



Board Report

File #: 2015-0442, File Type: Contract

Agenda Number: 2.

SAFE BOARD MEETING
JUNE 25, 2015

SUBJECT: CONTRACT NO. 06SAFE035 MOTORIST AID TRAVELER INFORMATION SYSTEM

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. authorizing the Chief Executive Officer to execute Modification No. 36 to Contract No. 06SAFE035 - **Motorist Aid Travelers Information System (MATIS) with the IBI Group Inc. (IBI)** to extend the period of performance by 24 months from July 1, 2015 to June 30, 2017, and increase the contract value by \$7,795,919, from \$36,111,432 to \$43,907,351; and
- B. approving an increase to Contract Modification Authority (CMA) for Contract No. 06SAFE035, MATIS with IBI to support the system improvements in the amount of \$779,592; thereby, increasing the total CMA from \$5,656,106 to \$6,435,698.

ISSUE

Southern California 511, a component of the MATIS Program, is an operational system that provides real-time traveler information and motorist aid services. The current vendor operates the system. Since program implementation, technology has progressed to a point where the current system is outdated and becoming more difficult to maintain. While staff is focused on procurement, development, integration and deployment of a new 511 system; in the interim, the requested modification is necessary to address the following:

- The current contract is set to expire on June 30, 2015, requiring a 24 month extension to provide sufficient time to retain a new contractor and to seamlessly transition the service. The time extension will allow for concurrent operation of the two systems to ensure a smooth migration from the existing to the new system.
- Since 511 is an operational system, there are a number of unforeseen issues that arise requiring additional funding. Examples of these are:
 - Transit Partners Joining

- Application Program Interface update
- Telephone System updates
- Real-time arrivals predictions from transit providers
- Interactive Voice Recognition Call Flow Improvements
- Support of the TAP program
- Mobile Application Improvements
- ExpressLanes, ExpressPark, Veterans Transportation and Community Living Initiative and Motorist Aid Support

All proposed updates subject to negotiation prior to implementation to ensure fiscal responsibility by LA SAFE.

Additionally if the selected contractor completes the development, integration, and deployment of the new 511 system prior to the conclusion of this extension, the extension will be terminated resulting in a cost savings.

DISCUSSION

Background

On February 28, 2008, the Los Angeles Service Authority for Freeway Emergencies (LA SAFE) Board awarded a 10-year, Fixed Price, indefinite quantity contract to IBI Group, Inc. for the development, deployment, operation, and maintenance of MATIS in an amount not-to exceed \$34,000,000, inclusive of two, two-year options, and a 10% CMA. MATIS evolved to become the Southern California 511 Program, an operational system that provides real-time traveler information and motorist aid services to approximately 400,000 users per month. Southern California 511 was designed and developed by LA SAFE in partnership with Los Angeles County Metropolitan Transportation Authority (Metro), Orange County Transportation Authority, Ventura County Transportation Commission, California Highway Patrol and the California Department of Transportation. In accordance with the mandates of § 5306 of the 2005 Federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), the regional 511 system ensures that the Los Angeles County region meets the requirement regarding deployment of a national, inter-operable 511 Traveler Information system. Over the past years through board approved modifications, the contract amount has been increased to \$36,111,432.

Existing Technology

Technology has progressed to a point where the current system is outdated and is becoming difficult to maintain. The requested modification is necessary to allow staff to extend the contract to June 30, 2017, to allow for the development, procuring and implementation of a new state-of-the-art 511 system.

As a result of user feedback, requests from partner agencies, and technological changes to improve the reliability/accuracy of data, the original design and development of Southern California 511 has undergone changes. Additional funding is required to support pending and unforeseen operational

needs, maintenance requirements, and system improvements due to the addition of new transit partners and traffic data sources.

As an on-going operation and technology based service, it was anticipated that there will be a continuing need to improve services and provide additional features. The improvements to date have resulted in the provision of more reliable information to the public enabling Southern California 511 to support major events such as:

- Amber Alerts
- 405 Bridge Bash
- 60 Summer Slam
- 405 Construction closure updates
- Carmageddon I&II
- Caltrans reoccurring maintenance closures
- Unanticipated major incidents

Currently, there are a number of additional improvements slated for 2015 that will further enhance the types of information and quality of service provided by Southern California 511. The following are improvements either pending or under consideration for which the new CMA is requested:

- Integration of Torrance Transit-Bus Arrival Information System;
- Integration of Montebello Transit-Bus Arrival Information System;
- Integration of Antelope Valley Transit-Bus Arrival Information System;
- Integration of Real-time traffic data from Nokia for the 5 County Area
- Integration of Veterans' transportation information (VetsGo511);
- Improvements of the web-site;

Next Generation 511

It is anticipated that by June 2017, the next generation Southern California 511 system will be fully implemented and operational. The updated system will utilize current and expandable technologies and be scalable to accommodate the anticipated rapid growth in partners. Lessons learned from the initial deployment will be incorporated into the work plan for the next generation 511 as staff strives to make the new system more agile, responsive, user-friendly and easier to maintain.

