

## SECTION 18

# TECHNICAL PROPOSAL FORMAT, ORGANIZATION AND CONTENT

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### 18.1 GENERAL

- A. Proposals shall include all of the requirements requested in the RFP. Failure to include all the information requested may adversely affect the evaluation. Noncompliance with the RFP requirements will raise serious questions regarding the Offeror's technical and/or past performance and may be grounds to eliminate the proposal from consideration for Contract award. Offeror's are advised that their proposals represent their company's best efforts and most complete responses to this solicitation. Assurance of experience, capability, and qualifications that clearly demonstrate and support the Offeror's claim are essential. The absence of such evidence will adversely influence evaluation of the proposal.
- B. Offerors are to submit proposals that present the Offeror's qualifications and understanding of the overall work to be performed.
- C. The technical proposal must be thorough and in as much detail as possible and contain sufficient detail to provide a clear and concise representation of the requirements in the solicitation.
- D. By your proposal submission, you are representing that your firm will comply and perform all requirements specified in the RFP.

### 18.2 PROPOSAL FORMAT AND ORGANIZATION

- A. The requirements that follow, related to format, organization and content of proposals, have been purposely established to facilitate objective, timely and efficient evaluation by VRE. The Offeror is advised to ensure that proposals comply with all such requirements.



- B. All written documentation shall be submitted in the technical proposal marked with the respective tabs as outlined below. Incomplete proposals may cause the proposal to be deemed non-responsive.

### 18.3 PROPOSAL CONTENT

- A. Each requirement specified below shall be separated in the binder by an appropriate *labeled tab*. The forms included in **ATTACHMENT H.4 PROPOSAL SUBMISSION FORMS** must be completed and included in the proposal. Offerors must submit the required information identified in this Section as a complete proposal. **Incomplete proposals may cause the proposal to be deemed non-responsive.**

**TAB 1**      **Table of Contents:** The table of Contents must delineate all the sections of the proposal.

**TAB 2**      **Title Page:** The title page included in **ATTACHMENT H.4 PROPOSAL SUBMISSION FORMS** must be completed and included in this tab.

**TAB 3**      **Transmittal letter:** The letter must be dated and signed by a company officer authorized to bind the firm(s) or entity in a Contract. Failure to manually sign the letter may disqualify the proposal. The following information shall be provided in the transmittal letter:

- a. type and size of business;
- b. years of operation; and
- c. description of the company (or other structure in the case of partnership or joint venture).

**TAB 4**      **Narrative (Description of Experience):** A comprehensive narrative shall describe and demonstrate the Offeror's capability to perform all the services required and familiarity with the methods needed for proper performance of the Contract. The narrative shall cover all the requirements in the RFP. The Offeror shall submit additional information to enable VRE to ascertain how the proposal will meet the requirements contained herein. The narrative shall also describe the Offeror's capability to meet the following objectives:



- a. Management Plan effectiveness and efficiency;
- b. Company relevant experience, qualifications and capabilities;
- c. Relevant experience, qualifications and capabilities of key personnel;
- d. Demonstrate system safety and security with the requirements of the RFP;
- e. Demonstrate equipment maintenance with the requirements of the RFP;
- f. Demonstrate facility maintenance and environmental services with the requirements of the RFP;
- g. Demonstrate train operations with the requirements of the RFP;
- h. Mobilization Plan effectiveness and efficiency;
- i. Cost effectiveness and value of services offered; and
- j. Best efforts to employ certified disadvantaged business enterprise(s).

**TAB 5**      **Point of Contact:** A telephone number for an assigned single point of contact to be available twenty-four (24) hours, seven (7) days a week.

