



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

July 24, 2019
AGENDA ITEM #11

Approve Amendment No. 1 to the contract
with Fagan Consulting to extend the term for
an additional year

Strategic Plan Relevance: Regional Mobility
Department: Operations
Contact: Tracie Brown, Director of Operations
Associated Costs: not to exceed \$1,318,626
Funding Source: Operations Budget
Action Requested: Consider and act on draft resolution

Summary:

Background - Fagan Consulting LLC has served as the Authority's general system consultant under a competitively-bid contract since 2014. Fagan Consulting provides a wide range of services to the Mobility Authority in the areas of systems expertise, strategic guidance and operational recommendations. Recent projects include assisting in the procurement and deployment of the Cofiroute back office solution in which Fagan documented system requirements and business rules; participated in negotiating and establishing the third-party back office processing flow; led system testing; and monitored key billing and customer communication process. Fagan continues to monitor the Cofiroute system to ensure that it meets the Authority's business objectives and needs.

Fagan has also been instrumental in evaluating products such as automated license plate readers (ALPRs) to support the Authority's habitual violator program; performing costs analyses; conducting monthly audits of the Authority's lane system in the areas of vehicle detection and classification; benchmarking industry best practices to aid in the development of toll system integrator key performance indicators; and advising on national interoperability matters.

More recently Fagan assisted in developing a long-range vision for replacing the Authority's toll management system and developing a modular toll host that will allow other entities such as RMAs and third-party vendors to plug into CTRMA's toll system

to facilitate transaction processing and promote data sharing with consultants and the general public.

Current Action - The Agreement between the Mobility Authority and Fagan Consulting expires in September 2019. Because of Fagan's knowledge of and experience with CTRMA's toll management system, process workflows and vendor connections as well as their current involvement in key revenue impacting projects like the Cofiroute back office deployment and Kapsch performance metrics, staff requests to extend Fagan's contract by one-year.

Under the proposed contract extension Fagan Consulting will continue to provide qualified technical and professional personnel to perform duties and responsibilities at the request of the Mobility Authority. Projects planned and approved in the FY 2020 budget include procurement of a toll system integrator; deployment of an ITS integrator; procurement of a new toll system host data platform; deployment of ALPR technology; monthly auditing of CTRMA's toll system; and an annual audit of the Kapsch maintenance performance metrics. Each of these initiatives and their estimated costs are outlined in the attached Statement of Work.

Staff Recommendation - Staff recommends approving a one-year extension of the Fagan Consulting contract.

Backup Provided - Draft Resolution
Proposed Fagan Consulting Contract Amendment

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

RESOLUTION NO. 19-0XX

**APPROVE AMENDMENT NO. 1 TO THE CONTRACT WITH FAGAN CONSULTING
LLC TO EXTEND THE TERM FOR AN ADDITIONAL YEAR**

WHEREAS, by Resolution No. 14-070 dated September 24, 2014, the Board awarded a contract for general toll systems consulting services to Fagan Consulting LLC (“Fagan”), and authorized the Executive Director to negotiate and execute a contract with Fagan on behalf of the Mobility Authority; and

WHEREAS, the Executive Director and Fagan executed a General Systems Consulting Services Agreement, commencing October 1, 2014, and concluding September 30, 2019 (the “Agreement”); and

WHEREAS, because of Fagan’s current involvement in key revenue impacting projects and knowledge of the Mobility Authority’s toll management system, process workflows and vendor connections, the Executive Director requests the Board to approve proposed Amendment No. 1 to the Agreement to extend the term to September 30, 2020; and

WHEREAS, a copy of proposed Amendment No. 1 to the Agreement is attached hereto as Exhibit A.

NOW THEREFORE, BE IT RESOLVED that Amendment No. 1 to the General Systems Consulting Services Agreement with Fagan Consulting LLC is hereby approved, and the Executive Director is authorized to finalize and execute Amendment No. 1 in the form or substantially the same form attached hereto as Exhibit A.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 24th day of July 2019.

