



**CENTRAL TEXAS
Regional Mobility Authority**

October 26, 2016
AGENDA ITEM #9

Approve Work Authorization No. 5 with
Fagan Consulting for professional assistance
in the procurement of new Pay-by-Mail
processing services

Strategic Plan Relevance: Regional Mobility
Department: Operations
Contact: Tim Reilly, Director of Operations
Associated Costs: \$ 97,785.00 (not to exceed)
Funding Source: Operations Budget
Action Requested: Consider and act on draft resolution

Summary:

The current Pay-by-Mail processing services contract with MSB is scheduled to expire in January of 2018. Under Work Authorization No. 5, Fagan Consulting shall provide technical assistance and advice to the Mobility Authority in the procurement and implementation of a new Pay by Mail processing services contract. Fagan Consulting shall provide qualified technical and professional personnel to perform the duties and responsibilities assigned under Work Authorization No. 5. Any service provided under this Work Authorization is to be provided on an "as-needed" basis at the written request of the Mobility Authority.

Backup provided: Draft Work Authorization No. 5
Draft Resolution

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

RESOLUTION NO. 16-0XX

**APPROVE WORK AUTHORIZATION NO. 5 WITH FAGAN CONSULTING LLC
FOR PROFESSIONAL ASSISTANCE IN THE PROCUREMENT OF
NEW PAY-BY-MAIL PROCESSING SERVICES**

WHEREAS, by Resolution No. 07-55 dated August 29, 2007, the Board of Directors authorized the Executive Director and staff to develop and issue an RFP to solicit proposals from entities qualified and interested in providing Pay-by-Mail Processing Services; and

WHEREAS, by Resolution No. 07-71 dated, December 7, 2007, the Board of Directors authorized the Executive Director to enter an agreement with Municipal Services Bureau (“MSB”) 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 agreement with MSB ends January 2018 and under Work Authorization No. 5, Fagan LLC shall provide technical assistance and recommendations to the Mobility Authority regarding the procurement and implementation of a new Pay-by-Mail Processing Service contract; and

WHEREAS, the Executive Director and Fagan have discussed and agreed to a proposed work authorization for Fagan to develop a new request for proposals for new pay-by-mail (video billing) processing services; and

WHEREAS, the Executive Director recommends approval of proposed Work Authorization No. 5 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. 5 with Fagan Consulting LLC is hereby approved; and

BE IT FURTHER RESOLVED that the Executive Director may finalize and execute Work Authorization No. 5 for the Mobility Authority, in the form or substantially in the same form as attached hereto as Exhibit A.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 26th day of October 2016.

Submitted and reviewed by:

Approved:

Geoffrey Petrov, General Counsel

Ray A. Wilkerson
Chairman, Board of Directors

Exhibit A

WORK AUTHORIZATION NO. 5

This Work Authorization is made effective as of September 1, 2016, 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 procurement and 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. 5 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. 5.

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. 5.

Section B. – Service Providers

Service Providers are identified in Exhibit 1 to this Work Authorization No. 5.

Section C. - Schedule

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

The procurement and contracting portion of this Project is estimated to complete by April 2017 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 \$97,785.00 based on the fee estimate included in Exhibit 1 to this Work Authorization No. 5. 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.

Section E. - Authority's Responsibilities

The Authority shall perform and/or provide the following in a timely manner so as not to delay the Services of the Consultant. Unless otherwise provided in this Work Authorization, the Authority shall bear all costs incident to compliance with the following:

IN WITNESS WHEREOF, the parties have executed this Work Authorization No. 5 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 Procurement and Implementation Support

I. Purpose

The Consultant shall provide technical assistance and advice to the Authority and assist in the procurement and 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 nonexclusive 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. Provide the qualifications component of a Request For Qualifications (RFQ) document to be issued by the Authority to determine a short list of qualified video toll services vendors.
2. Document existing interface specifications in use between the current video toll services provider and the CTRMA toll collection system.
3. 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.
4. 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.
5. Using the output of the tasks above, develop the technical specifications for use in a Request For Proposal (RFP) for the Pay-by-Mail services scope of work. In addition to technical specifications, the RFP will prescribe the high-level testing methodology to be used throughout the development and delivery of the services.

6. Assist with the evaluation of technical and cost proposals and contract negotiation with the selected Service Provider (Provider).
7. Coordinate with partner agencies affected by the transition to the new video toll process/Provider.
8. 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.
9. 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
10. Oversee system testing to ensure compliance with project requirements.
11. Track the Provider's project schedules, risk analysis, and project status reporting.
12. Provide other related technical services as requested by the Authority.
13. 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

Proposed Task Distribution of Hours	
Task Name: Video Toll Services Procurement and Implementation	
Sub-Task Description	Total Estimated Hours
Research Payment Methodologies	120
RFP / RFQ Development	292
Procurement Process	304
System Design/Implementation Oversight	120
System Testing/Support/Coordination	200
Total:	1036

Table 2

Proposed Task Costs and Hours			
Task Name: Video Toll Services Procurement and Implementation			
Resource Name	Total Estimated Hours*	Hourly Rate	Estimated Cost
Bill Brownsberger	160	\$192.60	\$30,816.00
Ron Fagan	160	\$192.60	\$30,816.00
Bob Redding	120	\$190.58	\$22,869.60
Amy Bishop	78	\$170.30	\$13,283.40
Total:	518		\$97,785.00

*Note: The hours in this Table 2 are reduced by 50% from the totals in Table 1 as this Project is being funded equally by CTRMA and NETRMA, so only 50% will be invoiced to CTRMA.