notification form in the Iowa TMC Dashboard. Plows being pulled due to hazardous conditions require the CRS road segment to be changed to “impassable” or “travel not advised.”

Example text includes:

“Snow removal operations have been temporarily suspended due to hazardous weather conditions. The highway is expected to become impassable during this time. Snow removal operations will resume when conditions become less hazardous.”
3.6. Traveler Alerts and Notifications

3.6.1 General
Develop DMS messaging strategies (in coordination with other entities) for work zones, severe weather events, planned special events and Amber alerts. Notification procedures for Incident Management DMS operations are detailed in Section 3.3 for Incident Management; Section 3.4 for Work Zone Management DMS; Section 3.5 for Road Weather Response and Management DMS; and Section 3.8 for Planned Special Events DMS. Guidelines for Amber Alert messages will be provided and maintained by the Contractor per DOT oversight.

Develop DMS messages using approved message structure, content, and wording.

Select sign locations, post DMS messages, and monitor surrounding traffic conditions to identify if messages on additional signs are warranted.

Coordinate with neighboring states to notify them of messages posted on Iowa DOT-owned signs that are across the border in neighboring states.

Enter, verify, and update information in CRS so that information can be transmitted to travelers via the Traveler Information telephone, web, and mobile application.

Verify that Traveler Information is displaying correct alerts and notifications for travelers.

Participate in “Message Monday” for safety messages on statewide DMS.

Follow Iowa DOT protocol for DMS message priorities and adjust message as conditions warrant.

Respond in a timely manner to requests for updated traveler information and alerts from districts, local agencies, and the media.

3.6.2 Amber Alerts

Only the Des Moines DPS Communications Center can request activation of an Amber Alert in Iowa. The TMC operator is responsible for posting Amber Alerts per the User Manual and the following:

- Required information for messages on roadway DMS: Color, Make, Model, Licensed State, and Number.
- Required information for messages at the Rest area DMS: Color, Make, Model, Location (Nearest Town/City), Licensed State, and Number.

Illinois can call and request DMS in Illinois to be activated for an Illinois Amber Alert.

Call Checklist:
- Vehicle color, make and model
- Vehicle license plate state and license plate number
- Location (Nearest Town/City)
- Person and Agency requesting
- Call back information

Notifications
Notify TMC On-Call immediately when there is an Amber Alert or a pending Amber Alert. TMC On-Call can be found in the Iowa TMC Dashboard under the “On-Call” heading.

Activating Traveler Alerting Systems with Amber Alert
Activating an Amber Alert requires entry into three systems, in the following order:
- ATMS
- CRS Software
- Iowa TMC Dashboard

Amber Alerts are active for 24 hours, unless cancelled or extended by the DPS Communications Center.

TMC operators are to enter messages in ATMS to activate overhead and side-mount DMS, following the Amber Alert Message templates.

TMC operators are to confirm that messages are displaying correctly on DMS.

TMC operators are to create a statewide floodgate message in CRS using the prescribed format.

Once all signs have been activated and the CRS floodgate created, TMC operators are to complete an Amber Alert notification form in the Iowa TMC Dashboard.

Amber Alert messages are to run on the signs until the Amber Alert is cancelled or for 24 hours from time of activation, whichever is less.

Deactivating Amber Alerts from Traveler Notification Systems
When the cancellation is received from the DPS Communications Center, TMC operators are to clear the signs in ATMS. TMC operators need to confirm Amber Alert messages are clear from DMS.

TMC operators are to cancel the CRS floodgate Amber Alert.

Once the signs have been cleared and the CRS floodgate cancelled, TMC operators are to update the Amber Alert Notification Form in the Iowa TMC Dashboard.
3.6.3 Message Monday (Traffic Deaths & Safety PSA)

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The Iowa DOT has a “Message Monday” program to post safety messages and safety-focused public service announcements on DMS throughout the state. This program is aimed at increasing public awareness of traffic deaths on Iowa roadways.

Each Monday, TMC operators post two-phase messages on each overhead DMS throughout the state. The first panel lists current Iowa traffic fatalities, and the second panel is a pre-determined safety message.

TMC operators will develop messages using the current traffic fatality count provided by MVD. This information is provided by MVD weekly to the TMC.

TMC operators will coordinate with the Office of Strategic Communications for specific messages.

“Message Monday” messages will be superseded if there is a higher priority incident or event that needs to be displayed on signs. Examples of superseding messages are lane closures, crashes, detours, weather warnings, Amber Alerts, travel times, etc.
3.7. Emergency Management

SECTION NO.: 3.7  |  SECTION TITLE: Emergency Management

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3.7.1 General
Issue notifications about major impacts such as hazmat spills, bridge hits, road infrastructure failures, or major weather impacts on roads to appropriate entities per the TMC Standard Operating Procedures.

Monitor incident, road weather, and emergency responses.

Update CRS, ATMS, and Iowa TMC Dashboard with details about road restrictions and road impacts.

Verify that Traveler Information tools are showing accurate information about emergency impacts.