Submitted and reviewed by:

Approved:

Geoffrey Petrov, General Counsel

Nikelle Meade
Vice Chair, Board of Directors

Exhibit A

**First Amendment To
Professional Consulting Services Agreement
Between
Central Texas Regional Mobility Authority
And
Fagan Consulting, LLC**

This First Amendment to the Professional Consulting Services Agreement between the Central Texas Regional Mobility Authority and Fagan Consulting, LLC, a Texas limited liability company, effective October 1, 2014 (the “Agreement”) is made effective as of the 24th day of July 2019, and is for the purpose of amending Article Three of the Agreement to read as follows:

**Article 3
TIME OF PERFORMANCE**

It is understood and agreed that the maximum term of this Agreement shall be six (6) years, commencing October 1, 2014, and concluding September 30, 2020, (the “Expiration Date”) subject to the earlier termination of this Agreement pursuant to Articles 4 or 5 below. The initial term shall be three (3) years commencing on the Effective Date, and there shall be three (3) successive one (1) year renewal terms following the expiration of the initial (3) year term. In addition to any other termination rights set forth in this Agreement, either party may elect to terminate this Agreement at the conclusion of the third or fourth year of the term by providing one hundred twenty (120) days’ written notice to the other prior to the end of the initial term or of the first renewal term. Absent such notice of termination, the renewal terms will automatically take effect. If at any time during the contract term the Consultant cannot provide the requested Services within the time required by the CTRMA or for any other reason, the Authority reserves the unilateral right to procure the Services from any other source it deems capable of providing.

By their signatures below, the parties to this First Amendment to the Agreement evidence their agreement to the amendment set forth above.

CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

FAGAN CONSULTING LLC

Mike Heiligenstein,
Executive Director

Ron Fagan, Managing Member
Fagan Consulting, LLC



STATEMENT OF WORK

CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY

I. Introduction (Statement of Purpose and Need)

Central Texas Regional Mobility Authority (CTRMA) currently operates toll facilities in Central Texas utilizing an electronic toll collection system that employs automatic vehicle identification using transponders and a violation enforcement system with integrated cameras to capture digital images of license plates.

CTRMA participates in the Central US Interoperability hub to exchange data with participating agencies in Texas, Oklahoma and Kansas, which accounts for the largest share of CTRMA's collection.

For the remaining vehicles, for which there is no transponder "read" or the account is not in good standing, the roadside system captures images of the vehicle's license plates. These images, along with transactional information, are sent to CTRMA's Pay By Mail Services contractor for additional processing. Services provided include a full-service Customer Service Center, self-service website, Toll Bill and Notice of Non-Payment invoicing, and pursuit of toll and administrative fee revenues. Egregious violators are pursued through various remedies including court, Habitual Violator processes, and 3rd party collections.

In support of CTRMA's Toll Collection System and Pay By Mail services initiatives, Fagan Consulting will provide support to CTRMA to ensure individual project objectives, schedules, and financial goals are met. The tasks identified for the scope of this effort include the following:

1. Toll System Integrator (TSI) procurement
2. Monthly Lane Audits
3. Pay By Mail Prepaid Account Interoperability
4. Prepaid Account and Tag Services
5. Intelligent Transportation Systems (ITS) Integrator procurement



1. Toll System Integrator procurement

Fagan Consulting will provide oversight and support as directed by CTRMA in support of CTRMA's Toll System Integrator (TSI) procurement to include the following:

- General Project Management and Contractor oversight as needed including communication, coordination, schedules, and project archive documentation
- Updates to CTRMA Business Rules as needed
- Updates to business process documentation and process flows as needed
- Development of the Request for Proposals (RFP) including technical requirements, instructions to proposers, price sheets, and all supporting documentation
- Assistance in review and scoring of received proposals
- Support in contract review and price negotiation as needed
- Support of TSI requirements gathering process including design workshops
- Support of TSI development and design process including reviews of sample materials, mock-ups, system demonstrations, and preliminary design documents
- Review and approval cycles of TSI deliverables including, but not limited to the following:
 - Project Schedule
 - Project Management Plan
 - Detailed Design Document
 - Requirements Traceability Matrix
 - Quality Management Plan
 - Reporting proposal and reports
 - Master Test Plan
- Monitor the systems' Design Testing and Acceptance Testing and advise the Authority regarding test process, progress, and results
- Review detailed development and implementation schedules and assist with progress reporting
- Oversee and participate in system accuracy testing
- Advise regarding systems contract performance standards

