

PROCUREMENT SUMMARY

METRO EXPRESSLANES CUSTOMER SERVICE CENTER
OPERATIONS/PS51236000

1.	Contract Number: PS51236000	
2.	Recommended Vendor: Faneuil, Inc.	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: 03/05/18	
	B. Advertised/Publicized: 03/07/18	
	C. Pre-Proposal Conference: 03/14/18	
	D. Proposals Due: 06/01/18	
	E. Pre-Qualification Completed: 07/24/18	
	F. Conflict of Interest Form Submitted to Ethics: 06/01/18	
	G. Protest Period End Date: 01/08/19	
5.	Solicitations Picked up/Downloaded: 106	Proposals Received: 7
6.	Contract Administrator: Andrew Conriquez	Telephone Number: (213) 922-3528
7.	Project Manager: Silva Mardrussian	Telephone Number: (213) 418-3132

A. Procurement Background

This Board Action is to approve Contract No. PS51236000 issued in support of the Metro ExpressLanes Customer Service Center Operations. Board approval of contract awards are subject to resolution of any properly submitted protest.

The Request for Proposals (RFP) was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price.

Seven amendments were issued to the RFP:

- Amendment No. 1, issued on March 26, 2018, clarified the evaluation criteria, Scope of Services, associated attachments and extended the questions submittal period and proposal due date;
- Amendment No. 2, issued on April 5, 2018, clarified the Scope of Services, associated attachments and updated the proposal validity period;
- Amendment No. 3, issued on April 23, 2018, extended the proposal due date;
- Amendment No. 4, issued on May 9, 2018, updated the Scope of Services and associated attachments and Submittal Requirements;
- Amendment No. 5, issued on May 14, 2018, updated Exhibit 12;
- Amendment No. 6, issued on May 18, 2018, updated the Scope of Services, and associated attachments.

- Amendment No. 7, issued on October 5, 2018, added Exhibit 13, Metro’s Living Wage Policy and requested the firms to submit pricing based on living wage.

A pre-proposal conference was held on March 14, 2018, and was attended by 25 people representing 16 companies. There were 271 questions submitted and responses were released prior to the proposal due date.

A total of 106 firms downloaded the RFP and were registered on the planholders’ list. A total of seven proposals were received on June 1, 2018.

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of Metro staff from Congestion Reduction and one external member from the Central Texas Regional Mobility Authority convened and conducted a comprehensive technical evaluation of the proposals received.

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

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|---|------------|
| • Demonstrated Project Experience and Qualifications | 5 percent |
| • Key Project Team Experience | 19 percent |
| • Approach to Implementation Phase Requirements | 19 percent |
| • Approach to Operations Phase Requirements | 24 percent |
| • Approach to Performance Requirements | 19 percent |
| • Cost | 10 percent |
| • Contracting Outreach and Mentor Protégé Requirement | 4 percent |

Several factors were considered when developing these weights, giving the greatest importance to Approach to Operations Phase Requirements.

On June 5, 2018, the proposals were distributed to the PET for evaluation. Three firms were determined to be outside the competitive range due to lack of experience, insufficient information and misunderstanding of the requirements set forth in the RFP. The four firms within the competitive range are listed below in alphabetical order:

1. AECOM Energy & Construction, Inc. (AECOM)
2. Cofiroute USA, LLC
3. EGIS Projects, Inc.
4. Faneuil, Inc.

During the week of July 9, 2018, the PET met and interviewed the firms. The firms’ project managers and key team members had an opportunity to present each team’s

qualifications and respond to the evaluation committee'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, each team highlighted its staffing plans, work plans, and perceived project issues. Each team was asked questions relative to each firm's proposed alternatives and previous experience.

At the conclusion of the evaluation process including oral presentations, Faneuil, Inc. was determined to be the highest ranked firm to implement, operate and support this project.

Qualifications Summary of Firms within the Competitive Range:

Faneuil, Inc.

Faneuil, Inc. is headquartered in Hampton, Virginia and has over 25 years of experience. They are a nationally recognized leader in customer care services for the public and private sectors. Faneuil, Inc. offers a menu of multiple complex back-office services that include customer call centers, customer-facing service centers, transponder sales, and transaction processing services.

Faneuil, Inc. will plan and operate the Metro ExpressLanes Customer Service Center Operations in two stages. The Planning Phase encompasses the build-out of a new facility where a single call and walk-in center will be co-located. In addition, the existing El Monte Customer Service Center, will remain at its existing location and Faneuil, Inc. will work with third party vendors to ensure the successful implementation of back office and roadside systems, and transitioning is completed from the current contractor. The operation phase entails managing all day-to-day customer service activities, collaborating as needed with the systems contractors and go-live with Faneuil representatives.

AECOM Energy & Construction, Inc. (AECOM)

AECOM Energy & Construction, Inc. (AECOM) is a division of AECOM, a Fortune 500 company. They have been performing toll operations and maintenance services for over 20 years and has been in business in California for 81 years. AECOM has worked with cities, educational institutions, leisure and hospitality, healthcare, transportation, local and government agencies.

AECOM has successfully developed new toll programs from the ground up and assumed operational responsibility in situations that required the transition of operations from another service provider concurrent with a new system deployment. They are an experienced company with years of delivering, operating and supporting toll programs similar to Metro's.