**TAB 6**      **Office Location:** Location of the offices to be maintained within the VRE service area.

**TAB 7**      **Exceptions to Scope of Services:** The Offeror shall state in its proposal whether it accepts the Scope of Services as presented in this solicitation or if exceptions are taken. *If no exceptions are taken to either document, the Offeror shall so state.* Exceptions taken to the scope of services shall be identified. Each exception shall be specifically related to each paragraph and/or specific part of the solicitation to which the exception is taken. The Offeror shall provide rationale in support of the exception and fully explain its impact, if any, on the performance, schedule, cost, and specific requirements of the solicitation. The exceptions form included in



**ATTACHMENT H.4 PROPOSAL SUBMISSION FORMS** must be completed and included in this tab.

**TAB 8**      **Rolling Stock Maintenance Plan (RSMP):** This plan shall incorporate tasks, policies, procedures, and staffing to be put in place by the Contractor to comply with the rolling stock maintenance standards required in this RFP and all maintenance requirements of applicable regulatory agencies. See **SECTION 5.5.2 ROLLING STOCK MAINTENANCE PLAN** for further details.

**TAB 9**      **Facility Maintenance Plan (FMP):** This plan shall incorporate all tasks, policies, and procedures to be put in place by the Contractor to comply with the facility maintenance standards required by the technical specifications and all maintenance requirements of applicable regulatory agencies. See **SECTION 5.6.2 FACILITY MAINTENANCE PLAN** for further details.

**TAB 10**     **Warehouse Management Plan:** This plan shall explain fully how the VRE warehouse will be managed in conformity with the requirements of this RFP, including an inventory reordering plan, inventory control as a whole, staffing and all details of the Contractor’s operational plan for the warehouse. See **SECTION 5.7.U WAREHOUSE MANAGEMENT PLAN** for further details.

a.      **Material Quality Control Plan (sub-part of the Warehouse Management Plan):** This plan shall address inbound inspection of material, management of suppliers, material specification management and disposition of material. See **SECTION 5.7.V MATERIAL QUALITY CONTROL PLAN** for further details.

b.      **Procurement Management Plan (sub-part of the Warehouse Management Plan):** The plan shall recognize VRE’s procurement policies and procedures, the Virginia Public Procurement Act, and any revisions to these documents. See **SECTION 5.7.W PROCUREMENT MANAGEMENT PLAN** for further details.



- TAB 11**      **Train Operations Staffing Plan:** This plan shall include the number of personnel to perform the Contract services as specified in **SECTION 6.3 TRAIN OPERATIONS STAFFING PLAN**.
- TAB 12**      **Complaint Investigation Plan:** This plan shall outline the process to be used to verify customer complaints and methods for resolving any issues that are identified as part of the Complaint Investigation process. See **SECTION 6.4.3.1 COMPLAINT INVESTIGATION PLAN** for further details.
- TAB 13**      **Preliminary Layover Plan:** This plan shall include lodging for crews and transportation between the Ivy City Coach yard and lodging facilities. See **SECTION 6.10.2 LAYOVER FACILITIES** for further details.
- TAB 14**      **Management Plan:** This plan shall at a minimum, include the following:
1.      An organizational chart that identifies “key personnel.” At a minimum, key personnel must include the General Manager, Senior Operations Manager, Operations Manager, and Superintendent of Equipment;
  2.      A staffing plan, including all employee titles, necessary qualifications and responsibilities;
  3.      A detailed description of the methodology proposed for the documentation, recordkeeping, analysis and reporting of the required training, oversight, quality assurance, rider-related customer service issues, equipment inspection, maintenance, and defect and repair history as specified in **SECTION 7.2 MANAGEMENT PLAN**; and
  4.      Corporate structure for this RFP.
- TAB 15**      **Safety Record:** A current safety record shall enumerate injuries, property damage, fatalities and hazardous conditions that have occurred throughout the last five (5) years of the Offeror’s business history. See **SECTION 8.19 SAFETY PERFORMANCE RECORD** for further details.