2. Monthly Lane Audits

Fagan Consulting will provide oversight and support as directed by CTRMA in support of CTRMA's system accuracy assessment using scheduled Open Road Tolling (ORT) lane performance audits to include the following:

- Verification of automatic vehicle detection using a combination of video and reports
- Verification of automatic vehicle classification using a combination of video and reports



- Annual image-based toll (iToll) and Image Code-off reports
- Submit a comprehensive system accuracy assessment report upon completion of audit data review including
 - Summary of data used for each metric
 - Description of sample of observed errors
 - Recommendations for resolving observed errors
 - Recommendations for possible improvements, if applicable

3. Prepaid Account Interoperability

Fagan Consulting will provide oversight and support as directed by CTRMA in support of CTRMA's Prepaid Account Interoperability initiative to include the following:

- Updates to CTRMA business rules as needed
- Updates to business process documentation and process flows as needed
- Review change order scope, pricing, and schedule related to contracts with Pay By Mail services Contractor to support implementation of required software and/or hardware changes
- Support in change order price negotiation as needed
- Support of Contractor requirements gathering process including design workshops
- Support of Contractor design process including reviews of sample materials, mock-ups, system demonstrations, customer correspondence, interface control documents, and preliminary design documents
- Review and approval cycles of Contractor deliverables including, but not limited to the following:
 - Project Schedule
 - Detailed Design Document updates
 - Requirements Traceability Matrix updates
 - New and revised reports
 - Test Plans
- Monitor the systems' Design Testing and Acceptance Testing and advise the Authority regarding test process, progress, and results
- Review detailed development and implementation schedules and assist with progress reporting
- Coordination with Central US Interoperability partners as needed to coordinate testing and implementation
- Support of other CTRMA efforts including partner agency and customer communication in preparation for implementation



4. Prepaid Account and Tag Services

Fagan Consulting will provide oversight and support as directed by CTRMA in support of CTRMA's Prepaid Account and Tag Services initiative to include the following:

- Updates to CTRMA business rules as needed
- Updates to business process documentation and process flows as needed
- Review change order scope, pricing, and schedule related to contracts with Pay By Mail services Contractor to support implementation of required software and/or hardware changes
- Support in change order price negotiation as needed
- Support of transponder provider requirements and purchasing as needed
- Support of Contractor requirements gathering process including design workshops
- Support of Contractor design process including reviews of sample materials, mock-ups, system demonstrations, customer correspondence, interface control documents, and preliminary design documents
- Review and approval cycles of Contractor deliverables including, but not limited to the following:
 - Project Schedule
 - Detailed Design Document updates
 - Requirements Traceability Matrix updates
 - New and revised reports
 - Test Plans
- Monitor the systems' Design Testing and Acceptance Testing and advise the Authority regarding test process, progress, and results
- Review detailed development and implementation schedules and assist with progress reporting
- Coordination with Central US Interoperability partners as needed to coordinate testing and implementation
- Support of other CTRMA efforts including partner agency and customer communication in preparation for implementation



5. Intelligent Transportation Systems Integrator procurement

Fagan Consulting will provide oversight and support as directed by CTRMA in support of CTRMA's Intelligent Transportation System (ITS) Integrator procurement to include the following:

- General Project Management and Contractor oversight as needed including communication, coordination, schedules, and project archive documentation
- Support of TSI requirements gathering process including design workshops
- Support of TSI development and design process including reviews of sample materials, mock-ups, system demonstrations, and preliminary design documents
- Review and approval cycles of TSI deliverables including, but not limited to the following:
 - Project Schedule
 - Project Management Plan
 - Detailed Design Document
 - Requirements Traceability Matrix
 - Quality Management Plan
 - Reporting proposal and reports
 - Master Test Plan
- Monitor the systems' Design Testing and Acceptance Testing and advise the Authority regarding test process, progress, and results
- Review detailed development and implementation schedules and assist with progress reporting
- Oversee and participate in system accuracy testing
- Advise regarding systems contract performance standards

II. Scope of Work

Fagan Consulting understands its primary responsibility regarding the projects described herein include the following:

1. Evaluate the impact of the project from a technological, financial, and operational perspective.
2. Oversight of the development of required system specifications related to systems and operational requirements.
3. Participate in project meetings as toll system and operations subject matter expert.
4. Review, comment on and in some cases, develop documentation of envisioned systems to ensure feasibility of integrating the new systems/operations with CTRMA's existing systems/operations.



