



Good Life. Great Journey.

DEPARTMENT OF TRANSPORTATION

Request for Qualifications

Professional Services for Traffic Management Center (TMC) Operations Support

February 25, 2026

Statements of Qualifications are due **Wednesday, April 1, 2026, at 1:00 P.M.**

GENERAL

In accordance with Nebraska Consultants' Competitive Negotiation Act ([Neb. Rev. Stat. §81-1702](#)), the Brooks Act ([40 USC 1101](#)), and [23 CFR 172.5](#), the State of Nebraska, Department of Transportation (NDOT), is issuing a Request for Qualifications (RFQ) for Traffic Management Center (TMC) Operations Support services. Qualified consultants are invited to submit a statement of qualifications as outlined below. NDOT's website referred to in this document is located at:

<http://www.dot.nebraska.gov/business-center/consultant/>

All consultants interested in providing professional services for NDOT are strongly encouraged to review NDOT's template [Standard Professional Services PE Agreement](#), [Sample Fees and Payments Exhibit](#), and [Insurance Requirements for Professional Service Providers](#) prior to responding to this RFQ. By submitting a statement of qualifications in response to this RFQ, Consultant, and all subconsultants, agree to meet the substantive requirements of these documents. These documents can be found on NDOT's website. An agreement will not be executed unless consultant provides a current overhead (indirect cost rate) schedule and proof of meeting the insurance requirements in the form of an [Insurance ACORD](#). Further information regarding insurance, including a [checklist](#) to assist in submitting an acceptable insurance certificate, can be found at <https://dot.nebraska.gov/business-center/consultant/insurance/>.

NDOT is seeking a statement of qualifications from consultants who wish to be considered to provide these services.

This RFQ does not commit NDOT to award a contract, to pay any costs incurred in the preparation of a response to this request, or to procure or contract for services. NDOT reserves the right to award contracts to more than one qualified consultant, to accept or reject any or all responses received as a result of this request, to negotiate with any qualified consultant or to modify or cancel in part or in its entirety the RFQ, if it is in the best interest of NDOT to do so.

Nebraska Public Records Act

In accordance with Nebraska Revised Statute [84-712](#) et.seq., Nebraska Public Records Act, documents provided to NDOT are public records subject to disclosure unless consultant requests in writing that documents must be kept confidential and can demonstrate that such records are confidential under federal or state law.

Required Title VI Non-discrimination General Assurance

The Nebraska Department of Transportation, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders/offerors that it will affirmatively insure {ensure} that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

STANDARD WORK CATEGORIES

Standard Work Categories anticipated on this project are listed below. Consultant/team must be certified in the following Standard Work Categories. Information regarding the [Standard Work Categories](#) can be found on NDOT's website.

- 140 Traffic Operation Studies & Design
- 145 Intelligent Transportation Systems (ITS)

SCOPE OF SERVICES**A. OVERVIEW OF THE WORK:**

NDOT is seeking qualified consulting firms to provide operations support and management services for the NDOT Traffic Management Center (TMC). The TMC provides statewide traffic management functions including, but not limited to:

1. Dynamic Message Signs (DMS)
2. Closed Circuit Television (CCTV) cameras
3. Variable Speed Limit (VSL) systems
4. Road condition and incident reporting
5. 24/7/365 traffic monitoring and incident coordination

The selected Consultant(s) will support a hybrid staffing model, consisting of NDOT employees and consultant-provided personnel, to ensure continuous TMC operations. NDOT staff will provide coverage during core weekday hours, while Consultant staff will supplement remaining hours to maintain full 24/7/365 operations. NDOT requires flexibility within this contract to expand staffing hours and operational responsibilities as the TMC's functionality and statewide ITS deployment evolve.

To promote service continuity and preserve institutional knowledge, current NDOT employees performing similar or related functions shall have preferential opportunity to seek employment with the selected consultant. As such, all proposals must include a clear plan on how this will be accomplished.

B. CONSULTANT RESPONSIBILITIES:

Services anticipated under this contract may include, but are not limited to, the following:

1. TMC Operator Staffing and Management
 - a. Recruit, hire, train, and schedule qualified TMC operators.
 - b. Maintain a minimum of two trained operators per shift at all times.
 - c. Provide on-site supervisory staff for daily operations.
 - d. Coordinate staffing schedules with NDOT personnel.

