ATTACHMENT A

PROCUREMENT SUMMARY

EXPRESSLANES BACK OFFICE SYSTEMS/PS40164000

1.	**Contract Number**: **PS40164000**	
2.	**Recommended Vendor**: TransCore	
3.	**Type of Procurement (check one):** ☐ **IFB** ☒ **RFP** ☐ **RFP–A&E** ☐ **Non-Competitive** ☐ **Modification** ☐ **Task Order**	
4.	**Procurement Dates**:	
	A. Issued: 4/21/17	
	B. Advertised/Publicized: 4/17/17	
	C. Pre-Proposal Conference: 5/2/17	
	D. Proposals Due: 7/20/17	
	E. Pre-Qualification Completed:	
	F. Conflict of Interest Form Submitted to Ethics: 9/1/17	
	G. Protest Period End Date: 01/19/18	
5.	**Solicitations Picked up/Downloaded**: 71	**Proposals Received**: 4
6.	**Contract Administrator**: Adrian Ziemer	**Telephone Number**: (213) 922-1109
7.	**Project Manager**: Tim Lew	**Telephone Number**: (213) 418-3134

A. Procurement Background

This Board Action is to approve Contract No. PS40164000 issued in support of Metro's ExpressLanes back office system (BOS). Board approval of contract awards are subject to resolution of any properly submitted protest.

The RFP was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit price.

Six amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on 04/26/17, to update the Statement of Work;
- Amendment No. 2, issued on 05/11/17, clarified the option years of the Contract, extended the RFP due date to 06/23/17, and updated Exhibit 2 and the Statement of Work;
- Amendment No. 3, issued on 06/17/17, updated the RFP number to PS40164-2 due to an administrative issue, extended the due date to 07/07/17, and updated the Statement of Work;
- Amendment No. 4, issued on 06/21/17, added Exhibits 12 and 13, Special Provisions 25 and 26, updated Exhibit 2, updated Exhibit 3, updated Exhibit C, and updated Attachments 3 and 6;
- Amendment No. 5, issued on 06/27/17, extended the RFP due date to 07/20/17;
- Amendment No. 6, issued on 06/30/17, updated the RFP Attachment 6, Exhibit 2, and the Statement of Work.

A pre-proposal conference was held on May 2, 2017. Twelve people from nine companies attended in person and six people from four companies attended via teleconference. There were 107 questions submitted in response to this solicitation and all were answered.

While there was no Small Business Enterprise (SBE) goal established for this procurement, an Industry Forum was convened on June 1, 2017 inviting SBEs and DVBEs to meet with potential Metro Primes for two future ExpressLane projects. The purpose of the event was to help create opportunities for SBE/DVBE to partner with Primes for ExpressLanes roadway toll collection systems and customer service center (CSC) to help ensure Metro continues to meets small business goals and objectives. Nine large business Primes participated and over 50 small businesses attended the event and met with the primes to discuss future partnership opportunities.

Though no SBE goal was established for this procurement, firms could receive up to five points based on the amount of SBE commitment outlined in their proposals.

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Congestion Reduction department and one member from San Francisco Metropolitan Transportation Commission was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria and weights:

• Demonstrated Project Experience & Qualifications	5 percent
• Key Project Team Experience	10 percent
• Approach to Project Plan and Implementation	15 percent
• Approach to System Requirements	25 percent
• Approach to Maintenance and Software Support Service	15 percent
• Approach to Performance Requirements	10 percent
• Cost	15 percent
• SBE/DVBE Participation	5 percent

Several factors were considered when developing these weights, giving the greatest importance to Approach to Project Plan and Implementation, Approach to Maintenance and Software Support Service, and Cost.

Of the four proposals received, all were determined to be within the competitive range and are listed below in alphabetical order:

1. BRiC-TPS

2. Conduent State & Local Solutions, Inc. (Conduent)
3. ETAN
4. TransCore

During the week of August 21, 2017, the PET met and interviewed the four firms. The firms' project managers and key team members had an opportunity to present each team's qualifications and respond to the PET's questions. In general, each team's presentation addressed the requirements of the RFP, experience with all aspects of the required tasks, and stressed each firm's commitment to the success of the project. Also highlighted were staffing plans, work plans, and perceived project issues. Each team was asked questions relative to each firm's proposed alternatives and previous experience. Fact finding was conducted on Sept 18, 2017. On October 12, 2017, a notice requesting Best and Final Offers (BAFO) was sent to all firms providing an update to quantities in the pricing schedule.