Allocate TMC resources to ensure continuity of adequate coverage during emergency events.

3.7.2 Hazmat Spill – Non-Cargo
A hazmat spill is a spill from the vehicle itself (engine, fuel tanks, etc.). The TMC receives a call from DOT field staff reporting a spill that is NOT from the cargo, but is affecting the highway system.

TMC is to contact the following:
- DOT HMS
- Department of Natural Resources Spill Line. Must be done within 6 hours of notification.
- TMC On-Call staff

3.7.3 Hazmat Spill – Cargo
A hazmat spill involving cargo is a spill from the vessel being transported (tanker, trailer, etc.). Any incidents involving hazardous materials cargo that is being transported (including farming anhydrous nurse tanks) requires notification of the following personnel:
- DOT HMS
- DOT MVE Hazardous Materials Section
- Department of Natural Resources Spill line. Must be done within 6 hours of notification.
- TMC On-Call

3.7.4 Radiological
For radiological incidents, obtain as much information on the spill form as possible and contact:
- Iowa Department of Public Health - Radiological Health
- HSEMD Duty Officer; if unable to reach Duty Officer, call Des Moines DPS Communications Center
- DOT MVE
- TMC On-Call
3.8. Planned Special Events

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3.8.1 General

Maintain list of special events as part of a TMC calendar.

Participate in larger event pre-planning and strategy development, incorporating lessons learned from prior events.

Develop a traveler information strategy, including messages to display on DMS, DMS locations for messages, advanced messages, day-of messages, and a strategy for updating messages for event ingress and egress.

Enter event information and potential traffic impacts in CRS so that information can be transmitted via Traveler Information web, telephone, and mobile application.

Verify that Traveler Information is displaying event traffic impact information correctly.

Provide ongoing monitoring of traffic conditions on corridors near the event location if CCTV or traffic speed data feeds are available.

Participate in after-action debriefing for large-scale events and document event plans/lessons learned.
3.9. Other Operations Responsibilities

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3.9.1 E-mail Monitoring
Operators are responsible for monitoring TMC e-mail during shifts.

3.9.2 MVD Kiosk Monitoring
TMC will monitor MVD kiosks 24 hours a day, 7 days per week. The TMC will answer incoming calls from trusted partner sites.
4. **SUPPORTING RESPONSIBILITIES**
4.1. MVD Security System Monitoring

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### 4.1.1 General

Monitor security cameras at MVD locations throughout the state.

Respond to panic button alarms from MVD locations during business hours.

Respond to alarm triggers at MVD facilities after-business hours.

Assess security breach using MVD security camera feed.

Notify appropriate authorities of security breaches.

Monitor status of response to facility using security cameras.

### 4.1.2 Driver’s License Panic Button

Driver’s license stations are located across the state of Iowa and are connected to a proprietary surveillance system. Each station has a panic button that the staff can utilize in the event of an emergency. The Avigilon system allows the TMC to monitor the stations when the panic button is activated by the driver’s license station staff.

The TMC’s primary role involves immediately reacting to the activated panic button alarms to minimize the impact of potential safety and security threats. The TMC must be capable of disseminating and reporting the information gathered from video surveillance and intuiting potential threats and quickly acting in the appropriate manner.

TMC staff will not actively observe the cameras unless the panic button is activated. When the alarm pop-up display appears on the TMC wall monitor, operators should use the fixed cameras to confirm if the activity is deemed suspicious.

Monitor the TMC email inbox for notification of unusual activity at the driver’s license station.

In the event of a panic button activation:

- Monitor video feed for activity.
  - Open several cameras using the security system software
  - Monitor for unusual activity
• Is the alarm occurring during normal business hours?
  o Normal Hours of Operation:
    ▪ Monday                    Closed
    ▪ Tuesday – Friday          8:30 am – 5:00 pm
    ▪ Saturday                  8:00 am – 1:00 pm
    ▪ Sunday                    Closed
  o Holiday Hours of Operation:
    ▪ Memorial Day              Closed
    ▪ July 4th                  Closed
    ▪ Labor Day                 Closed
    ▪ Veterans Day              Closed
    ▪ Thanksgiving Thursday     Closed
    ▪ Thanksgiving Friday       Closed
    ▪ Thanksgiving Saturday     Closed
    ▪ Thanksgiving Monday       8:00 am – 1:00 pm
    ▪ Christmas Day             Closed
    ▪ New Year’s Day            Closed

If the activity seen on camera is deemed suspicious during normal business hours and the alarm has been activated, operators should contact the nearest ISP Communications Center (whichever is closest).

If the alarm has been activated and there is no apparent problem seen from the cameras, operators should contact the Driver’s License Station to verify if it was inadvertently activated and no further actions are required. An email should then be sent to TMC Operations Manager. Additional detail should be captured in the Contractor maintained User Manual regarding specific contacts and phone numbers.

4.1.3 Panic Button Testing
Panic button testing should be done every month. If a panic button test fails at a Driver’s License Station, an email should be sent to the appropriate contacts. The contractor will be expected to maintain a current list of contacts including email address and phone numbers.

