

TEXAS TRANSPORTATION COMMISSION

VARIOUS Counties

MINUTE ORDER

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VARIOUS Districts

Transportation Code §228.052 authorizes the Texas Department of Transportation (department) to enter into an agreement with one or more persons to provide, on terms approved by the department, personnel, equipment, systems, facilities, and services necessary to operate a toll project or system, including the operation of toll plazas and lanes and customer service centers and the collection of tolls.

The Texas Transportation Commission (commission) has adopted rules located at Title 43, Texas Administrative Code §27.83 governing the requirements for soliciting proposals from private entities to operate a department toll project or system.

On March 25, 2011, the department issued a request for proposals (RFP) to procure services from a prime vendor with high quality systems to support the operation of the customer service center (CSC) and toll plazas for current and future toll facilities throughout the state, inclusive of all CSC services and toll operation services for the Central Texas Turnpike System. The RFP provided that the agreement would be awarded to the apparent best value proposer.

On May 27, 2011, proposals were received from four proposer teams, including (in alphabetical order) Affiliated Computer Services (ACS), Electronic Transaction Consultants (ETCC), Federal Signal Technologies, and TransCore. The department reviewed each proposal for compliance with minimum qualifications and submittal requirements. One proposal did not meet the minimum requirements set out in the RFP. The department evaluated technical and price proposals from the three remaining proposers: ACS, Federal Signal Technologies, and TransCore.

The technical proposals were evaluated in the following categories: system approach, technical approach, key personnel qualifications, project management approach, and quality management approach. Each proposal was evaluated using the qualitative ratings of meets minimum, fair, good, and excellent, and assigned adjectival ratings and numerical scores in each category. Points were assigned to the proposals based on those ratings and the weightings of the individual evaluation criteria. The points assigned to the technical proposals pursuant to the qualitative evaluations were then added to the points assigned to the price proposals to determine the total number of points received by each proposal. The proposal with the highest score was deemed to provide the apparent best value.

The evaluations and scoring of each proposal resulted in the proposals being ranked as follows: (1) Federal Signal Technologies, (2) TransCore, and (3) ACS. The proposal submitted by Federal Signal Technologies was accordingly determined to provide the apparent best value.

IT IS THEREFORE ORDERED by the commission that the determination that the proposal submitted by Federal Signal Technologies provides the apparent best value to the department is approved, and the department is authorized and directed to commence and complete negotiations with Federal Signal Technologies as necessary to finalize the agreement.

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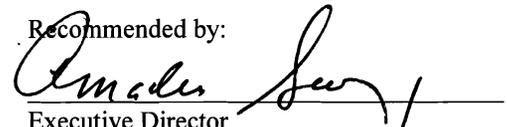
IT IS FURTHER ORDERED that the agreement is awarded to Federal Signal Technologies subject to and effective upon the successful conclusion of negotiations, and the mutual execution and delivery of the agreement by the executive director of the department and the proposer.

IT IS FURTHER ORDERED that if the executive director determines that negotiations with Federal Signal Technologies cannot be successfully completed, and that therefore the proposal submitted by Federal Signal Technologies will not provide the apparent best value, the department is authorized to commence and complete negotiations with TransCore, the next highest-ranked proposer, with award to the next highest-ranked proposer subject to the terms and conditions in the immediately preceding paragraph of this order.

Submitted and reviewed by:


Director, Texas Turnpike Authority
Division

Recommended by:


Executive Director
112792 AUG 25 11
Minute Date
Number Passed



**Texas Transportation
Commission Meeting
August 25, 2011**

**Toll Operations & Customer Service Center
Systems and Operations Procurement**

Contract Components

- Cash Toll Collections and Management
- Call Center, Pay By Mail Invoicing, Imaging
- TxTag Account Management
- Transaction Processing
- Back Office System Operations and Maintenance
- Collections
- Out of State Payment Processing
- Violation Processing
- Plaza Maintenance



Selection Process

- ◉ Released RFI September 10, 2010
- ◉ October 4th – 12th Vendor Presentations on Capabilities & Cost Drivers
- ◉ January 21, 2011 – Draft RFP Published
- ◉ February 1st – 4th Vendor Conferences
- ◉ RFP Published – March 25, 2011
- ◉ Proposals Due – May 27, 2011
- ◉ Proposal Evaluations – May 30th – June 24th
- ◉ Vendor Selection – June 29, 2011
- ◉ Vendor Approval – August 25, 2011
- ◉ Negotiations – September
- ◉ NTP – October



Team Components

- **Procurement Managers**
 - TTA Project Manager – Kathy Garrett
 - TTA Director of Turnpike Planning and Development - Doug Woodall
- **Technical Evaluation Teams**
 - Pass/Fail Team
 - Proposal Evaluation Team
 - Financial Review Team
 - Pricing Evaluation Team
 - Alternative Technical Concept Team
 - Reference Team
 - Personnel Evaluation Team
 - Technical Approach Teams
- **Evaluation Support – OGC, AUD, FIN, , GSD, TSD, AUS, KPMG, Atkins**





Procurement History

- ◉ Continued focus on reducing costs while maintaining customer service
- ◉ Open procurement inviting non-toll providers to enter the market
- ◉ Performance score based on key performance indicators
- ◉ Single Program Manager – responsible for all operational aspects
- ◉ Allow vendors to propose hosted solutions and cost reduction approaches
- ◉ Started with RFI, invited vendors to demonstration meetings, drafted RFP, vendor discussion on RFP cost drivers, 1-on-1 meetings, final advertisement and selection

Observers & Team Members

- **Pass/Fail Responsiveness**

- Dena Rush (TTA) – Team Chair
- Jimmy Bailey (TTA)
- Loretta Brown (TTA)
- Wayne Rehnborg (AUS District)
- Angie Parker (OGC) (non-voting)
- Raymond Martinez (AUD) (non-voting)

- **Financial Review Team:**

- Nancy Reinert (FIN) – Team Chair
- Cleve Thorn (FIN)
- Amanda Landry (FIN)

- **Pricing Evaluation Committee**

- Doug Woodall (TTA) – Team Chair
- Nancy Reinert (FIN)
- Cleve Thorn (FIN)

- **Key Personnel Evaluation Team**

- Erica Ramirez (TTA) – Team Chair
- Loretta Brown (TTA)
- Bill Reichert (TTA)
- Lynn Giusto (GSD)
- Marcy Saenz (TTA)

Back Office Systems /Technical Approach Team Members

- Jimmy Bailey (TTA)
- Carolyn Wofford (TTA)
- Roland Silva (TTA)
- Loretta Brown (TTA)
- Erica Ramirez (TTA)
- Kevin Pete (TSD)
- Justine McGrady (TSD)



Selection & Recommendation

- ① ACS - Xerox with Facilities Management Services, & PRWT Services
- ① Federal Signal Technologies with MSB and Faneuil
- ① TransCore with URS



Best Value Recommendation

Federal Signal Technologies
with MSB and Faneuil