5. Oversee work and review work product resulting from the project scope described above.

III. Task Outputs by Consultant

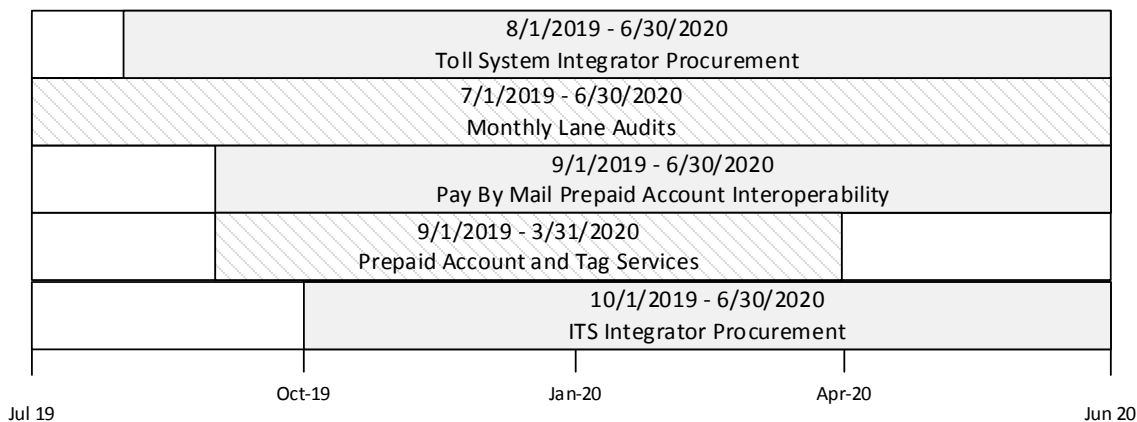
Outputs from the task include the following:

1. Technical information as requested/required by/for Contractors and other partners.
2. Project artifacts including meeting agendas & minutes, project charter, project plan, project schedule, and status reports as required.
3. Development of technical requirements, business rules, and operating procedures as needed by CTRMA.
4. Comments related to all submitted documentation regarding efforts described above.

IV. Work Schedule

The work schedule below represents planned schedules for each of the projects. The schedules are subject to change dependent on CTRMA’s needs and approved schedule changes as each project is initiated and further defined.

Toll System Integrator procurement:	August 2019 – June 2020
Monthly Lane Audits:	July 2019 – June 2020
Pay By Mail Prepaid Account Interoperability:	September 2019 – June 2020
Prepaid Account and Tag Services:	September 2019 – March 2020
ITS Integrator procurement:	August 2019 – June 2020





V. Estimated Costs

Compensation will be based on actual hours worked and direct billable expenses incurred. The following is a projected budgetary not-to-exceed amount.

Toll System Integrator Procurement

Toll System Integrator procurement	Hours	Assumptions	Task Cost
Tasks			
Requirements Gathering	160		\$ 28,643.20
Business rules development	160	Possible adjustment of existing rules	\$ 28,643.20
RFP Development	240		\$ 42,964.80
Posting	8		\$ 1,432.16
Questions and answers	80		\$ 14,321.60
Evaluation	80		\$ 14,321.60
Vendor selection	16		\$ 2,864.32
Contract negotiation	40		\$ 7,160.80
Project Kick-off	16		\$ 2,864.32
Requirements /System design development	240		\$ 42,964.80
Oversight of system design development	320		\$ 57,286.40
Transition plan development / review	80		\$ 14,321.60
Factory Acceptance Testing (FAT)	240		\$ 42,964.80
System Integration Testing (SIT)	320		\$ 57,286.40
System Acceptance Testing (SAT)	320		\$ 57,286.40
Operational Testing - Final Acceptance	320		\$ 57,286.40
Labor			\$ 472,612.80
Direct expense		Travel (assumes \$1,500 per trip)	\$ 7,500.00
Total project budget			\$ 480,112.80