In the Device Status application, a number will appear next to the ‘Panic Button’ tab description indicating the number of buttons that are overdue for a test.

The operator should call the phone number listed, ask the attendant to push the button, and check the ‘Status’ box to indicate success/failure. The test Date/Time will be recorded automatically and the ‘Next Test’ date will increase to the next month.
4.2. Iowa Welcome Center Security Monitoring

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4.2.1 General
Monitor security cameras at Iowa Welcome Center locations throughout the state.

Respond to panic button alarms from Welcome Center locations during business hours.

Assess security breach using Welcome Center security camera feed.

Notify appropriate authorities of security breach identified in the Standard Operating Procedures.

Monitor status of response to facility using security cameras.

4.2.2 Welcome Center Alarms
The TMC’s primary role in Welcome Center security involves immediately reacting to activated panic button alarms to minimize the impact of potential safety and security threats. Depending on the specific scenario, operators are required to follow-up through various communications as highlighted in the User Manual.
4.3. **ITS Device System Health Checks**

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4.3.1 **General**

Perform routine checks of statewide ITS devices to assess connectivity, verify device function, and response to control strategies.

Accomplish checking of prescribed number of devices each day.

Document any problematic devices or connectivity problems in the ITS Device Ticketing System so that the maintenance contractors can review and repair.

4.3.2 **DMS Monitoring**

Periodically monitor the messages on all DMS as well as the DMS status. When an issue is detected that cannot be resolved through local software, a ticket needs to be submitted and notifications made to appropriate staff.

If an issue is detected that cannot be resolved through the software, submit a high-priority ITS maintenance ticket immediately using the procedure listed in Section 4.3.3. Also email the TMC Operations Manager with any issues.

Reasons to monitor the DMS include, but not limited to:

1. If a message is running but a communications failure exists with the sign, the current message will be “stuck” and if incorrect due to the changing status of an incident, will result in a credibility issue with passing motorists.
2. Messages may have been submitted incorrectly with misspelled words, incorrect locations, or messages on the wrong signs.
3. There have been instances where signs have been “hacked” with inappropriate messages.

By monitoring the signs, issues can be quickly addressed.

4.3.3 **After Hours High-Priority ITS Maintenance Tickets**

When a High-priority ITS maintenance ticket is entered by the TMC after hours using the ITS Device Ticketing System, the ITS Maintenance Vendor is notified immediately and is authorized to spend up to one hour to remotely troubleshoot and make repairs. As soon as the ITS Maintenance Vendor determines that they cannot repair the device(s) remotely, the ITS Maintenance Vendor will contact the TMC to explain what might be required to fix the device(s). Then the TMC will decide whether to request that the ITS Maintenance Vendor make after-hours field repairs. After-hours are defined as 6:00 PM – 6:00 AM on weekdays, weekends (6:00PM Friday until 6:00AM Monday) and holidays.
If the high-priority maintenance ticket remains unanswered for 15 minutes, the TMC should contact the ITS Maintenance On-Call contact.

Additionally, the Iowa DOT Representative should be emailed.

Area Outages
If two or more DMS or three or more cameras in the same vicinity are in communication failure, a high-priority ticket should be entered in the ITS Device Ticketing System so the ITS Maintenance Vendor can check for outages in power or the communication network. If the problem cannot be fixed remotely, the TMC and ITS Maintenance Vendor will need to collaborate to decide if a field visit should be made. Factors to consider include the likelihood that the devices will be needed prior to noon on the next business day, the estimated time it may take the ITS Maintenance Vendor to fix the problem, and whether the source of the problem is something that the ITS Maintenance Vendor can fix (e.g., area power outage, disruption in the cellular network, etc.).

DMS/PDMS Outage or Malfunction
A high-priority ticket should be entered in the ITS Device Ticketing System for:

- DMS/PDMS that will not display the proper message but is needed for an incident, work zone or major event
- DMS/PDMS that will not display the proper message but will be needed for a planned event that will take place before noon on the next business day

The ITS Maintenance Vendor will first attempt to remotely repair the DMS/PDMS. If the DMS/PDMS cannot be remotely fixed, the TMC will need to talk to the ITS Maintenance Vendor and make the decision to request after-hours field work based on comparing the estimated time to visit the sign and make repairs, and the estimated time the message will be needed on the sign.

A high-priority ticket should also be entered in the ITS Device Ticketing System if a DMS/PDMS is not needed as described above, but is displaying an incorrect message or message that cannot be removed. The ITS Maintenance Vendor will first attempt to remotely fix the DMS/PDMS. If remote repairs do not work, then:

- If the incorrect message is not confusing (e.g., a few pixels stuck on, travel times, Message Monday, etc.), the ITS Maintenance Vendor will only remotely troubleshoot, but will not deploy until the next business hours.
- If the message could create confusion, then either the ITS Maintenance Vendor should visit the sign for repairs, or the local DOT Maintenance person should be asked to disconnect the sign from power, whichever can happen faster.

