



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

September 11, 2019
AGENDA ITEM #15

Approve Work Authorization No. 9 with Fagan Consulting LLC for general systems consulting services related to procurement of a toll system integrator, and ITS integrator, monthly lane audits, and support for prepaid account and transponder tag initiatives

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. Finally, Fagan Consulting 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 - Under the proposed work authorizations Fagan Consulting will continue to provide qualified technical and professional personnel to perform duties and responsibilities at the request of the Mobility Authority. Specific projects covered under each work authorization is as follows:

- Assist in the procurement of a toll system integrator
- Assist in the procurement of an intelligent transportation systems (ITS) integrator and deployment of select ITS projects
- Perform monthly auditing of CTRMA's toll system and the performance metrics related to its restated toll system maintenance agreement with Kapsch TrafficCom, USA
- Review the technical requirements associated with facilitating interoperability for the Authority's prepaid Pay By Mail accounts and support the initiative's deployment
- Support the deployment of the Authority's tag services provider initiative
- Provide general toll systems consulting services and support in the areas of system analysis, industry research, cost analysis and other ad hoc projects.

These initiatives and their estimated costs are outlined in the respective Work Authorizations.

Previous Actions - At its July 24, 2019 meeting the CTRMA Board approved a one-year contract extension of the agreement with Fagan Consulting in an amount not to exceed \$1,318,626 - the amount specified in the FY 2020 budget.

Staff Recommendation - Staff recommends approval of Work Authorizations #9 under the Fagan Consulting contract.

Backup Provided - Draft Resolution
Work Authorization No. 9

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

RESOLUTION NO. 19-0XX

**APPROVE WORK AUTHORIZATION NO. 9 WITH FAGAN CONSULTING LLC
FOR GENERAL SYSTEMS CONSULTING SERVICES**

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, by Resolution No. 19-039 dated July 24, 2019, the Board of Directors approved Amendment No. 1 to the General Systems Consulting Services Agreement with Fagan Consulting LLC to extend the term to September 30, 2020; and

WHEREAS, the Executive Director and Fagan have negotiated proposed Work Authorization No. 9 in an amount not to exceed \$1,318,626 for general systems consulting services related to procurement of a system integrator, procurement of an ITS integrator, monthly lane audits, and prepaid account and transponder tag initiatives; and

WHEREAS, the Executive Director recommends approval of proposed Work Authorization No. 9 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. 9 with Fagan Consulting LLC is hereby approved; and

BE IT FURTHER RESOLVED that the Executive Director may finalize and execute Work Authorization No. 9 with Fagan Consulting LLC on behalf of 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 11th day of September 2019.

Submitted and reviewed by:

Approved:

Geoffrey Petrov, General Counsel

Bobby Jenkins
Chairman, Board of Directors

Exhibit A

CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY

**WORK AUTHORIZATION
WORK AUTHORIZATION NO. 9
WITH FAGAN CONSULTING, LLC TO PROVIDE GENERAL TOLL SYSTEMS
CONSULTING SERVICES FOR FY 2019-2020**

This Work Authorization is made effective as of _____, 2019, 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:

The Consultant shall provide technical assistance and advice to the Authority related to its Authority’s toll system and other operational activities.

Section A. - Scope of Services

A.1. Consultant shall provide oversight and support as directed by CTRMA in support of the following initiatives:

- I. CTRMA’s Toll System Integrator (TSI) Procurement (\$444,308.80)
 - 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

II. Lane performance & Monthly Maintenance Performance Audits (\$354,500.00)

- 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
- Track and report on monthly key performance metrics (KPIs) associated with the restated CTRMA / Kapsch toll system maintenance agreement.

III. Intelligent Transportation Systems (ITS) Integrator Procurement (\$183,520.00)

- 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

IV. Prepaid Account Interoperability Initiative (\$71,453.48)

- 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

V. Prepaid Account and Tag Services Initiative (\$134,962.24)

- 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

VI. General Consulting services (\$129,814.00)

Provide oversight and ad hoc support as directed by CTRMA in support of CTRMA's Toll Collection System 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
- Support of requirements gathering process including design workshops
- Support of development and design process including reviews of sample materials, mock-ups, system demonstrations, and preliminary design documents
- Review and approval cycles of project deliverables as needed
- 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
- Perform various costs analysis and/or other cost benefit analysis as directed by the Authority
- Research toll industry best practices and provide recommendations based on findings
- Perform ad hoc analysis, research, or Toll Collection Systems oversight and support as directed by the Authority
- Perform other services as directed

A.2. Additional Services may be provided if authorized or confirmed in writing by the Authority.

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

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; and

5. as may be identified in writing by the Authority from time to time.

Section B. – Service Providers

Service Providers are identified in article 2, subsection C of the Agreement.

Section C. - Schedule

Consultant shall perform the Services and deliver the related Documents (if any) according to the schedule identified in writing by the Authority relative to each initiative.

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 \$1,318,558.52 for Services provided through June 30, 2020, calculated using the Service Providers' respective hourly rates identified in article 2, subsection C of the Agreement. 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. 4 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: _____
Ron Fagan, Managing Member