EGIS Projects, Inc.

EGIS Projects, Inc. is a division of EGIS Group S.A. who has been in business for over 45 years. They have functioned as a full-service infrastructure engineering and implementation company, providing professional services for horizontal and vertical design, construction and operations in multiple disciplines including transportation, energy, facilities and the environment.

The Egis Projects, Inc. division focuses on six core lines of business, including P3 project structuring and investment; turnkey delivery of ITS and tolling systems; road operations and maintenance; airport operations; electronic toll/fare charging and enforcement solutions; road mobility services; and new mobility projects and services. Egis is a worldwide leader in the delivery and operations of electronic tolling roadside and back office operations.

Cofiroute USA, LLC

Cofiroute, S.A. (France), established in 1990, was part of California Private Transportation Company (CPTC), which was formed in order to finance, develop and operate the first all-electronic toll facility in the world: the 91 Express Lanes in Southern California. When the 91 Express Lanes were sold to the Orange County Transportation Authority, Cofiroute, S.A. continued as its operator and from this, Cofiroute USA was formed. Cofiroute USA has since expanded its operations to consultations on toll road development throughout the United States.

Over the years, Cofiroute, USA has become a tolling and express lane operations provider with a specialized focus on the management, design, installation, integration, operation and maintenance of toll solutions. Cofiroute draws from its considerable operations experience, ensuring a grasp of customer service center operations and a comprehensive approach to customer service. Cofiroute's portfolio includes toll facilities management, integration, operation, designs, operations and maintenance.

The table below provides the scores in order of rank.

	Firm	Weighted Average Score	Factor Weight	Average Score	Rank
	Faneuil, Inc.				
1	Demonstrated Project Experience and Qualifications	92.20	5.00%	4.61	
2	Key Project Team Experience	88.36	19.00%	16.79	
3	Approach to Implementation Phase Requirements	73.35	19.00%	13.94	
4	Approach to Operations Phase Requirements	74.75	24.00%	17.94	

5	Approach to Performance Requirements	63.89	19.00%	12.14	
6	Cost	92.90	10.00%	9.29	
7	DEOD Comp Requirement	100.00	4.00%	4.00	
8	Total		100.00%	78.71	1
9	AECOM Energy & Construction				
10	Demonstrated Project Experience and Qualifications	70.60	5.00%	3.53	
11	Key Project Team Experience	59.74	19.00%	11.35	
12	Approach to Implementation Phase Requirements	84.21	19.00%	16.00	
13	Approach to Operations Phase Requirements	60.88	24.00%	14.61	
14	Approach to Performance Requirements	63.89	19.00%	12.14	
15	Cost	71.20	10.00%	7.12	
16	DEOD Comp Requirement	100.00	4.00%	4.00	
17	Total		100.00%	68.75	2
18	EGIS Projects, Inc.				
19	Demonstrated Project Experience and Qualifications	44.00	5.00%	2.20	
20	Key Project Team Experience	54.74	19.00%	10.40	
21	Approach to Implementation Phase Requirements	65.58	19.00%	12.46	
22	Approach to Operations Phase Requirements	60.58	24.00%	14.54	
23	Approach to Performance Requirements	61.11	19.00%	11.61	
24	Cost	82.40	10.00%	8.24	
25	DEOD Comp Requirement	100.00	4.00%	4.00	
26	Total		100.00%	63.45	3
27	Cofiroute USA, LLC				
28	Demonstrated Project Experience and Qualifications	40.36	5.00%	2.02	
29	Key Project Team Experience	66.42	19.00%	12.62	
30	Approach to Implementation Phase Requirements	58.09	19.00%	11.04	
31	Approach to Operations Phase Requirements	50.04	24.00%	12.01	
32	Approach to Performance Requirements	59.76	19.00%	11.35	
33	Cost	89.70	10.00%	8.97	

34	DEOD Comp Requirement	100.00	4.00%	4.00	
35	Total		100.00%	62.01	4

C. Price Analysis

The recommended price of \$169,374,674 has been determined to be fair and reasonable based upon price analysis, technical analysis, fact finding and negotiations.

	Proposer Name	Proposal Amount	Metro ICE	Award Amount
1.	Faneuil, Inc.	\$169,374,674	\$190,924,436	\$169,374,674
2.	Cofiroute USA, LLC	\$175,481,828	\$190,924,436	-
3.	EGIS Projects, Inc.	\$190,958,023	\$190,924,436	-
4.	AECOM	\$221,006,137	\$190,924,436	-

D. Background on Recommended Contractor

The recommended firm, Faneuil, Inc.'s key personnel average over 20 years of experience with toll systems, customer care, back-office applications, transaction processing, transponder management, and contact center operations. Faneuil, Inc. offers a menu of services in a vast number of business areas. Their solutions offer clients to engineer customized approaches to suit each client's needs.

Faneuil, Inc. has worked with multiple government agencies such as the Florida's Turnpike Enterprise, Virginia Department of Transportation, Transportation Corridor Agencies (Southern California), Transurban (Washington DC), the State of California Health Exchange, and Metropolitan Transportation Commission (San Francisco). Many of the toll services provided by Faneuil, Inc. have allowed them to become a nationally recognized leader in customer care services for the public and private sectors.