Qualifications Summary of Firms within the Competitive Range

TransCore

TransCore, LP is a wholly owned subsidiary of Roper Technologies, Inc., which acquired TransCore in December 2004. TransCore is one of the leading toll systems integrators in the United States, with demonstrated expertise and performance in all aspects of toll system design and integration. TransCore has successfully integrated over 38 back office systems in the United State and abroad. Many of the back office systems that they replaced were legacy systems that required careful transition planning and migration of existing data. Each of TransCore's key staff averages 15 years' experience serving the transportation industry.

TransCore is deploying its highly scalable and configurable *Integrity* BOS product, which is the system of choice for many CSC operations and tolling authorities, including the SANDAG I-15 Express Lanes, Delaware Department of Transportation, Massachusetts Department of Transportation, Pennsylvania Turnpike Commission, Ohio Turnpike and Infrastructure Commission, West Virginia Parkways Authority, and the Virginia Department of Transportation. TransCore has back office toll collection systems currently being used by 28 toll agencies, operates 10 CSC and virtual private clouds, and has successfully migrated system data for 15 back office conversions.

TransCore's proposal addressed all aspects of the statement of work.

ETAN

ETAN is a privately-held company founded in 1997 as a Limited Liability Company specializing in customer service, billing, collections, and accounting services. Their tolling catalog, offered as FASTLane (Financial Accountability Solution for Tolling), includes a comprehensive suite of services designed to address all transponder-

based and toll-by-plate back-office needs from the moment the transaction occurs until the tolls and all associated fees are paid in full.

ETAN is a technology company that provides solutions to the tolling industry. ETAN analyzed existing toll processing operations and developed optimized alternatives that both capitalized on technologic opportunities, and focused on financial accuracy and accountability. The result enabled them to manage the electronic tolling environment, packaged in a single solution called FASTLane.

ETAN's proposal did not address required system capabilities (i.e. tracking and management of outbound notifications) as it pertains to maintenance and software support. Moreover, the proposal did not address performance requirements regarding incentivizing support service(s) by group, management, and individual staff members to achieve optimal efficiency. ETAN listed no subcontractors in their proposal and received no SBE/DVBE participation points. Additionally, the proposed cost was 8.6% higher than that of the recommended firm.

Conduent

Conduent (previously Xerox State & Local Solutions) employs approximately 3,700 professionals. The firm supports more than 1,700 government agency customers in all 50 states, and has locations all over the United States. They have experience designing, installing, operating, and maintaining toll collection systems. They utilize Conduent BOS for a variety of industries including tolling, transit, financial, and health.

Conduent has expanded their interests in the transportation industry to include red light, carpool and HOT lane technologies. They are one of the largest electronic tolling collection (ETC) and BOS providers in the United States, providing services to a wide variety of tolling agencies, including the Bay Area Toll Authority, the New Jersey Turnpike Authority, New York E-ZPass® agencies, and LA Metro Express HOT Lanes. They provide transportation technology services worldwide, with employees across the U.S. and around the world, providing tolling, mass transit, parking, photo enforcement, and work zone safety. Conduent State & Local Solutions, Inc. is providing all current tolling support for Metro, as a subcontractor under Atkinson Construction.

Conduent’s proposal did not address a detailed approach to maintaining support for new mobile devices, mobile browsers, desktop browsers and operating systems, mobile and desktop customer experience trends as it relates to maintenance and software support services. Procurement and ownership rights of systems including software, equipment, physical assets, and other essential components were not addressed in the proposal as part of project and implementation planning. In addition, the proposal did not address system capabilities for providing, maintaining and supporting elements of the toll system that improves operational efficiencies per

system requirements. Conduent's price was 18% higher than that of the recommended firm and they received 0.58 SBE/DVBE participation points out of a possible 5 points.

BRiC-TPS

BRiC-TPS is a California company supporting transportation clients across North America. The company formed to address client operations and maintenance needs, initially for congestion mitigation programs operated by the Ports of Long Beach and Los Angeles under the PierPASS banner. They have expanded into providing maintenance and consulting services to customers using the VTX Back Office System in the electronic tolling industry. Their major projects include modernizing software solutions, replacing existing technology infrastructure and extending system capabilities to meet changing business needs. VTX is a proven back office system currently in use and supported by BRiC-TPS at several tolling agencies across North America, including the Transportation Corridor Agencies in Orange County which has successfully utilized the system for over 16 years.

BRiC-TPS has a team experienced in software development, maintenance, call center operations and toll Agency accounting. They have supported financial audits, provided PCI certification and testing, tokenized credit card processing, integrated chip based credit card readers, replaced networks, relocated data center operations, virtualized hardware platforms and other operations required by clients.