CCTV Camera Malfunction
If a camera or series of cameras are down, and the camera(s) will be needed (for construction or a major event) prior to noon on the next business day, then an after-hours effort is required.

If there are no planned events, the camera repair can wait until normal business hours.
If a camera or series of cameras are down and there is an incident, enter a high priority maintenance ticket. If the camera(s) cannot be fixed remotely, then the TMC and ITS Maintenance Vendor will need to talk and compare the expected clearance time of the incident with the expected time to travel to and repair the camera(s).

4.3.4 IT On-Call
The TMC staff is expected to provide after-hours support to the IT HelpDesk. The IT HelpDesk extension will roll over to the TMC operators on weekends, holidays, and other times when needed by IT. When an IT related call is received, the TMC will enter a ticket in the Technical Support/IT After Hours tab in the Iowa TMC Dashboard. The TMC will call the on-call IT staff if the criteria are met to make a call.
4.4. CCTV Video Records Requests

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4.4.1 General

Send the requestor the link with the following email:

Below is the link to the online request form to request DOT traffic camera video. [https://iowadot.gov/511/traffic-video-requests](https://iowadot.gov/511/traffic-video-requests)

A few things to note:

- Video is recorded and retained at Iowa DOT for 7 days.
- Once you have received notification that your video clip is ready to download, it will be available for 2 weeks. After that time, it will be deleted from the system.
- Not all Iowa DOT cameras have the ability to record video.
- The camera may not be pointed in the direction you are looking for.
- It is not guaranteed that all cameras are operational or that the quality of the video is acceptable for your needs.

Requestors can call the Traffic Management Center if they have any problems filling out the form.
4.5. Performance Monitoring and Management

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4.5.1 General
Enter incident, weather, work zone, maintenance, and other activities into the Iowa TMC Dashboard.

View status of system performance.

Support TMC management in aggregating monthly performance statistics to support performance reporting.

Identify updates to the SOP to improve overall system performance and efficiency.

4.5.2 Quality Control
The TMC will notify the DOT Representative when complaints or errors are reported to the TMC.

The quality control procedure has been set up to keep the DOT informed about when complaints or errors are being reported in the TMC.

When the TMC is notified of an error or receives a complaint, the DOT Representative needs to be notified immediately via email. The information contained in the email should include the operator who made the error, the person who notified the TMC of or discovered the error, and how long the error was out to the public before it was discovered.

Examples of Errors:
1. Misspelled words on the DMS boards
2. Incorrect messages for Message Monday displayed
3. Complaints or unresolved issues called into the TMC
4. Incorrect information on EINs
5. Misspelled words on EINs, or any reports
6. Incorrect information going out to the Traveler Information System
7. DMS Signs not getting put up
8. No information entered into CRS
9. Reports (railroad, EINs, CMV, etc.) not being completed
10. No follow up on reports received (i.e. downed signs, post damage, case numbers not sent, etc.)

This procedure will allow management to address issues and complaints in a more timely and efficient manner and improve the TMC’s overall performance.
4.6. **Documentation**

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#### 4.6.1 General
Maintain adequate documentation on event plans, winter operation plans, and incident response plans.

Maintain up-to-date contact information, including phone numbers and email addresses, of those referenced in this document to be contacted in case of an emergency or for after-business hours support and notifications.

Coordinate with appropriate office staff, district, and local agencies to be sure the TMC has the most recently approved versions of key plans.

Generate system documents to support after-action debriefings for major traffic incidents, work zones, winter weather events, emergencies and planned special events.

#### 4.6.2 Change Control
Changes to the SOP document must be approved by DOT. If changes are needed, the TMC Program Manager must create a changelog document detailing the changes desired. This document is then submitted to the DOT Representative to be approved. Only then can changes be made in the SOP.
4.7. Notifications

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4.7.1 General

Provide notifications as needed based on User Manual and as noted in the sections below.

4.7.2 911 Notifications

The TMC operator will be responsible for notifying first responders of 911 calls that come to the TMC.

4.7.3 Critical Sign Notifications

Reports of the following signs being down/damaged (not visible to drivers) are considered critical and Iowa DOT maintenance staff must be called immediately: Stop, No Passing, Stop Ahead, Do Not Enter, Wrong Way, Road Closed, and Curve with Advisory Speed. Phone contact must be made with DOT maintenance staff. An email is not considered sufficient notification.

If the HMS cannot be reached, then follow proper phone procedure calling the GOA, EOS, DMM, DOM, ADE, DE in that order until someone is reached. Phone contact must be made.

4.7.4 District 6 Complex After Hour Calls

District 6 complex consists of three buildings: Iowa DOT District 6 Office, Maintenance/Construction Building, and Materials Building. If there is an emergency identified by the janitorial service, the janitorial staff are instructed to call the TMC.

