



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

July 25, 2018  
**AGENDA ITEM #4**

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Approve Work Authorization No. 8 with Fagan Consulting, LLC to provide professional services supporting the implementation of the new Pay By Mail services program

Strategic Plan Relevance: Regional Mobility  
Department: Operations  
Contact: Tracie Brown, Director of Operations  
Associated Costs: \$174,466.40 (not to exceed)  
Funding Source: Operations Budget  
Action Requested: Consider and act on draft resolution

Summary:

Fagan Consulting, LLC has served as the Authority's general system consultant since 2014 under a competitively bid contract. Under the *Agreement for General Systems Consultant Services*, Fagan Consulting provides technical assistance and advice to the Mobility Authority and assists in the management and oversight of the Authority's toll collection system. The term of the Agreement is five years with two optional two-year renewals. Re-procurement of these services is expected to begin in fiscal year 2020.

The process to procure a new Pay By Mail vendor began in December 2016 with the issuance of a Request for Qualifications and resulted in the selection of Cofiroute USA as the best value proposer. The new Pay By Mail program will result in more convenient customer payment options; enhanced customer relationship management capabilities; improved reporting and reconciliation back to the CTRMA Host system; and a better overall customer experience. The program will launch in late fall 2018.

Under Work Authorization No. 8, Fagan Consulting will provide technical assistance and advice to ensure the successful implementation of the Pay by Mail processing services contract. Fagan's compensation under this Work Authorization is limited to \$174,466.40. The performance of these services will be as directed by the Mobility Authority.

Staff recommends approval of this item.

Backup Provided: Draft Resolution  
Proposed Work Authorization No. 8

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

**RESOLUTION NO. 18-0XX**

**APPROVE WORK AUTHORIZATION NO. 8 WITH FAGAN CONSULTING LLC  
FOR TECHNICAL PROFESSIONAL ASSISTANCE FOR THE IMPLEMENTATION OF  
PAY-BY-MAIL PROCESSING SERVICES BY COFIROUTE USA LLC**

WHEREAS, by Resolution No. 17-066 dated, December 13, 2017, the Board of Directors authorized the Executive Director to enter an agreement with Cofiroute, USA LLC (“Cofiroute”) to provide Pay-by-Mail Processing Services; and

WHEREAS; Fagan Consulting LLC (“Fagan”) serves as the general systems consultant to the Mobility Authority under the General Systems Consulting Services agreement effective October 1, 2014 (the “Agreement”); and

WHEREAS, the Mobility Authority requires technical assistance regarding the implementation of the Pay-by-Mail Processing Services by Cofiroute; and

WHEREAS, the Executive Director and Fagan have negotiated proposed Work Authorization No. 8 in an amount not to exceed \$174,466.40 to provide technical assistance and recommendations, as needed, to the Mobility Authority regarding the implementation of a new Pay-by-Mail Processing Service contract with Cofiroute; and

WHEREAS, the Executive Director recommends approval of proposed Work Authorization No. 8 in the form or substantially in the same form as attached hereto as Exhibit A.

NOW THEREFORE, BE IT RESOLVED that proposed Work Authorization No. 8 with Fagan Consulting LLC is hereby approved; and

BE IT FURTHER RESOLVED that the Executive Director may finalize and execute Work Authorization No. 8 for the Mobility Authority, in the form or in substantially the same form as is attached hereto as Exhibit A.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 25<sup>th</sup> day of July 2018.

Submitted and reviewed by:

Approved:

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Geoffrey Petrov, General Counsel

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Ray A. Wilkerson  
Chairman, Board of Directors

**Exhibit A**

**CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY**

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**WORK AUTHORIZATION  
WORK AUTHORIZATION NO. 8  
GENERAL SYSTEMS CONSULTANT IMPLEMENTATION  
SUPPORT OF NEW PAY BY MAIL PROGRAM**

This Work Authorization is made effective as of July 1, 2018, under the terms and conditions established in the AGREEMENT FOR GENERAL SYSTEMS CONSULTANT SERVICES, effective October 1, 2014 (the "Agreement"), between the Central Texas Regional Mobility Authority ("Authority") and Fagan Consulting, LLC ("Consultant").

This Work Authorization is made for the following purpose, consistent with the services defined in the Agreement:

Consultant shall provide technical assistance and advice to the Authority and assist in the implementation of Pay By Mail (video toll) back-office services, as more specifically detailed in the Agreement as Exhibit 1 (Scope of Services), Section II (Services).

**Section A. - Scope of Services**

A.1. Consultant shall perform the following Services:

Consultant shall perform the services and provide the deliverables described in Exhibit 1 attached to this Work Authorization No. 8 on an "as needed" basis pursuant to the written request of the Authority.

A.2. The following Services are not included in this Work Authorization, but shall be provided as Additional Services if authorized or confirmed in writing by the Authority.

No Additional Services are contemplated by this Work Authorization No. 8.

A.3. In conjunction with the performance of the foregoing Services, Consultant shall provide the following submittals/deliverables ("Documents") to the Authority:

Identified in Exhibit 1 to this Work Authorization No. 8.