BRiC-TPS' proposal did not address system capabilities (i.e. linking correspondence, tracking of outbound notification) as it pertains to system requirements. As part of maintenance and software support services requirements, their approach failed to adequately address planned periodic software releases, break/fix solutions, emergency patches and restoration of systems services during an outage. BRiC-TPS' price was 46% higher than the recommended firm and listed no subcontractors in their proposal thereby receiving no SBE/DVBE participation points.

Summary of Scores of Firms within the Competitive Range

Table below provides the scores in order of rank.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	**TransCore**				
3	Demonstrated Project Experience & Qualifications	86.45	5.00%	4.32	
4	Key Project Team Experience	93.34	10.00%	9.33	
5	Approach to Project Plan and Implementation	84.45	15.00%	12.67	

6	Approach To System Requirements	82.76	25.00%	20.69	
7	Approach to Maintenance and Software Support Service	91.45	15.00%	13.72	
8	Approach to Performance Requirements	90.12	10.00%	9.01	
9	Cost	100.00	15.00%	15.00	
10	SBE/DVBE Participation	100.00	5.00%	5.00	
11	**Total**		**100.00%**	**89.74**	**1**
12	**ETAN**				
13	Demonstrated Project Experience & Qualifications	47.58	5.00%	2.38	
14	Key Project Team Experience	64.91	10.00%	6.49	
15	Approach to Project Plan and Implementation	81.79	15.00%	12.27	
16	Approach To System Requirements	77.50	25.00%	19.38	
17	Approach to Maintenance and Software Support Service	76.79	15.00%	11.52	
18	Approach to Performance Requirements	36.79	10.00%	3.68	
19	Cost	92.13	15.00%	13.82	
20	SBE/DVBE Participation	0.00	5.00%	0.00	
21	**Total**		**100.00%**	**69.54**	**2**
22	**Conduent**				
23	Demonstrated Project Experience & Qualifications	83.57	5.00%	4.18	
24	Key Project Team Experience	81.02	10.00%	8.10	
25	Approach to Project Plan and Implementation	44.13	15.00%	6.62	
26	Approach To System Requirements	52.23	25.00%	13.06	
27	Approach to Maintenance and Software Support Service	57.24	15.00%	8.59	
28	Approach to Performance Requirements	71.12	10.00%	7.11	
29	Cost	84.87	15.00%	12.73	
30	SBE/DVBE Participation	11.60	5.00%	0.58	
31	**Total**		**100.00%**	**60.97**	**3**
32	**BRiC-TPS**				
33	Demonstrated Project Experience & Qualifications	50.02	5.00%	2.50	
34	Key Project Team Experience	69.57	10.00%	6.96	

35	Approach to Project Plan and Implementation	56.46	15.00%	8.47	
36	Approach To System Requirements	47.62	25.00%	11.91	
37	Approach to Maintenance and Software Support Service	37.34	15.00%	5.60	
38	Approach to Performance Requirements	46.70	10.00%	4.67	
39	Cost	68.33	15.00%	10.25	
40	SBE/DVBE Participation	0.00	5.00%	0.00	
41	**Total**		**100.00%**	**50.36**	**4**

C. Cost Analysis

The recommended price has been determined to be fair and reasonable based upon price analysis, technical evaluation, fact finding, and negotiations.

	Proposer Name	Proposal Amount	Metro ICE	BAFO amount
1.	TransCore	$84,387,688	**$96,160,681**	$88,093,158
2.	ETAN	$96,098,932	**$96,160,681**	$95,635,521
3.	Conduent	$103,841,036	**$96,160,681**	$103,841,036
4.	BRiC-TPS	$135,807,279	**$96,160,681**	$128,888,264

Price changes above reflect final responses to the BAFO and correspond with Metro requirements clarifications.

D. Background on Recommended Contractor

The recommended firm, TransCore, located in Nashville, Tennessee, is considered a leader in the back office tolling industry. Key personnel have on average 15 years' experience in the tolling industry. The project manager has 20 years' experience in tolling and back office systems. TransCore designed, built, and currently maintains the HOT lane and back office system customer service center for Houston Metro. They also designed the back office systems for Massachusetts Department of Transportation. Other projects they have completed or are currently working on include: providing violation process software for Delaware Department of Transportation, toll systems provider for Autotoll in Hong Kong, and back office systems for West Virginia Parkways Authority and Pennsylvanian Turnpike Commission.