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**PLANNING AND PROGRAMMING COMMITTEE
JUNE 20, 2012**

SUBJECT: REGIONAL TAP SERVICE CENTER

**ACTION: APPROVE CONTRACT MODIFICATION FOR PROCUREMENT
SUPPORT**

RECOMMENDATION

Authorize the Chief Executive Officer to negotiate and execute a Contract Modification No. 2 to Contract PS4010-2178-16-05, Task Order No. 1 with CH2M Hill for up to eighteen-months, July 1, 2012, to December 31, 2013, in an amount not-to-exceed \$1.2 million, increasing the total contract value from \$407,545 to \$1,607,745.

ISSUE

CH2M Hill has provided staff support services under Task Order No. 1 in preparation for a new Request for Proposal (RFP) to replace the current Regional TAP Service Center contract which expires in December 2012. This task order modification will enable CH2M Hill to complete the remaining tasks for the RFP and to provide technical support to staff through the source selection and transition/start up process.

DISCUSSION

CH2M Hill began providing LACMTA with TAP technical support for the development of a new RFP for the Regional TAP Service Center in March 2012.

Under the original Task Order, the Contractor worked to develop:

1. Regional Fare Policy Analysis
2. Financial Systems Clearing and Settlement Technical Oversight and Testing
3. Bank Card Strategy Review and Future Alternatives

Under Task Order 1, Modification No. 1, the Contractor performed the following:

1. Labor Analysis & Allocation
2. Business Process Review
3. Draft RFP Documents

Under Task Order 1, Modification No. 2, the Contractor shall perform the following:

1. Perform Municipal Operator TAP Business Needs Assessment
2. Complete RFP and Assist in Source Selection
3. Transition Plan Oversight
4. Final Design Documentation Oversight
5. Implementation and Innovation Oversight

Under the general scope of work, CH2M Hill conducted analysis and helped develop the RFP documents for the new TAP Regional Service Center solicitation that will enable Metro to select a new qualified contractor for the operation of the TAP Regional Service Center. The current contractor's period of performance will expire in December 2012.

Pre-solicitation tasks associated with the development of the RFP have been or are in the process of being completed. With approval of this modification, CH2M Hill will complete remaining tasks needed to issue the RFP; develop an independent engineer's estimate priced to industry standards; and will assist MTA staff with technical assistance during the Source Selection process. After award, CH2M Hill shall oversee the technical transition of the Customer Relationship Management System (CRM) and Interactive Voice Response (IVR) systems depending upon the selection of the successful proposer to the RFP.

In addition, CH2M Hill will assist TAP participant Municipal Operators identify unique needs to assist with TAP customer adoption of the regional program.

Technical assistance provided by CH2M Hill is critical for the completion of the RFP and to ensure the successful transition of the Regional TAP Service Center and to ensure continued, uninterrupted service to both Metro and Muni riders.

DETERMINATION OF SAFETY IMPACT

Approval of this recommendation will allow the TAP Regional Services system to continue its role in providing safe operations for our patrons.

FINANCIAL IMPACT

Funding of \$1,000,000 for technical and professional services under the existing contract are included in the proposed FY13 budget in cost center 3020, TAP Operation, line item 50316, Technical and Professional Services. Since this is a multi-year project, it will be the responsibility of the Cost Center Manager and the Executive Officer to budget expenditures in future years.

Impact to Budget

The FY13 budget assumes these expenses are funded with bus and rail operating revenues.

ALTERNATIVES CONSIDERED

An alternative would be to consider delaying this program; or to defer CH2M Hill from completing the work; however, this is not advised as industry standards and smart card based operating systems require technical knowledge by experienced experts and in-house staff would have difficulty with the technical attributes related to call center operation for regional operation, smart card management systems, or to develop an independent engineer's estimate without the help of qualified consultants.