Monthly Lane Audits

Monthly lane audits and ad hoc projects	Hours	Assumptions	Task Cost
Tasks			
Rolling lane audits	699	Same as previous year	\$ 125,134.98
Ad hoc projects	400	Four possible projects, average 100 hours per	\$ 71,608.00
Labor			\$ 196,742.98
Direct expense		Travel (assumes \$1,500 per trip)	\$ 4,500.00
Total project budget			\$ 201,242.98



Pay By Mail Prepaid Account Interoperability

4. Pay By Mail Prepaid Account Interoperability	Hours	Assumptions	Task Cost
Tasks			
Requirements Gathering	20		\$ 3,580.40
Business rules development	60		\$ 10,741.20
Change order negotiation	4		\$ 716.08
Project Kick-off	10		\$ 1,790.20
Requirements /System design development	40		\$ 7,160.80
Oversight of design/development	60		\$ 10,741.20
Customer correspondence review/input	0		\$ -
Factory Acceptance Testing (FAT)	40		\$ 7,160.80
System Integration Testing (SIT)	80		\$ 14,321.60
System Acceptance Testing (SAT)	40		\$ 7,160.80
Operational Testing - Final Acceptance	80		\$ 14,321.60
Labor			\$ 77,694.68
Direct expense		Travel (assumes \$1,500 per trip)	\$ 4,500.00
Total project budget			\$ 82,194.68

Prepaid Account and Tag Services

Prepaid Account and Tag Services	Hours	Assumptions	Task Cost
Tasks			
Requirements Gathering	40		\$ 7,160.80
Business rules development	80		\$ 14,321.60
RFP Development	200	Procurement activities not needed	\$ 35,804.00
Posting	4	if CTRMA will negotiate tags with	\$ 716.08
Questions and answers	24	a manufacturer and the bulk of the	\$ 4,296.48
Evaluation	40	effort is Cofiroute system development	\$ 7,160.80
Vendor selection	8		\$ 1,432.16
Contract negotiation	4		\$ 716.08
Project Kick-off	4		\$ 716.08
Requirements /System design development	40		\$ 7,160.80
Oversight of system design development	60		\$ 10,741.20
Factory Acceptance Testing (FAT)	80		\$ 14,321.60
System Integration Testing (SIT)	180		\$ 32,223.60
System Acceptance Testing (SAT)	80		\$ 14,321.60
Operational Testing - Final Acceptance	120		\$ 21,482.40
Labor			\$ 172,575.28
Direct expense		Travel (assumes \$1,500 per trip)	\$ 7,500.00
Total project budget			\$ 180,075.28



ITS Integrator Procurement

ITS Integrator procurement	Hours	Assumptions	Task Cost
Tasks			
Requirements Gathering	0		\$ -
RFP Development	0		\$ -
Posting	0		\$ -
Questions and answers	0		\$ -
Evaluation	0		\$ -
Vendor selection	0		\$ -
Contract negotiation	0		\$ -
Project Kick-off	20		\$ 5,000.00
Requirements /System network design	200		\$ 50,000.00
Oversight of design/development	182		\$ 45,500.00
Factory Acceptance Testing (FAT)	248		\$ 62,000.00
System Integration Testing (SIT)	330		\$ 82,500.00
System Acceptance Testing (SAT)	182		\$ 45,500.00
Operational Testing - Final Acceptance	320		\$ 80,000.00
Labor			\$ 370,500.00
Direct expense		Travel (assumes \$1,500 per trip)	\$ 4,500.00
Total project budget			\$ 375,000.00

VI. Statement of Work Maximum-not-to-Exceed Amount

The maximum-not-to-exceed amount of this Statement of Work is **\$1,318,625.76**.