If the janitorial service calls the TMC, obtain the following information from the called:

- Who is calling (Name and call back number)?
- Which building is the emergency?
- What is the emergency (fire, medical emergency, etc.)?
- Has 911 been notified?
  - If 911 has not been notified, TMC is to call 911.
  - If 911 has been notified, are they on scene?
- Contact the Iowa DOT TMC On-Call.

After On-Call staff has been reached, create an incident report in the Iowa TMC Dashboard software. Fill out all notification information in the form.

4.7.5 Bridge Hits

The TMC is responsible for reporting information to the DOT when there has been a report of a bridge being hit. Due to the potential for structural damage the TMC shall act on any report of a bridge hit.
When the TMC is notified of an infrastructure hit, the following steps should be taken:

Report of a bridge hit:
- If there is lane blockage proceed with incident procedures (DMS, CRS, EIN)
- Call the area HMS, someone from the DOT needs to respond to verify that the bridge was hit.

Bridge hit has been confirmed by DOT:
- The DOT Bridge Office must be called.
- Proceed with incident procedures if roadways need to be closed (DMS, CRS).
- Contact DOT TMC on call personnel.

Information must be entered into the Iowa TMC Dashboard software.

4.7.6 Sign Truss Hit
Other Structural damage reported: Other structural damage would be sign trusses that holds DMS or road signs over the interstate.
- If there is lane blockage proceed with incident procedures (DMS, CRS, EIN).
- Call the area HMS, someone from the DOT needs to respond to verify that the structure was hit.

Sign Truss has been confirmed by DOT:
- Proceed with incident procedures if roadways need to be closed (DMS, CRS).
- Contact DOT TMC on call personnel.
- Determine if the sign truss holds a DMS.

Information must be entered into the Iowa TMC Dashboard software.

4.7.7 Bridge Scour Alerts
Definition of Scour: Erosive action of flowing water carrying away material from the bed and banks of streams and from around the piers and abutments of bridges.

Bridge scour alerts are the result of rainfall monitoring in the drainage basins. These alerts enable maintenance personnel to monitor the condition of at-risk bridges during heavy rainfall.

An automatic email is sent to the TMC when a threshold is exceeded for a particular bridge on the scour watch list. A text message is also sent to the TMC cell phone ensuring that the notice is not overlooked.

TMC operator is responsible for distributing the information.

The HMS responsible for the Garage Assignment (or their replacement) is to be contacted by phone only if the bridge is classified as ‘Critical’. Other classifications include: permanent, armored, other, watch, or on rare occasions “NPDES”.

An email with “NPDES” is an alert for the construction office to measure erosion control effectiveness and have nothing to do with Bridge Scour. These alerts can be ignored.
Once phone contact is made, the email is to be forwarded to the HMS, DMM, and DOM. Note on the email, the person who you have made phone contact with regarding this alert. If the bridge is classified as other than ‘Critical’ only the email is forwarded to the HMS.

4.7.8 Construction and Maintenance Requests
See Section 3.4.2.

4.7.9 City and Utility Closure Requests
Enter city and utility closure requests into CRS in the same way as Section 3.4.2.

4.7.10 DOT Asset Damage E-mails
TMC should notify the DOT Claims Management Office of asset damage. Examples of asset damage can include:
- Guardrail damage
- Cable Barrier
- Stop Signs
- Bridge Hits

Law enforcement will assign a case number for any damage that has been done to DOT property when there is a responsible party.

4.7.11 DOT Employee Serious Injury or Fatality
A report of employee injuries requiring transport to a hospital or emergency room or fatality will be reported to the TMC. Upon a report of injury or fatality, the operator is to report the incident to the Iowa DOT Representative immediately and by phone. This person will handle all subsequent notifications, contacts, etc.

The report received can be documented in TMC Daily Log but otherwise will be kept in confidence so that subsequent reporting by the Iowa DOT Representative to the appropriate management and/or family members can take priority.

Expedient reporting is necessary. If the Iowa DOT Representative cannot be reached, then their designee should be called next.

4.7.12 Earthquake Notification Procedure
Notifications of seismic activity will be emailed to the TMC and the Office of Bridges and Structures from the same system that sends out Bridge Scour notifications.
The email will give the Region(s) (A, B, C, D, E, and F) affected and the Response Level (1, 2, or 3) that is required. Response levels are identified below.

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<td>4</td>
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<td>E</td>
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<tr>
<td>F</td>
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The initial notification actions of the TMC are the same for all response levels. The affected regions will dictate who is to be contacted by phone and email.

Additional detail about notification processes and procedures should be captured in the Contractor maintained User Manual.

The TMC’s responsibilities after the initial notifications are dictated by the response level reported in the email.

- Response Level 1
  - Notify appropriate personnel of seismic event and response level.
- Response Level 2 and Level 3
  - Notify appropriate personnel of seismic event and response level.
  - Coordinate communications between District personnel and the Office of Bridges and Structures.

4.7.13 Elevator Calls
Ankeny Motor Vehicle Division
In the event of an issue with an elevator in the Ankeny MVD facility, a call will be sent to the TMC. It is then the TMC’s responsibility to collect the following information and follow the guidelines set forth below:

- Caller’s name and contact information.
- If the caller knows on which floor the elevator stopped.
- Assure the caller that you are making an immediate call and someone will be in contact shortly. Provide the TMC number if they have a cell phone.