- e. Ensure compliance with NDOT operating procedures and policies.
- 2. Day-to-Day Operations Management
 - a. Provide a full-time, on-site Operations Manager.
 - b. Maintain standard operating procedures (SOPs), logs, and schedules.
 - c. Conduct audits and performance evaluations of operations.
- 3. TMC Phone and Communications Support
 - a. Provide continuous 24/7/365 phone support.
 - b. Respond to operational inquiries, alerts, and incident notifications.
- 4. Traffic Incident Management (TIM) Support
 - a. Participate in statewide TIM meetings and training.
 - b. Provide ongoing TIM training for operators.
 - c. Assist in maintaining incident management plans and documentation.
- 5. Motorist Assist Coordination
 - a. Coordinate with NDOT's motorist assist service providers.
 - b. Relay incident details and support dispatch operations.
- 6. Reporting and Performance Management
 - a. Prepare and submit monthly performance reports.
 - b. Provide annual summaries and cost/benefit analyses.
 - c. Provide additional reporting upon request.
- 7. Road Condition and Public Information Support
 - a. Ensure accurate and timely entry of incident and roadway condition data.
 - b. Support updates to public traveler information systems, including 511.
- 8. ITS and Systems Support
 - a. Support troubleshooting of ITS devices and systems.
 - b. Coordinate with NDOT Electronics and IT staff.
 - c. Participate in ATMS/ATIS software integration discussions.
- 9. Senior-Level Engineering Support
 - a. Provide professional traffic engineering expertise.
 - b. Support development of incident response plans, VSL operations, and MUTCD-compliant traffic control strategies.
- 10. Public Engagement and Representation
 - a. Host tours and partner visits at the TMC.
 - b. Represent NDOT at industry and professional events, as requested.

C. DELIVERABLES AND DELIVERY APPROACH:

Anticipated deliverables by the selected firm under this contract may include, but are not limited to:

- 1. Qualified and trained TMC operator staffing sufficient to support 24/7/365 operations.

2. On-site supervisory and operations management staffing.
3. Monthly operational and performance reports.
4. Annual performance summaries and cost/benefit analyses.
5. Incident, roadway condition, and operational documentation.
6. Updated Standard Operating Procedures (SOPs) and training materials.
7. Engineering analyses, recommendations, and operational support products as requested by NDOT.

All deliverables shall be provided in formats acceptable to NDOT and shall become the property of NDOT.

D. IMPLEMENTATION PLAN:

Each Consultant shall include, as part of its Statement of Qualifications, a basic Implementation Plan that clearly addresses:

1. The Consultant's approach to staffing, training, and retaining qualified TMC personnel.
2. Methods for ensuring continuous 24/7/365 operational coverage.
3. Management structure and internal quality control procedures.
4. Processes for coordination with NDOT staff within the hybrid staffing model.
5. Approach to performance monitoring, reporting, and continuous improvement.
6. Communication protocols, escalation procedures, and issue resolution methods.
7. Flexibility to scale staffing levels and services as TMC operations expand.

The Implementation Plan should demonstrate the Consultant's understanding of NDOT's operational needs and clearly explain *how* the Consultant will successfully deliver the required services, not just *what* services will be provided. The Implementation Plan will be evaluated and scored as part of the RFQ process

E. SCHEDULE:

Implementation complete beginning 3rd quarter 2026.

DETAILS

It is anticipated that three (3) consultants will be shortlisted for interviews, with one (1) consultant will be awarded the contract for the work. The initial contract is expected to be for 2 years, with up to four (4) one-year renewals. The evaluation criteria to be used for the short-listing and final selection are outlined below. The payment method for the contract may be Lump Sum, Cost Plus Fixed Fee, or Specific Rates of Compensation.

NDOT reserves the right to abandon or terminate any contract at any time and either re-advertise services or utilize its own forces. NDOT also reserves the right to accomplish services for future phases on all projects with the selected consultant, select another consultant, or utilize its own forces.

NDOT will not hold a briefing. All information is contained within this RFQ and on NDOT's website. If additional information is deemed necessary, it will be posted on the same web page as this RFQ and will be labeled as an update. Consultants interested in this RFQ are responsible for checking for updated information.

Interested consultants must be certified by NDOT or have a completed certification form on file with NDOT prior to the deadline identified in the Schedule of Activities. Instructions for completing the NDOT Annual Consultant Certification form is available at: <https://dot.nebraska.gov/media/g1qb344b/cert-instruc-annual-certification.pdf>

Please submit your Drug-Free Workplace Policy (DF Policy) separate from the response to this RFQ ([DF Policy Example](#)). The DF Policy is a one-time submittal to NDOT. Please do not re-submit unless your DF Policy has changed or you never have previously submitted a DF Policy. While the DF Policy is not a submittal requirement, all consultants must have an acceptable DF Policy on file prior to the deadline identified in the Schedule of Activities. If necessary, the consultant's DF Policy may be submitted via email to: NDOT.PDAnnualCertification@nebraska.gov

Please do not call or write NDOT staff for information regarding the services in this RFQ. Email all inquiries/questions to NDOT Procurement Engineer, at: ndot.pdRFQinfo@nebraska.gov or call (402) 479-4778.