DETERMINATION OF SAFETY IMPACT

A critical role of effectively managing freeway incidents is the prompt and accurate dissemination of information to the public. This action will enable MATIS to improve its operations to provide enhanced and more actionable information to the public thereby reducing congestion and possible safety impacts.

FINANCIAL IMPACT

LA SAFE budgeted \$3,600,000 in the FY 16 proposed budget for this effort in cost center 3351, LA

SAFE, 300209, Traveler Information Services - Contract Services.

Since this is a multi-year contract, the cost center manager and Executive Officer will be accountable for budgeting the cost in future years, including any options exercised.

ALTERNATIVES CONSIDERED

The SAFE Board may elect not to approve these recommendations. This option is not recommended as SAFE will no longer be able to provide this service on which approximately 300 thousand monthly users and many partner agencies rely.

NEXT STEPS

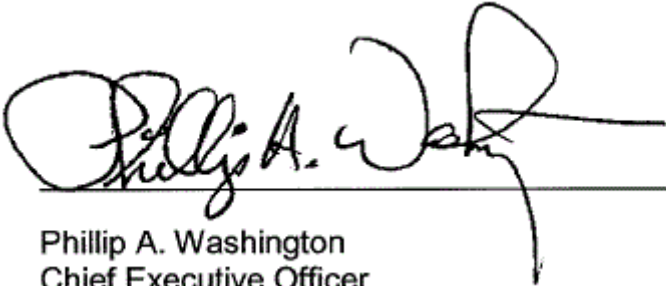
Upon Board approval, staff will execute the Modification.

ATTACHMENTS

- A. Procurement Summary
- B. Contract Modification/Change Order Log

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Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

MOTORIST AID TRAVELER INFORMATION SYSTEM/
CONTRACT NO. 06SAFE035

1.	Contract Number: 06SAFE035		
2.	Contractor: IBI Group, Inc.		
3.	Mod. Work Description: Continued operations from 7/1/15 to 6/30/17 and expansion of Motorist Aid Traveler and Information System (MATIS).		
4.	Contract Work Description: Development, deployment, operation and maintenance of MATIS		
5.	The following data is current as of: 4/24/15		
6.	Contract Completion Status		Financial Status
	Contract Awarded:	3/1/08	Contract Award Amount: \$30,880,680
	Notice to Proceed (NTP):	3/1/08	Total of Modifications Approved: \$5,230,752
	Original Complete Date:	2/28/14	Pending Modifications (including this action): \$7,795,919
	Current Est. Complete Date:	6/30/17	Current Contract Value (with this action): \$43,907,351
7.	Contract Administrator: Victor Zepeda		Telephone Number: (213) 922-1458
8.	Program Manager: Iain Fairweather		Telephone Number: (213) 922-5650

A. Procurement Background

This Board Action is to approve Modification No. 36 to continue operations of MATIS from July 1, 2015 to June 30, 2017. Further, staff recommends additional Contract Modification Authority (CMA) for expansion of the program by adding additional transportation partners and maintaining or upgrading current transportation information features.

This contract modification and future modifications will be processed in accordance with LA SAFE's Acquisition Policy and the contract type is a Firm Fixed Price.

On February 28, 2008, the LA SAFE Board awarded a six-year base Contract No. 06SAFE035 to IBI Group, Inc. for the development, deployment, operation and maintenance of MATIS for \$30,880,680 with two, two-year options.

Attachment B shows that 35 modifications have been issued to date.

B. Cost/Price Analysis

The recommended price is determined to be fair and reasonable based upon a current independent cost estimate, cost analysis, technical evaluation, clarifications, and fact finding. IBI has agreed to continue the service for the two-year extension at no increase to their rates.

Proposed Amount	Metro ICE	Negotiated Amount
\$7,795,919	\$7,822,935	\$7,795,919

Additionally, LA SAFE and IBI Group Inc. negotiated and agreed to end the contract early with a 30 day written notice, if the selected contractor develops, implements, and deploys the new 511 system prior to the 24 month period of performance.

C. Small Business Participation

IBI Group, Inc., made a 5.10% Small Business Enterprise (SBE) commitment. The current SBE participation is 6.33%. IBI is exceeding their SBE goal commitment.

SMALL BUSINESS COMMITMENT	5.10% SBE	SMALL BUSINESS PARTICIPATION	6.33% SBE
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	SBE Subcontractors	% Committed	Current Participation¹
1.	InterBase Corporation	5.10%	2.93%
2.	AAMCOM (added)	0.00%	3.40%
	Total	5.10%	6.33%

¹Current Participation = Total Actual Amount Paid-to-Date to DBE firms ÷ Total Actual Amount Paid-to-date to Prime.

D. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy has not been adopted by LA SAFE; therefore, the policy will not apply to this modification.