The TMC operator should then call the appropriate personnel in the TMC Contacts List document until person-to-person contact is made.
4.7.14 Ankeny MVD Winter Notification
In an effort to develop a more comprehensive and sustainable snow plan for the Ankeny MVD facility, the TMC will make after-hours contact with facility staff in the event of winter weather conditions developing at the Ankeny facility.

It is not the TMC’s responsibility to determine if plowing/salting is needed but to notify the correct parties if it is snowing/icing/etc. at the Ankeny facility.

4.7.15 Flag Proclamation
Proclamations are issued from the Governor’s office when flags are to be flown at half-staff.

The TMC has been signed up to receive Flag Proclamation notifications directly from the Iowa Governor’s office.

When the TMC receives an email from the Office of the Governor the email must be forwarded immediately to the Flag List Distribution Group by using the Iowa TMC Dashboard.

4.7.16 Motor Vehicle Enforcement Captain Notification
MVE Officers enforce all State and Federal regulations that apply to commercial motor vehicles (CMV) travelling on Iowa’s road system. The TMC shall notify the area MVE Captain regarding relevant incidents shown below.

During Working Hours (Monday-Friday 7:00 AM-9:00 PM):
- Any Crash involving a CMV
- Any incident involving an oversize, overweight (OSOW) load
- Bridge hit by a CMV
- Hazardous material spilled or compromised from CMV cargo
- Request for MVE
- Towing and recovery operations of a CMV during daylight hours

After Working Hours (weekends, holidays, Monday-Friday 9:00 PM-7:00 AM)
- Fatality crashes involving a CMV
- Serious non-fatal injury crash involving a CMV
- Hazardous material spilled or compromised from CMV cargo
- Bridge hits causing structural damage by a CMV
- Request for MVE

4.7.17 Incident Notification from Railroad
When the TMC receives an incident notification from a railroad company, the TMC will complete a railroad incident form in the Iowa TMC Dashboard.

When the TMC is made aware of an incident that occurs on or near (50 feet or less) a rail line the operator shall notify the owner of that rail line so that rail traffic can be stopped, if necessary.
The Rail Division staff should only be called after hours if the event meets the following DOT Rail Division reporting criteria:

- Any derailment of 20 cars or more
- Any Amtrak derailment
- Any fatality due to a derailment
- Any hazmat release due to a derailment
- Any other catastrophic event that involves track conditions – i.e. a derailment of less than 20 cars that destroys a building, dumps cars into a river or over highway bridge
- Any rail event that is likely to have major media attention

Inspectors are ONLY interested in derailments. After-hours calls are NOT NECESSARY for grade crossing or trespassing incidents, even if a fatality is involved.

For events requiring after-hours notification, call either the North or South Track Inspector, depending on the region in which the incident occurred.

In the event that the appropriate track inspector cannot be reached, call the Iowa DOT Representative.

Railroad Media Guidelines
Since the railroads are private industries, the DOT should not release or make public any information on an incident unless it impacts highway traffic - and even then, any notice should be limited to minimal information to address the highway issue.

If traffic is impacted, contact DPS and affected District’s Garage Supervisors using the Contact Listing within the Iowa TMC Dashboard.

Multiple Fatalities from Railroad Incident
If there are multiple fatalities:
- Contact TMC On-call
- Call HSEMD Duty Officer
- If Hazardous Materials are released contact DNR Spill Line

Security or Terrorism Rail Incident
If the incident is security or terrorism related:
- Immediately contact TMC On-Call
- Contact DPS and request the DPS Intel Duty Officer contact the State Emergency Operations Plan (SEOP) Director regarding a railroad security event.
Incident Near or on Railroad
For any incident that the TMC is made aware of that occurs on or near (50 feet or less) a rail line, it shall be the TMC operator’s responsibility to notify the owner of that rail line so that rail traffic can be stopped, if necessary.

- The TMC shall notify the responsible railroad via phone call as soon as possible.
- DOT rail group shall be added to the EIN.

4.7.18 Rental DMS Failure Notification
In the event that a portable rental DMS is found to be in communication failure or be experiencing some other issue such as physical damage or vandalism, then immediate notification to the contractor is required.

The Iowa DOT pays the contractor to use their DMS and if they are not operational, then the DOT will not pay the contractor for them. These DMS are not in the ITS Device Ticketing System list; therefore, the following procedure must be followed to get the DMS fixed.

The contractor must be contacted. There are several different contractor companies and they are denoted by an abbreviation. QTC (Quality Traffic Control), IPS (Iowa Plains Signing), SS (Street Smart) IWZ (Intelligent Work Zone) boards, or Road Safe.

