

PROCUREMENT SUMMARY

METRO EXPRESSLANES BACK OFFICE SYSTEM / PS53258000

1.	Contract Number: PS53258000	
2.	Recommended Vendor: BRiC-TPS, LLC	
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: 12/18/2024	
	B. Advertised/Publicized: 12/18/2024	
	C. Pre-Proposal Conference: 1/7/2025	
	D. Proposals Due: 3/11/2025	
	E. Pre-Qualification Completed: 11/24/2025	
	F. Ethics Declarations Form Submitted to Ethics: 3/12/2025	
	G. Protest Period End Date: 3/24/2026	
5.	Solicitations Downloaded: 89	Bids/Proposals Received: 2
6.	Contract Administrator: Antonio Monreal	Telephone Number: (213) 922-4679
7.	Project Manager: Rosa Zamorano	Telephone Number: (213) 922-5584

A. Procurement Background

This Board Action is to approve Contract No. PS53258000 for the implementation, operation, and maintenance of the Metro ExpressLanes Back Office System (BOS). Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposal (RFP) No. PS53258 was issued in accordance with Metro’s Acquisition Policy and the contract type is a firm fixed unit rate.

The RFP was issued with a Small Business Enterprise (SBE) goal of 3% and required a Contract Outreach and Mentoring Plan (COMP), which requires the selected Contractor to mentor one (1) firm for protégé development. Further, the solicitation was subject to the Local Small Business Enterprise (LSBE) Preference Program, which awards a 5% bonus to Proposers who commit to subcontract at least 30% of the contract value to local small businesses. The LSBE bonus points are added to the Proposers’ total point score if DEOD determines the Proposer earned the LSBE bonus points.

Four (4) amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued January 17, 2025, revised the Contract Outreach and Mentoring Plan requirements, revised the sample agreement, and extended the proposal due date.
- Amendment No. 2, issued February 10, 2025, revised the submittal requirements, pricing forms, and statement of work.

- Amendment No. 3, issued February 24, 2025, revised the submittal requirements, sample agreement, pricing forms, and evaluation criteria.
- Amendment No. 4, issued March 3, 2025, updated the prequalification application requirements, and revised the pricing form.

A total of 89 firms downloaded the RFP and were included on the planholders' list. A virtual pre-proposal conference was held on January 7, 2025, and was attended by 59 participants. There were 125 questions received for this RFP and responses were provided prior to the proposal due date.

A total of two proposals were received by the due date of March 12, 2025, and are listed below in alphabetical order:

1. BRiC-TPS, LLC. (BRiC-TPS)
2. Conduent State and Local Solutions, Inc. (Conduent)

Staff conducted a market survey of the firms on the planholders list to determine why no other proposals were received. Three firms stated they did not meet the minimum requirements, four firms responded that the scope did not align with their services, and three firms stated they were interested in the project but decided not to propose. The results of the market survey indicated that factors beyond Metro's control contributed to the firms' decisions not to propose.

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Metro's Shared Mobility department and Orange County Transportation Authority (OCTA) was convened to conduct a comprehensive technical evaluation of the proposals received.

The RFP required that all proposals be first evaluated on the minimum qualifications on a pass/fail basis. Any proposer that received a single rating of "fail" for any of the minimum qualifications would be eliminated from further consideration.

The minimum qualifications were as follows:

1. Implementation Experience: Proposer shall demonstrate that they have completed at least two (2) system implementation projects of a similar nature to the Statement of Work and Business Rules on this Project.
2. Operation and Maintenance Experience: Proposer shall demonstrate that they have performed at least two (2) system maintenance projects of a similar nature to the Statement of Work and Business Rules on this Project.
3. System Capacity: The proposed BOS shall have at a minimum the ability to support 500,000 full-service accounts (excluding accounts that are Violation

accounts that are established using registry of motor vehicle information) and ability to process a minimum of 50,000,000 trips annually at Go-Live.

Both proposers met the minimum qualification requirements and were further evaluated according to the following evaluation criteria:

- Demonstrated Proposer Experience and Qualifications 12 points
- Key Personnel Experience 5 points
- Approach to Work 24 points
- System Demonstration 35 points
- Contracting Outreach and Mentoring Plan 4 points
- Price Proposal 20 points
- Local Small Business Enterprise Preference Program 5 bonus points

The evaluation criteria are appropriate and consistent with criteria developed for other similar procurements. Several factors were considered when developing these weights, giving the greatest importance to the system demonstration.

As part of the evaluation, proposers were invited to conduct on-site system demonstrations, in accordance with the use case requirements included in the solicitation. Firms were required to demonstrate how their proposed BOS functionality met Metro's requirements. The system demonstrations began on April 1, 2025, and concluded on April 4, 2025.

