



**METROPOLITAN
TRANSPORTATION
COMMISSION**

Agenda Item 3a

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Memorandum

TO: Operations Committee

DATE: March 4, 2016

FR: Executive Director

W. I. 1224 & 6840

RE: Contract – 511 Traveler Information and Express Lanes Operational Services: Faneuil, Inc. (\$5,508,910)

This memorandum requests Committee approval to enter into a contract with Faneuil, Inc. (Faneuil), to provide operational staffing services for the 511 Traveler Information System and Bay Area Express Lanes for a four-year term in an amount not to exceed \$5,008,910, including a contingency of \$500,000, with an option to extend up to an additional four years at MTC's discretion.

Background

This contract will provide a single operational services contractor to support real-time operations of both MTC's 511 Traveler Information System and Bay Area Express Lanes. The operational services contractor will provide staff resources to monitor, operate, and coordinate coverage during daily operations, as well as during emergency events. It is MTC's intent that the selected contractor will staff both 511 and Express Lanes operations, and will provide mutually-beneficial coordination between the two programs. MTC will hold the contract to provide services for both MTC's 511 Traveler Information System and Bay Area Express Lanes, which are to be operated by the Bay Area Infrastructure Financing Authority (BAIFA).

511: At the June Operations Committee, staff presented 511's plans for next generation traveler information services. Included in these plans is the procurement of an operational services contractor for the 511 program. The current 511 Operations Center is staffed by the 511 Traffic contract with Leidos, which ends in June 2016. In accordance with approved strategic principles, the 511 program is reducing costs and streamlining the 511 operations' current scope, operating hours, and staffing levels through increased automation of incident reporting and management tools. Under this operational services contract, 511 operations would focus on verification of automated data; coordination with partner agencies; monitoring of data feeds and news media sources; and manual creation of phone, web, and social media announcements and alerts – to ensure 511 continues to deliver reliable, comprehensive, and trustworthy traveler information.

Express Lanes: MTC anticipates opening its first express lanes on I-680 in Contra Costa County between Walnut Creek and San Ramon at the beginning of 2017. In early 2019, MTC will expand its express lanes network to include I-880 in Alameda County between Oakland and Milpitas, and I-680 in Contra Costa County between the Benicia Bridge and Walnut Creek. Accordingly, the cost for express lanes is minimal during the first year of the contract, and it grows over time with the opening of I-680 and again as new corridors are added. Activities to be conducted by the operational services contractor include monitoring traffic and tolls, manually overriding toll rates if needed, and coordinating with Caltrans and the California Highway Patrol in response to incidents.

Procurement Process

On October 30, 2015, MTC issued a Request for Proposals (RFP) for the 511 Traveler Information and Express Lanes Operational Services Contractor. An email advertising the RFP on MTC's website was sent to 1,970 individuals/firms. In addition, the RFP was advertised through over 308 resource centers and nine different industry publications. MTC received one proposal, which was evaluated by a panel of four representatives from MTC. The evaluation criteria, listed in order of importance, included: 1) proposer's approach and clarity of response (45%); 2) cost effectiveness (25%); 3) project manager qualifications, and proposer experience (20%); and 4) cost (10%).

Face-to-face discussions with Faneuil were held on January 20, 2016 to identify specific deficiencies and weaknesses in the proposal and to provide the opportunity to consider possible approaches to correcting issues in a Best and Final Offer (BAFO). Following discussions, MTC issued a Request for BAFO on January 26, 2016. The panel subsequently determined the BAFO required further clarification. MTC then issued a second Request for BAFO, which was received on February 23, 2016.

Evaluation Results

Attachment A summarizes the proposer's final scores based on the second BAFO, including the cost proposal. After a thorough review of the proposal and BAFOs, the panel unanimously recommended selection of Faneuil. Staff has also included in the total cost for the first four years a contingency based on approximately 10% of the total four-year bid amount, to cover unknown project costs. The option to extend up to an additional four years, is at MTC's discretion and subject to the approval of future MTC budgets.

Faneuil's approach to staffing for this project is comprehensive and provides a stable and qualified team to ensure timely, appropriate responses to various operational scenarios. The Faneuil proposal represents a cost-effective approach, as it is approximately \$591,000 less than the budget provided in the RFP. Faneuil has extensive experience in providing outsourced services, and has over three decades of experience managing similar projects, including nationwide experience with providing support in staffing, toll system and operations, front and back office operations, and customer service. Faneuil's team includes one subcontractor (TransSight) that has disadvantaged business enterprise (DBE) status and that brings direct experience on MTC's 511 system. Attachment B includes a summary of Faneuil and its subcontractors' small business enterprise and DBE status.

Recommendation

Staff recommends that the Committee authorize the Executive Director or his designated representative to negotiate and enter into a contract with Faneuil to provide operational staffing services for the 511 Traveler Information System and Bay Area Express Lanes, in an amount not to exceed \$5,508,910, which includes a maximum of \$5,008,910 for the initial four-year term and a contingency amount of \$500,000, with an option to extend up to an additional four years, at MTC's discretion, subject to the approval of future MTC budgets.



Steve Heminger

SH: sb

Attachment A
511 Traveler Information and Express Lanes Operational Services
Proposer Scores and Cost Proposal

Proposer	Faneuil
Proposer's Approach and Clarity of Response (max. 45 points)	38
Cost Effectiveness (max. 25 points)	20
Project Manager Qualifications, Proposer Experience (max. 20 points)	17
Cost (max. 10 points)	10
Total (max. 100 points)	85
Cost Proposal	\$5,008,910

Attachment B
511 Traveler Information and Express Lanes Operational Services
Small Business and Disadvantaged Business Enterprise Status

			DBE* Firm			SBE** Firm		
	Firm Name	Role on Project	Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	Faneuil, Inc.	Operational/ Staffing Services for 511 & Express Lanes			X			X
Subcontractor	TransSight, LLC	Implementation and Ongoing Support for 511 Operations	X	42484				X

*Denotes certification by the California Unified Certification Program (CUCP).

**Denotes certification by the State of California.

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Consultant Contract

Work Item No.:	1224 & 6840
Contractor:	Faneuil, Inc. Hampton, VA
Work Project Title:	511 Traveler Information and Express Lanes Operational Services
Purpose of Project:	To provide operational staffing services for the 511 Traveler Information System and Bay Area Express Lanes
Brief Scope of Work:	The Operational Services Contractor will provide staff resources to ensure monitoring, operations and coordination coverage during daily operations and emergency events. The selected contractor will staff both 511 and Express Lanes operations, and will provide coordination between the two programs.
Project Cost:	\$5,508,910
Funding Source:	STP/SAFE/STA/Toll Credits, BATA
Fiscal Impact:	\$196,922 is available in the FY 2015-16 budget \$1,262,314 (including a contingency of \$200,000) is subject to inclusion in the FY 2016-17 budget \$1,308,336 (including a contingency of \$300,000) is subject to inclusion in the FY 2017-18 budget \$1,213,208 is subject to inclusion in the FY 2018-19 budget \$1,528,130 is subject to inclusion in the FY 2019-20 budget
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract with Faneuil, Inc. to provide operational staffing services for the 511 Traveler Information System and Bay Area Express Lanes as described above and in the Executive Director's March 4, 2016 memorandum, and the Chief Financial Officer is authorized to set aside funds in the amount of \$5,508,910, including contingency, for such agreement, in the yearly amounts provided above, with amounts for future fiscal years subject to inclusion in such fiscal years' budgets.
Operations Committee:	Approved: _____ Scott Haggerty, Chair
Approved:	Date: March 11, 2016