



**CENTRAL TEXAS**  
**Regional Mobility Authority**

March 29, 2017  
AGENDA ITEM #10

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Authorize a procurement of a firm to provide pay-by-mail, violations processing, collections and customer service

Strategic Plan Relevance:	Regional Mobility
Department:	N/A
Contact:	Tracie Brown, Toll Collection Manager
Associated Costs:	N/A
Funding Source:	N/A
Action Requested:	Consider and act on draft resolution

**Summary:**

This item authorizes the executive Director to go forward with the procurement of a firm to provide pay-by-mail, violations processing, collections and customer service by issuance of a request for proposals to firms who have been shortlisted based on a review of their qualifications. The current contract with MSB expires in January 2018.

This is the second phase of a 2-step procurement. During the first phase a Request for Qualifications was issued in December 2016, responses from interested firms were evaluated, and a shortlist of the most highly qualified firms was established. The shortlist of firms eligible to submit proposals will be presented at the Board Meeting.

At a high level, the scope of services shall include program startup; systems to support operations; staffing; pay by mail & violations processing; plate-based account management; customer relationship management; revenue recovery; legal action support; reporting; compliance & quality; and project management. The initial term of the procured contract will be for a period of five (5) years and will include two (2) options to extend the contract. Each option will be for a period of up to two (2) additional years for a total contract term potentially up to a maximum of nine (9) years.

Backup Provided: Draft Resolution

**GENERAL MEETING OF THE BOARD OF DIRECTORS  
OF THE  
CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY**

**RESOLUTION NO. 17-0XX**

**AUTHORIZE A PROCUREMENT OF A FIRM TO PROVIDE PAY-BY-MAIL,  
VIOLATIONS PROCESSING, COLLECTIONS AND CUSTOMER SERVICE**

WHEREAS, by Resolution No. 07-71, dated December 7, 2007, the Board of Directors authorized the Executive Director to negotiate and execute on behalf of the Mobility Authority an Agreement for Violation Processing and Debt Collection Services effective January 15, 2008, (the “Agreement”) with Gila Corporation, a Texas corporation subsequently converted to Gila LLC, a Texas limited liability company, d/b/a Municipal Services Bureau (“MSB”); and

WHEREAS, the agreement with MSB expires in January 2018; and

WHEREAS, the Mobility Authority has an ongoing need for a contractor to provide pay-by-mail, violations processing, collections and customer services for Mobility Authority toll facilities; and

WHEREAS, the Mobility Authority staff issued a request for qualifications in December 2016 to firms interested in providing pay-by-mail, violations processing, collections and customer services for Mobility Authority toll facilities; and

WHEREAS, an evaluation committee reviewed the qualifications submitted by firms in response to the request for qualifications and established a shortlist of the most highly qualified responsive firms; and

WHEREAS, the Executive Director recommends that the Mobility Authority proceed with the solicitation of proposals from the shortlisted firms and, ultimately, recommend a firm for award of a contract to provide pay-by-mail, violations processing, collections and customer care services.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors authorizes and directs the Executive Director to develop and issue a request for proposals to the shortlisted firms; and

BE IT FURTHER RESOLVED that the Executive Director establish a process to review the responses to the request for proposals and make a recommendation to the Board for award of a contract to the “best value” proposal based on the criteria set forth in the request for proposals.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 29<sup>th</sup> day of March 2017.

Submitted and reviewed by:

Approved:

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Geoffrey Petrov, General Counsel

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Ray A. Wilkerson  
Chairman, Board of Directors