The TMC will utilize a form in the Iowa TMC Dashboard called “Rental DMS Failures” for reporting these issues to the Office of Traffic Operations ITS support staff. The form will contain fields to specify the date and time of the report, which device, what the issue is, any troubleshooting attempted (such as polling the device), who was contacted and when, and what the resolution was. The completed form will be sent to the email group DOT-OSC-TO-Workzones@iowadot.us. This email address has already been linked to the form when the “mail report” button is clicked. The email that is generated should be formatted in the same manner as an EIN.

4.7.19 Social Media Engagement
The TMC is responsible for monitoring and engaging with the DOT and 511 social media accounts through the Social Media Engagement tool from 4:30 PM to 8:00 AM during weekdays (Monday-Friday), and continuously during the weekends and holidays. During weather events, the Office of Strategic Communications will coordinate with the TMC for social media coverage.

4.7.20 TDR (Time Domain Reflectometry) Procedures
Alerts
An Initial Alert will occur when an alarm goes off in the program that monitors the TDR system. An alarm is triggered when downward deflection of a TDR cable exceeds a preset threshold.

The alarm indicates that the TDR system has detected subsidence of the roadway embankment and possibly the onset of sinkhole formation under the pavement. The alarm initiates an alert, in the form of
an Email notification. Each TDR cable has a separate alarm. The Activity Log file of the affected cable records the information that triggers the alarm.

A follow-up notification will come from the Soils Design Section of the Office of Design. This notification will either be a dismissal of the Initial Alert or a Second Alert. A Second Alert will be a confirmation and further defined Alert. Dismissals, confirmations, and the further definition of the Alert will be based on a review and evaluation of the initial alert, the interpretation of the TDR data files and activity logs, and additional criteria for defining alert levels.

**Alert Formats**

Emails for the Initial Alert will state that activity has been detected and will identify the specific lane and cable. The second notification, from Soils Design, will either state that the Initial Alert has been dismissed or will confirm and identify the level of Alert (coded as Low, Medium, and High) as well as identify the lane or lanes, which cable(s), and where activity has occurred along the cable or cables (stationing).

Since there could be several combinations of the criteria for defining the Second Alert, Soils Design will base the Level of Alert on an evaluation and interpretation of the information.

**Alert Action Plan**

When the Initial Alert email notification is received, the TMC operator shall immediately contact the HMS or designee by phone. If unable to contact the HMS, follow the calling tree below. Phone contact MUST be made with one person in the District, and options are shown below. That person then becomes or assigns the District Point Person.

- District Operations Manager
- District Maintenance Manager
- Assistant District Engineer
- District Engineer

Phone contact must be made with one person in the Office of Road Design, Soils Section, and the options are shown below.

- Soils Design Geologist III
- Assistant Soils Design Engineer
- Soils Design Engineer

That person then becomes or assigns the Soils Design Point Person. The TMC operator will give the District Point Person name and phone number to the Soils Design Point Person.

The TMC will be notified by the District Point Person or designee via phone regarding any closure information. The TMC will create, when necessary, appropriate notifications such as EIN, CRS / Traveler Information entry, etc. and will also inform Des Moines and Cedar Falls DPS Communications Centers.
Following the Initial Alert, Soils Design will evaluate the TDR data (Activity Log Files, etc.) as well as the information from the District, and issue either a dismissal or a confirmed and defined Second Alert.

If a dismissal is issued, nothing further is warranted and the District will stop the closure procedure and Soils Design will return to monitoring 24/7.

If a confirmed and defined Second Alert is issued, the Soils Design will make an on-site visit as soon as possible to meet with the District.

The District and Soils Design will meet to discuss/determine the need for any additional investigations (such as pavement coring, geophysical surveys, etc.) and discuss/determine remediation (such as filling with flowable mortar). The District and Soils Design will also discuss how long the lane or lanes will/may need to be closed, if there is a need for either additional investigation or remediation, or both. If a lane will stay closed, the District will inform the TMC of the duration. Soils Design will reset the TDR System, if needed.

**Closure**

An initial alert will initiate a closure of one or both directional lanes (EBL and/or WBL), by the District in cooperation with DPS. As soon as the District is aware of the alert, the District will make an on-site inspection, take any additional action that may be necessary or appropriate, for public safety, and contact the TMC to confirm the lane closure(s) and provide any additional details or modifications.

**4.7.21 Wind Monitoring Notifications**

When a notification email is received, the HMS or designee shall be contacted by phone and notified that there has been a bridge wind alert. Refer to the TMC Contact List for contact information. Alerts will continue every 20 minutes whenever the wind speed is 50 mph or greater. Only 1 call is required at the time of the initial notification.

No further action is required unless it is reported by the HMS that the bridge is being closed at which time normal EIN procedures shall be followed.

**4.7.22 Maintenance Phone Notification**

Maintenance notification hierarchies are followed to ensure that the proper Maintenance personnel are notified in the event that a local response is needed (i.e. debris, pothole, crash, etc.). Follow the below phone notification call order under business hours or after hours. It is imperative to leave a voicemail with each number and include a brief description of the reason you are calling, the time/date, and the call back number (state phone number clearly).
Call all phone numbers listed twice, in the order listed, until someone is reached.

