

METRO EXPRESSLANES – BACK OFFICE SYSTEMS

**Ad Hoc Congestion, Highway and Roads Committee
JANUARY 17, 2018**



Metro

New Back Office System Contract

AUTHORIZE the Chief Executive Officer to award an eight-year firm fixed unit price Contract No. PS40164000, to TransCore for implementing and maintaining an ExpressLanes back office system in an amount not to exceed \$48,327,615 for the eight-year base period, with two, three-year options, in amounts not to exceed \$19,031,882 and \$20,733,661, respectively, for a total not to exceed amount of \$88,093,158, subject to resolution of protest(s), if any.

Metro ExpressLanes Operations

- **Current Contract with Atkinson Contractors, LP to Design, Build, Operate & Maintain the I-10 and I-110 ExpressLanes**
 - **Demonstration Project**
 - Three-Year Base
 - Five, One-Year Options
- **Based on Best Practices**
 - **Seeking a Longer Contract Term**
 - SB 1298 Removed Sunset Date for ExpressLanes I-10 & I-110
 - Demonstration Period is Over
 - **Three Separate Contracts**
 - **Back Office System**
 - Transaction Processing
 - Customer Account Management
 - Payment and Toll Violation Processing
 - **Roadside Toll Collection System** (Blackout period)
 - Equipment on the Corridors
 - Dynamic Pricing
 - Corridor Incident Monitoring
 - **Customer Service Support** (To be released)

New Back Office System Contract

- **Contract Term**
 - **Eight-Year Base and Two, Three-Year Options**
 - Option Years Will Require Board Approval at the Appropriate Time
 - **Contract Term Recommendation reflects:**
 - Three Years Required to Re-procure and Implement System
 - Obtaining the Full Useful Life of Investment
 - Toll Industry Forum Recommendations for Contract Length

Contract & Procurement Timeline

2018		2019		2020		2021		2022		2023		2024		2025		2026		2027		2028		2029	
1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half
			Go Live																				
Start of 8 Year Base				End of 8 Year Base												3 Year Option 1 (Total of 11 Years)				Option Year 2			
Start of 6 Year Operations																		Option Year 2					
										1 Year RFP Release/Awar		1.5 Years Design, Install, Integration,				3 Years Total							
										6 Months Dev Requirements						3 Year Re-procurement During Option 1				Re-Procurement			

New Back Office System Contract

- **Small Business Participation**
 - **Staff Worked With DEOD in Determination of Zero Percent Goal**
 - **Incentivized Participation With Five Evaluation Points**
 - Highlighted This Evaluation Factor during the Pre-Proposal Conference
 - **Larger SBE/DVBE Goal For Next Two Upcoming ExpressLanes Procurements**
 - Roadside Toll Collection System – Combined Twenty Three Percent SBE/DVBE Goal
 - Customer Service Support – To Be Determined
 - **Goal Determination**
 - Based on Other Tolling Agency Procurements
 - Proprietary Nature of Tolling Back Office System Software

New Back Office System Contract

- **Received four proposals**
 - BRiC-TPS
 - Conduent State & Local Solutions
 - ETAN
 - Transcore

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

New Back Office System Contract

- **Evaluation Results**

- TransCore is the Recommended Firm
- TransCore’s Proposal Addressed All Aspects of the Statement of Work