NEXT STEPS

- Execute the eighteen-month extension of the current Planning Bench Contract Task Order #16
- Complete the RFP and issue to the industry
- Provide update to the Board as the procurement process progresses before the "black out" period of the RFP

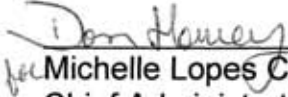
ATTACHMENTS

A. Procurement Summary

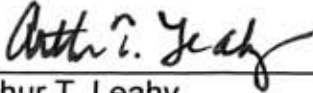
Prepared by: Jane Matsumoto, Deputy Executive Officer, TAP Operation



Matthew Raymond
Chief Communications Officer



for Michelle Lopes Caldwell
Chief Administrative Services Officer



Arthur T. Leahy
Chief Executive Officer

PROCUREMENT SUMMARY

REGIONAL TAP SERVICE CENTER

1.	Contract Number: PS4010-2178-16-05	
2.	Recommended Vendor:	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input checked="" type="checkbox"/> Modification <input checked="" type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: N/A	
	B. Advertised/Publicized: N/A	
	C. Pre-proposal/Pre-Bid Conference: N/A	
	D. Proposals/Bids Due: N/A	
	E. Pre-Qualification Completed: N/A	
	F. Conflict of Interest Form Submitted to Ethics: N/A	
	G. Protest Period End Date: N/A	
5.	Solicitations Picked up/Downloaded: N/A	Bids/Proposals Received: N/A
6.	Contract Administrator: Don Dwyer	Telephone Number: 213-922-6387
7.	Project Manager: Jane Matsumoto	Telephone Number: 213-922-3045

A. Procurement Background

This Board action is for a contract modification to Task Order No. 1 in support of the TAP Regional Service Center, Request for Proposal. In October 2009, the MTA Board approved the Countywide Planning & Development Bench in an amount NTE \$20 million.

On September 11, 2011, staff issued Task Order No. 01 to CH2M Hill in the amount of \$310,675 to perform various pre-solicitation studies and tasks.

On March 22, 2012, staff issued Task Order Modification No. 1 in the amount of \$96,870 to perform additional pre-solicitation studies.

This Task Order Modification No. 2 is issued to complete pre-solicitation activities, prepare technical specifications and proposal evaluation documents, and to provide technical support during the solicitation phase and during the post-award transition phase. An independent estimate for this work was prepared in the NTE amount of \$1,000,000.

B. Evaluation of Proposals/Bids

In 2010, Booz-Allen & Hamilton was acquired by CH2M Hill. Both Booz-Allen & Hamilton and CH2M Hill were selected as part of the Countywide Planning Bench. CH2M Hill/Booz-Allen & Hamilton have been providing technical assistance to Metro's TAP and Universal Fare System Programs from the inception. This is consistent with Board direction to maintain a single point of technical responsibility for Metro's automated fare collection system. As such, CH2M Hill/Booz-Allen & Hamilton is uniquely qualified to provide on-going technical assistance for this program.

C. Cost/Price Analysis

The final price for this task order modification shall be determined by audit and negotiation.

D. Background on Recommended Contractor

CH2M Hill, located at 523 West 6th Street, Suite 400, Los Angeles, CA 90014, is an employee-owned, multinational firm providing engineering, construction, operations, and related services to public and private clients in numerous industries on six continents. CH2M Hill offers integrated services that help take any infrastructure project from conception to reality. CH2M Hill have repeatedly demonstrated skill and dedication on projects such as the I-10 HOV Widening project, as well as providing environmental investigation and remediation support to the construction of Segments 2 and 3 of the Metro Red Line.

E. Small Business Participation

CH2M Hill made a 27.24% Small Business Enterprise (SBE) participation commitment. CH2M Hill is meeting its commitment with 27.24% participation.

	SBE Subcontractor	Status	% Commitment	Current¹ Participation to Date
1.	Aline Consulting	Performing	27.24%	27.24%
	Total Commitment	Performing	27.24%	27.24%

¹Current Participation = Total Actual Amount Paid-to-Date to Subs + Total Actual Amount Paid-to-Date to Prime

F. All Subcontractors Included with Recommended Contractor's Proposal

	Subcontractor	Services Provided
1.	Lumenor Consulting	Technical Support
2.	Invoke Technologies	Technical Support