- TAB 16**      **Outline of Comprehensive Safety Program:** This shall be a program currently be used to guide and advise employees on safe execution of their job responsibilities. See **SECTION 8.21 COMPREHENSIVE SAFETY PROGRAM** for further details.
- TAB 17**      **Mobilization Plan:** This plan shall include a detailed schedule identifying the progress and sequence for completing all tasks detailed within the plan. See **SECTION 10.3 MOBILIZATION PLAN** for further details.
- TAB 18**      **Transition Plan:** This plan shall include the method and schedule for the transition plan with the existing contractor, including a transition of responsibilities for each division of work. This plan shall include phase-in services for the six (6) month transition period. See **SECTION 10.3.B.1 MOBILIZATION PLAN** for further details.
- TAB 19**      **Hiring Plan:** This plan shall include qualifications and evaluation criteria, for all employees with associated start dates. See **SECTION 10.3.B.2 MOBILIZATION PLAN** for further details.
- TAB 20**      **Training Program:** This program shall include training for management and non-management employees, including a matrix of requirements and timing of renewal certifications. See **SECTION 10.3.B.3 MOBILIZATION PLAN** for further details.
- TAB 21**      **References (Past and Present Experience):** Identify three (3) clients for whom comparable services have been performed within the last ten (10) years or are currently being performed. The references form in **ATTACHMENT H.4 PROPOSAL SUBMISSION FORMS** must be completed and included in this tab. In addition, this tab shall include the following, if applicable:
- a. Information on contracts performed by each of the Offeror's Subcontractors considered most relevant in demonstrating their ability to support the Offeror in the effort, including rationale supporting your assertion of relevance. At VRE's discretion, any proposed



Subcontractors identified by the Offeror may be contacted for the purposes of determining the responsibility of the Offeror.

- b. The Offeror shall provide a list of contracts within the past four (4) years, if any, on which failure to complete the work within the specified time frame resulted either in the assessment of liquidated damages, damages or contract termination.

**TAB 22**      **Subcontractors:** Identify any Subcontractors, estimated dollar amount of the work to be performed, location of the work, and type of work anticipated to be performed during the Contract. This information must be included on the subcontractors form included in **ATTACHMENT H.4 PROPOSAL SUBMISSION FORMS**.

- a. During contract performance, ALL subcontractors shall be approved in advance by VRE. VRE reserves the right to request from the Offeror during the solicitation process and any time during Contract performance, additional information about a Subcontractor proposed by the Offeror/Contractor, that VRE deems necessary to evaluate the qualifications of the subcontractor.
- b. The Offeror is reminded that it is responsible for ensuring that lower-tier subcontractors used in support of this RFP are in compliance with the certifications included in **ATTACHMENT H.3 REPRESENTATIONS AND CERTIFICATIONS**, including coverages described in this RFP and all requirements to federal and state procurement regulations referenced herein.

**TAB 23**      **Resumes for Proposed Key Personnel:** Each resume must indicate educational background, recent experience, certifications, and licenses.

**TAB 24**      **Financial Statements** – Furnish complete financial statements for the current fiscal year (interim statements are acceptable) and the past two (2) years. This information shall also be furnished by each entity participating in the Offeror’s proposal.



- a. The financial statements shall include the following:
  - i) Statement of Financial Position (Balance Sheet);
  - ii) Results of Operation (Income Statement);
  - iii) Statement of Cash Flow; and
  - iv) Statement of Current and Retained Earnings.
- b. These statements (i. through iv.) shall be certified indicating disclosure of all facts that could impair or affect the statements presented.
- c. The term “certified” is defined to mean that an officer of the corporation includes a statement that the financial statements fairly presents the financial position of the Offeror. Audited financial statements with the auditor’s opinion meets this requirement. The term “officer” is defined to mean the president, chief financial officer, or treasurer.
- d. VRE reserves the right to request additional financial information as may be required to determine the Offerors’s financial responsibility. If required, a formal request shall be made by VRE to the Offeror.

**TAB 25      Acknowledge Receipt of Addenda Issued:** Offerors shall include signed acknowledgement of receipt of all addenda issued to this solicitation.

**TAB 26      Representations and Certifications:** Sign and include the representations and certifications included in **ATTACHMENT H.3 REPRESENTATIONS AND CERTIFICATIONS** herein.