EVALUATION CRITERIA

Short List (80 pts)

A. QUALIFICATIONS & EXPERIENCE (35 PTS)

1. Qualifications of the project manager and key team members to perform the work.
2. Firm's organizational structure and capacity to manage/deliver the project.
3. Experience operating or supporting traffic management or operations centers.
4. Experience providing 24/7 operational staffing models.
5. Experience with Intelligent Transportation System (ITS) devices, Advanced Traffic Management System (ATMS), Advanced Traveler Information System (ATIS) platforms, Traffic Incident Management (TIM), and traffic operations software.
6. Availability of licensed Professional Engineers to provide senior-level support.

B. UNDERSTANDING OF THE SERVICES – IMPLEMENTATION PLAN (35 PTS)

1. Clarity and completeness of the proposed implementation plan.
2. Feasibility and practicality of the approach.
3. Alignment with NDOT's TMC operational requirements.
4. The consultant has recognized and identified special circumstances to be considered for the work.

C. PERFORMANCE DATA (10 PTS)

1. Performance history and references for same or similar work. The team should list a minimum of two (2) references in their proposal.
2. Applicability and relevance of comparable projects provided by the Consultant.
3. Cooperation with NDOT staff on previous projects, if applicable.

Final Selection (20 pts, 100 pts total)

D. INTERVIEW (15 PTS)

1. Consultant’s interview presentation was clear and concise.
2. Consultant showed knowledge and understanding of topics.

E. COMMITTEE Q&A (5 PTS)

1. Consultant answered committee questions logically and thoroughly.

SCHEDULE OF ACTIVITIES	Date (2026)	Time (CST)
RFQ posted	Feb 25 – April 1	
Last day questions will be accepted	Mar 11	4:00 PM
Last day Q&A or updates to RFQ may be posted	Mar 20	4:00 PM
NDOT Form 497 & Drug-Free Workplace Policy on file at NDOT	Apr 1	1:00 PM
Statement of Qualifications Due	Apr 1	1:00 PM
Post Short-List Consultants & Interview Schedule	April 13	4:00 PM
Interview	April 27	9:00 AM to 12:00 PM
Post Final Selections	April 29	4:00 PM

NOTE – Shortlisted Firms may be asked to provide verification that they and all subconsultants have submitted their indirect cost rates and certifications for their latest fiscal year. Latest fiscal year means the last fiscal year with an end date no more than 6 months in the past.

SUBMITTAL OF QUALIFICATIONS

All information must be received by the deadline identified in the Schedule of Activities. No exceptions to this deadline will be given.

One (1) electronic copy (PDF format) of your firm's statement of qualification (SOQ) must be submitted using the Online [“SOQ Submittal Form”](#) link found on the Consultant Services Business Opportunities page. Please “reduce file size” of PDF before submitting.

Submittals are to include the following in the order given below:

1. Front cover to include the consultant, subconsultants (if applicable), and number and title of the RFQ.
2. A letter of interest not to exceed one (1) page.
3. Organizational Chart not to exceed one (1) page.
4. Basic Implementation Plan not to exceed three (3) pages.
5. A narrative responding to the established evaluation factors not to exceed five (5) pages.
6. A maximum of five (5) pages of additional supportive material such as charts, tables, resumes, or photos.
7. [NDOT Form 498, “Architect, Engineer, & Related Services Supplement to Statement of Qualifications” \(MS Word version\)](#) not to exceed six (6) pages for the consultant and six (6) pages for each subconsultant. A separate NDOT Form 498 must be submitted for each subconsultant to be used.

Additional submittal requirements are:

1. All narrative-related material in the submittal must be formatted for 8½ x 11 paper, single or double spaced. Font size for narrative text no smaller than 11 point.
2. Submittal covers and dividers between the sections are allowed and not included in the page limit.

INTERVIEWS

NDOT's selection committee will conduct interviews with the short-listed consultants at the Department of Transportation, Central Complex, Conference Room 105.1, 1500 Nebraska Parkway, Lincoln, Nebraska on the date and time specified in the Schedule of Activities. Interviews will be capped at 30 minutes, followed by up to 15 minutes of Q&A. Consultant may contact the Procurement Engineer to make any special arrangements.

NDOT will make every effort to post the short-listed consultants and interview schedule on NDOT's website prior to the deadline identified in the Schedule of Activities.

Upon completion of scoring and approval of the Deputy Director, NDOT will post the final selections on NDOT's website prior to the deadline identified in the Schedule of Activities, or as soon as possible.

Vicki Kramer, Director
Nebraska Department of Transportation

EQUAL OPPORTUNITY EMPLOYER