On May 13, 2025, and May 14, 2025, the evaluation committee conducted virtual interviews with the firms. The firms' key personnel had an opportunity to present each team's qualifications and respond to the evaluation committee's questions. In general, each team's presentation addressed each firm's technical proposal with a focus on the baseline solution being proposed, its reliability, the user interface, as well as the team's organizational structure for the implementation and operation and maintenance phases, and an overview of the system architecture and major hardware components.

Following the completion of interviews, both proposals were determined to be within the competitive range.

Qualifications Summary of Firms within the Competitive Range:

BRC-TPS

BRiC-TPS, LLC, specializes in tolling and transportation transaction processing, delivering scalable Back Office Systems (BOS) for electronic tolling and congestion mitigation. BRiC-TPS has completed multiple implementations of Back Office Systems (BOS) and has experience in California. Two of BRiC-TPS' implementation projects of Back Office Systems that are currently live in California include BRiC-

VTX at Riverside Express Lanes which was completed in 2021, and a system replacement from a legacy VTX system to BRiC's TPS Enterprise system at the Transportation Corridor Agencies in 2023. BRiC-TPS has also performed operations and maintenance services for the two agencies.

Conduent

Conduent has experience with the implementation, migration, transition, and operations of the ExpressLanes Back Office Systems (BOS). Over the past 30 years, Conduent has serviced projects for tolling programs across the United States including Bay Area FasTrak, E-ZPass New York, and Florida SunPass. Conduent provides 30 years of experience servicing leading tolling system services.

Metro began discussions with all firms in the competitive range to discuss the firms' technical proposals, clarifications, contract exceptions, and price proposals. These discussions were held to give the proposers an opportunity to fully address and meet all of Metro's requirements.

Upon conclusion of the discussions, Metro issued two requests for Best and Final Offers (BAFO) which were then provided to the PET for technical scoring and were reviewed in accordance with the evaluation criteria. The PET reviewed all submitted changes and provided final scoring on November 5, 2025.

At the conclusion of the evaluation process, which was comprised of technical evaluations of submitted proposals, oral presentations, discussions with both firms in the competitive range, and review of BAFOs, BRiC-TPS's proposal was determined to be the highest-ranked proposal.

A summary of the PET scores is included on the following page.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	BRIC-TPS, LLC				
3	Demonstrated Proposer Experience and Qualifications	94.92	12.00%	11.39	
4	Key Personnel Experience	91.00	5.00%	4.55	
5	Approach to Work	92.54	24.00%	22.21	
6	System Demonstration	88.80	35.00%	31.08	
7	Contracting Outreach and Mentoring Plan	100.00	4.00%	4.00	
8	Price Proposal	85.85	20.00%	17.17	
9	LSBE Preference Program BONUS POINTS	0.00	5.00%	0.00	
10	Total		105.00%	90.40	1
11	Conduent State and Local Solutions, Inc.				
12	Demonstrated Proposer Experience and Qualifications	64.75	12.00%	7.77	
13	Key Personnel Experience	90.00	5.00%	4.50	
14	Approach to Work	70.17	24.00%	16.84	
15	System Demonstration	79.31	35.00%	27.76	
16	Contracting Outreach and Mentoring Plan	100.00	4.00%	4.00	
17	Price Proposal	100.00	20.00%	20.00	
18	LSBE Preference Program BONUS POINTS	0.00	5.00%	0.00	
19	Total		105.00%	80.87	2

C. Price Analysis

The recommended price has been determined to be fair and reasonable based upon the Independent Cost Estimate (ICE), price analysis, fact finding, discussions, and technical evaluation.

Proposer Name	Proposal Amount				Metro ICE	Award Amount
	Base Term	Option 1	Option 2	Total		
BRiC	\$114,749,473	\$56,091,515	\$55,588,778	\$226,429,766	\$212,397,181	\$114,749,473
<i>Implementation</i>	<i>\$15,583,030</i>					
<i>O&M</i>	<i>\$99,166,443</i>					
Conduent	\$103,599,643	\$45,542,414	\$45,247,326	\$194,389,383	\$212,397,181	
<i>Implementation</i>	<i>\$14,750,810</i>					
<i>O&M</i>	<i>\$88,848,833</i>					

D. Background on Recommended Contractor

BRiC-TPS is based out of Irvine, California, with a customer service center in Glendale, Arizona, and distributed data centers across the western United States. BRiC-TPS provides decades of experience in system development, operations, and maintenance. Clients include Riverside County Transportation Commission's Riverside Express Lanes, the Transportation Corridor Agencies (TCA), PierPASS, PortCheck, and LeeWay of Lee County in Fort Myers, Florida.