**Section B. – Service Providers**

Service Providers are identified in Exhibit 1 to this Work Authorization No. 8.

**Section C. - Schedule**

Consultant shall perform the Services and deliver the related Documents (if any) according to the following schedule:

The implementation of this Project is estimated to complete by December 2018 and system implementation expected complete within four (4) months of Notice To Proceed granted to the successful bidder.

**Section D. - Compensation**

D.1. In return for the performance of the foregoing obligations, the Authority shall pay to Consultant an amount not to exceed \$174,466.40 based on the fee estimate included in Exhibit 1 to this Work Authorization No. 8. Compensation shall be in accordance with the Agreement.

D.2. Compensation for Additional Services (if any) shall be paid by the Authority to Consultant according to the terms of a future Work Authorization.

IN WITNESS WHEREOF, the parties have executed this Work Authorization No. 8 to be effective on the date and year first written above.

**CENTRAL TEXAS REGIONAL  
MOBILITY AUTHORITY**

**FAGAN CONSULTING, LLC**

By: \_\_\_\_\_  
Mike Heiligenstein, Executive Director

By: \_\_\_\_\_  
Bill Brownsberger, Partner

## **Exhibit 1**

### **Scope of Services**

#### **Pay By Mail Back-office Services Implementation Support**

##### **I. Purpose**

The Consultant shall provide technical assistance and advice to the Authority and assist in the implementation of new enhanced Pay By Mail back-office processing services. The new contract envisions enhanced customer service in the form of license plate accounts, improved customer-friendly invoicing and enhanced payment options. The Consultant shall provide qualified technical and professional personnel to perform the duties and responsibilities assigned under this work authorization. The Authority, at its option, may elect to expand, reduce or delete the extent of each work element described in this Scope of Services document, provided such action does not alter the intent of this Agreement.

Any Service provided under this Work Authorization is to be provided on an “as-needed” basis at the written request of the Authority. There is no guarantee that any or all of the Services described in this Agreement will be assigned during the term of this Agreement. Further, the Consultant is providing these Services on a non-exclusive basis. The Authority, at its option, may elect to have any of the Services set forth herein performed by other consultants or Authority's staff.

##### **II. Services for the Pay By Mail Services Procurement and Implementation**

The Scope of Services to be provided by the Consultant may include the following:

1. Document existing interface specifications in use between the current video toll services provider and the CTRMA toll collection system.
2. Participate in the development of business rules and policies, including pricing/fee policies, escalation and court processing rules. Document the same business rules and policies. Ensure rules and policies can be effectively implemented and maintained.
3. Document a high-level migration plan to enable seamless operations during the transition from the current Pay By Mail process/vendor to the newly-selected process/vendor, including any migration of transactions.
4. Coordinate with partner agencies affected by the transition to the new video toll process/Provider.
5. Facilitate the Provider's discovery efforts required to properly customize their existing products/services to meet the particular Project requirements. This may include onsite design meetings and other communications required to convey the Authority's project requirements to the Provider in a timely, accurate fashion that does not compromise the project schedule or system functionality.

6. Review, comment, and recommend approval (where appropriate) on all technical submittals provided by the Provider related to the project requirements. This may include the following plans/documents:
  - a) Implementation Schedule
  - b) Project Management Plan
  - c) Security Plan
  - d) Configuration Management and Document Control Plan
  - e) Quality Management Plan
  - f) Software Development Plan
  - g) System Requirements Document
  - h) System Detailed Design Document
  - i) Master Test Plan
  - j) All Required Test Completion Reports
  - k) Maintenance Plan
  - l) Maintenance Service Manual
  - m) Disaster Recovery Plan
  - n) Back Office (Host/IOP Hub) Integration Test Plan
7. Oversee system testing to ensure compliance with project requirements.
8. Track the Provider's project schedules, risk analysis, and project status reporting.
9. Provide other related technical services as requested by the Authority.
10. Deliverables from the tasks above include the following:
  - a) Monthly Project Status Reports.
  - b) New business rule and policy documentation.
  - c) Technical requirements of the RFQ and RFP.
  - d) Design information required by Provider throughout this phase of the project.
  - e) Comments related to all Provider submitted documentation detailed above.
  - f) Testing Status/Results Reports.

**Table 1**

<b>Proposed Task Distribution of Hours</b>	
<b>Task Name: Video Toll Services Implementation</b>	
<b>Sub-Task Description</b>	<b>Total Estimated Hours</b>
System Design/Implementation Oversight	300
System Testing/Support/Coordination	680
<i>Total:</i>	<i>980</i>

**Table 2**

<b>Proposed Task Costs and Hours</b>			
<b>Task Name: Video Toll Services Procurement and Implementation</b>			
<b>Resource Name</b>	<b>Total Estimated Hours*</b>	<b>Hourly Rate</b>	<b>Estimated Cost</b>
Ron Fagan	100	\$198.68	\$19,868.00
Jeff Saurenmann	300	\$192.60	\$52,704.00
Amy Bishop	290	\$192.60	\$50,947.20
Geoff Ford	290	\$192.60	\$50,947.20
<i>Total:</i>	<i>980</i>		<i>\$174,466.40</i>