**Business Hours**
6:00 AM – 3:30 PM Monday – Friday

- **HMS:** Work Cell → Garage
- **GOA:** Work Cell
- **EOS:** Work Cell

If none of the above can be reached, call the DMM.

If DMM cannot be reached, call the DOM.

**After Business Hours**
3:30 PM – 6:00 AM Monday – Friday, Weekends, and DOT Holidays

- **HMS:** Work Cell → Home Phone
- **GOA:** Work Cell → Home Phone
- **EOS:** Work Cell → Home Phone

If none of the above can be reached, call the DMM.

If DMM cannot be reached, call the DOM.
5. ADMINISTRATION
5.1. Operations Personnel Standards

SECTION NO.: 5.1  |  SECTION TITLE: Operations Personnel Standards

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5.1.1 Standards of Conduct

Comply with TMC SOPs and TMC User Manual at all times.

Effectively communicate verbally and in writing in the English language.

Always set an example as courteous, considerate, and professional. Be customer service-oriented and constantly strive to provide a safe and secure workplace.

Obey all federal, state, and local laws, ordinances, regulations, and standards related to traffic and motor vehicle operation and safety and proper use of traffic control devices.

**Prohibited** Items and Activities:

- Tobacco usage of any type
- Carry or storage of firearms or other weapons
- Recommend any towing service, mechanic, or repair/body shop
- Recommend any legal service, lawyer, or medical facility
5.2. Operations Personnel Qualifications

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5.2.1 General

Provide certification that new and experienced staff that transfer to the Contractor’s employment meet the minimum qualifications listed herein. Conduct a proficiency test to assess TMC operator readiness and provide to Iowa DOT prior to deploying staff within the TMC.

Recertify TMC personnel in SOP processes, TMC User Manual, qualifications, and other state and local standards on an annual basis and provide evidence of annual certification to Iowa DOT.

5.2.2 Minimum Qualifications

- Be 18 years of age or older
- Minimum of a high school education or equivalent
- Pass driving record and criminal background checks performed by the Iowa DOT Bureau of Identification and Identity Protection
- Pass a pre-employment drug test and an annual random drug test. Drug and alcohol testing shall be the successful responder’s responsibility. The DOT has the right to request a drug screening throughout the life of the contract.
- Be able to speak and write in English

5.3.3 Program Requirements

- General
  - TMC Standard Operating Procedures, User Manual, Rules, and Guidelines
  - TMC Floor Operation
  - Proper Dress Code and proper use of Personal Protective Equipment when applicable
  - Legal Issues and Iowa Traffic Laws
  - Critical Incident Stress Management
  - Workplace violence and Iowa DOT safety rules, procedures, and administrative policies
  - Diversity and sexual harassment
  - Ethics

- Communication and Interpersonal Skills
  - Public relations and upholding the image of Iowa DOT
  - Interacting with motorists and with other agencies
  - Interacting with multiple Iowa DOT offices
  - Communicating within the TMC and with DOT field personnel
  - Communicating with Highway Helper and Dispatch
  - Communicating with State Radio and other PSAP’s
  - Pass-down procedures and shift changes
• FHWA SHRP2 National Traffic Incident Management Responder Training (4-hour)
• Incident Command System (ICS)
  o ICS-100 – Introduction to the Incident Command System
  o ICS-200 – ICS for Single Resources and Initial Action Incidents
  o ICS-700 – National Incident Management System, An Introduction
• Hazmat Awareness for First Responders certification

The TMC Program Manager must:

• Have the ability to work alternate work schedules and be on call 24 hours/day.
• Perform administrative functions, such as preparing reports and completing special requests, TMC management and hiring, and operations staff training.
• Provide management of the TMC staff and resources including problem resolution concerning TMC operations or operator performance issues.
• Develop special event response plans, provide guidance during severe events, and generate event response reports.
• Develop ideas on how to implement system and operational improvements (e.g., modifications in software, hardware, field equipment, operations, and coordination procedures, etc.) to increase the efficiency of the TMC Floor operations.
• The original Program Manager shall be present at least through the first term of this contract and must live within the state of Iowa. Any Program Manager staffing changes or transitions shall be approved by the Iowa DOT.
• Coordinate with key DOT staff, including TMC specialists and Director of Traffic Operations as needed.
• Perform assignments to include the planning, organizing, and developing of complicated tasks as assigned by Iowa DOT.

Additional Requirements for the TMC Program Manager:

• An understanding of traffic incident management and traffic operations principles.
• An understanding of key management concepts.
• Ability to provide strong leadership and effective communication.
• Ability to interpret and clearly communicate technical information.
• 3 years’ experience in the management/supervision of a similar program.
SEALED BID

LETTING DATE: August 14, 2019
PROPOSAL NO: 22524
PROPOSAL DESCRIPTION: Traffic Management Center Staffing

Iowa Department of Transportation
PURCHASING - SEALED BID PROPOSAL
800 Lincoln Way
Ames, IA 50010