CONTRACT MODIFICATION/CHANGE ORDER LOG

**MOTORIST AID TRAVELER INFORMATION SYSTEM/
CONTRACT NO. 06SAFE035**

Mod. No.	Description	Date	Mod. Amount
1.	Revised Contractor Key Personnel	3-1-08	\$0
2.	<ul style="list-style-type: none"> • Revised Pricing Schedule • Extended Phase I - Baseline Start-up Schedule 	3-13-08	\$0
3.	<ul style="list-style-type: none"> • Extended Period of Performance - Base Contract • Extended Period of Performance – Phase I MATIS Development and Deployment • Reallocated level of efforts: Re-scoped Phase I Design and Development and De-scoped Phase II Call Center O&M 	3-6-09	\$0
4.	<ul style="list-style-type: none"> • Revised Statement of Work to add a Point-to-Point Data Link between Caltrans District 8 TMC and the MATIS Hosting Facility • Increased Contract Pricing Schedule 	7-22-09	\$16,159
5.	<ul style="list-style-type: none"> • Extended Period of Performance - Base Contract • Extended Period of Performance – Phase I Project Management • Reallocated level of efforts: Re-scoped Phase I Design and Development and De-scoped Phase II Call Center O&M 	6-1-09	\$0
6.	Expanded the Southern California 511 Interactive Voice Response (IVR) Automated Trip Transit Planner service to include Orange County per March 25, 2010 Board Approval	6-26-09	\$704,114
7.	Revised Contractor Key Personnel	9-8-09	\$0
8.	Revised Statement of Work to include transfer of toll free numbers to LA SAFE at Contract completion	9-14-09	\$0
9.	Revised Statement of Work for added IVR Report Requirements	10-22-09	\$20,000
10.	<ul style="list-style-type: none"> • Revised Statement of Work to include the Traveler Information Center (TIC) development and O&M. 	1-15-10	

	<ul style="list-style-type: none"> • Reallocated funds from Phase II for TIC development; and from Year 10 for TIC O&M 		\$927,603
11.	Extended TIC O&M Performance period	10-21-10	\$210,383
12.	Expanded IVR and Web to include Bus Arrival Information System (BAIS) Design and Development	3-23-11	\$107,321
13.	Extended TIC O&M Performance period	6-21-11	\$414,845
14.	Extended TIC O&M Performance period	12-27-11	\$276,563
15.	Incorporated Design, Development, and Deployment of Application Programming Interface (API) in support of a 511 mobile application	4-17-12	\$125,000
16.	Incorporated Design, Development, and Deployment of CHP CAD Interface	4-5-12	\$34,731
17.	Extended TIC O&M Performance period	6-20-12	\$276,563
18.	Advanced Change Order Rates (FY 12/13)	8-1-12	\$0
19.	Revised Contractor Key Personnel	8-5-12	\$0
20.	Extended TIC O&M Performance period	12-20-12	\$138,282
21.	Extended TIC O&M Performance period	4-29-13	\$270,000
22.	Incorporate the Design, Development, and Deployment of Access Services	12-2-13	\$163,924
23.	Incorporate the development of: <ul style="list-style-type: none"> • Metro Express Lanes; Phases 1, 2 and 3 • Los Angeles Department of Transportation • Express Park • #399 mobile call box/motorist aid services • Call Center Agent Training 	1-17-14	\$352,792
24.	Extended TIC O&M Performance period	2-5-14	\$76,832
25.	Revised Contractor Key Personnel	3-26-14	\$0
26.	Extended TIC O&M Performance period	4-11-14	\$48,531
27.	Extended TIC O&M Performance period	5-8-14	\$72,799
28.	Change order to include: O&M services for: <ul style="list-style-type: none"> • Express Lanes • Access Services – IVR only • Polylines for Web application • Stale data • ERS Snapping • Third party data feeds • Call center call volume Design, Development, and	6-25-14	\$399,631

	Implementation of Pasadena ARTS, Glendale Beeline and Nextrip		
29.	De-scope of Fleet Monitoring Services	6-25-14	-\$161,501
30.	Advanced Change Order Rates (FY 14/15)	7-18-14	\$0
31.	Extended TIC O&M Performance period	8-18-14	\$439,769
32.	Revised Statement of Work to include Express Lanes Main Menu & Transfer option	8-28-14	\$11,859
33.	Revised Statement of Work to include Local Project Manager services	12-9-14	\$304,552
34.	Incorporate: <ul style="list-style-type: none"> • Near Term Enhancements De-scope (-\$765,661.90) • Re-scope Extension of Services to June 30, 2015 (reallocate \$488,033.46) • Re-scope Web Enhancements (reallocate \$230,687.53) • Re-scope Access Services IVR O&M (reallocate \$26,142.22) 	In-process (5-16-15)	\$0
35.	Advanced Change Order Rates (FY 15/16)	In-process (5-16-15)	\$0
36	Extend MATIS Operations (Pending Board Approval)		\$7,795,919
	Total Modifications and Pending:		\$13,026,671
	Prior CMA Authorized by Board		\$5,656,106
	Increased CMA for this Recommended Action		\$779,592
	Remaining CMA for Future Changes		\$1,911,481