



Board Report

File #: 2026-0062, **File Type:** Contract

Agenda Number: 33.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE MARCH 19, 2026

SUBJECT: METRO EXPRESSLANES BACK OFFICE SYSTEM

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate contract, Contract No. PS53258000 to BRiC-TPS, LLC, for implementing, operating, and maintaining a new ExpressLanes Back Office System (BOS) in the Not-To-Exceed (NTE) amount of \$114,749,473 for the eight-year base period, excluding contract options, and which shall be authorized as follows, subject to the resolution of any properly submitted protest(s), if any:
1. The Design and Implementation phase of the new BOS will be authorized immediately upon contract execution in an amount NTE \$15,583,030;
 2. The Operations and Maintenance (O&M) phase of the new BOS will be authorized at the completion of the BOS Implementation in an amount NTE \$99,166,443; and
- B. EXECUTE individual contract modifications for Contract No. PS53258000 within the Board-approved contract modification authority.

ISSUE

A tolling BOS is required to enable Metro to efficiently operate the current I-10 and I-110 ExpressLanes and the future I-105 ExpressLanes. In 2018, Metro entered into an eight-year base contract (PS40164-2000) with TransCore LP to design, build, operate, and maintain the I-10 and I-110 ExpressLanes BOS. The existing contract is scheduled to expire on March 9, 2029. Staff is seeking to award a new BOS Contract No. PS53258000 to BRiC-TPS, LLC, to begin the design, development, and implementation of a new BOS that will provide Metro ExpressLanes with significant system improvements and efficiencies, resulting in streamlined operations and cost savings. The existing contract will be kept and managed for continued Operations and Maintenance (O&M) of ExpressLanes, while a new and improved BOS is developed in parallel. Development of a new BOS for tolling typically requires 18 months, given the complexities with the system design, development, implementation, and migration of the existing BOS customer data, including account and transaction data to a new BOS.

BACKGROUND

The ExpressLanes BOS encompasses services, software, and hardware that serve as the system of record to provide critical functionality, including transaction processing, customer account management, transponder management, legally mandated interoperability, payment processing, and toll violation handling. The BOS is closely integrated with two other core components of the ExpressLanes system: the Roadside Toll Collection System that handles roadside infrastructure and dynamic pricing, and the Account Services component that covers the staff and facilities needed to provide account support to ExpressLanes users.

DISCUSSION

Staff is seeking this Board Action to award a new BOS contract that will allow ExpressLanes to continue expansion, including support for the new I-105 corridor. The new BOS will be designed to handle the transaction growth anticipated with the I-105 and will go live prior to the first segment of the I-105 ExpressLanes opening, in advance of the 2028 Olympics and Paralympics. In addition, the new BOS contract will implement the latest tolling capabilities, including features available to our partner California Toll Operators Committee (CTOC) agencies to establish regional and national interoperability. This will allow Metro ExpressLanes customers to use their account at toll facilities throughout the region and country to align with state legislation currently being advanced. The advancements in the new BOS will position Metro to join others at the forefront of interoperability.

The new BOS contract will include new state-of-the-practice tolling architecture, including advanced processing systems, new network technology, new security technology, updated hardware, along with new system architecture and design that delivers best-in-class BOS tolling capabilities and the latest tools for transaction processing and customer interfaces. The new BOS will afford Metro with opportunities to increase efficiencies in transaction and account processing, improvements in overall transaction reconciliation, increase toll revenue collection by improving processing timelines by a minimum of 15%, and will furnish opportunities to drive down mailing costs- affording Metro a 25% potential savings in printing and postage costs. These savings are anticipated to increase net toll revenue as well as potentially lower the Pay As You Go fee.

Continued growth in transaction volume will be supported with the new BOS contract, including a scalable system design that can meet the long-term projections for increased volume. Volumes are expected to more than double with the I-105 corridor expansion. The proposed solution has been proven to operate both reliably and effectively in other California Toll agencies.

Further, the new BOS will have the capability to support regional interoperability with western region states, with the latitude to expand support at the national level.

Additional design improvements include a simplified and intuitive User Interface that will improve account servicing by reducing call average handle times by an anticipated 25% for customers, along with improvements to the self-service external websites, including expansion of payment methods, and addition of a new Mobile App enabling a more simplified account management and improved customer experience. In addition, the design will incorporate usability features that focus on ease of

use and customer satisfaction.

For these reasons, design, development, implementation, and the transition to a new BOS that incorporates a scalable architecture and is fundamentally capable of meeting the program's future needs are essential. The design, development, and delivery of a bespoke BOS developed to meet the requirements of ExpressLanes is a highly complex effort. The process requires significant planning, a meticulous design around ExpressLanes Business Rules, conformity with specialized laws unique to California, acquisition and build out of new infrastructure, development, configuration, and multiple levels of testing, including unit testing, functional testing, system integration testing, performance testing, and user acceptance testing. The process also requires a complex data migration that involves data analysis, data mapping, and countless resources in order to facilitate a seamless transition of operations from the existing BOS to the new BOS. The recommended vendor has proven experience, including staff expertise to deliver all facets of this highly complex process. In addition, Metro staff's experience with prior migrations will be leveraged to mitigate risk associated with moving from the current BOS operations to the new BOS.

Since each toll agency has very specific business rules, rates, customer policies, and standard operating procedures dictated by the agency and statute, the BOS will be customized to meet Metro's specified requirements. The new BOS has demonstrated ease in customization, helping to mitigate the effort in adapting to Metro's Business rules.

All in all, the new BOS will position ExpressLanes for continued growth and improved customer experience.

Contract Duration

The BOS contract duration and statement of work, which includes over 1,500 requirements, were developed in consultation with a team of tolling industry subject matter experts and further informed by lessons learned from Metro's previous BOS procurements. Designing, building, and implementing a new BOS of this magnitude and complexity is a highly resource-intensive task that requires years of planning, development, configuration, and testing. Furthermore, transitioning operations from an existing BOS to a new BOS necessitates a significant amount of careful data coordination, privacy protection, data security, and program management for the millions of transponders and hundreds of millions of transactions that the system actively manages. As a result, the current best practice in the tolling industry is to incorporate base contract durations for BOS contracts that are on the order of 5-10 years to maximize the value received. The new BOS contract adheres to this best practice by incorporating a base contract duration of 8 years.

Base Contract Cost

Item	Cost
Design and Implementation:	\$15.6M
Software Design and Integration	\$6.7M
Hardware and Software Licenses	\$8.9M
Operations and Maintenance (O&M)	\$45.1M
Pass-through	\$54M
Total Base Contract	\$114.7M

Implementation

The implementation cost of \$15.6M includes software design and integration cost of \$6.7M which includes the software delivery components including resources to support software design, software architecture, software development, all customization and configuration, along with the resources required to support the multiple phases of software validation. The implementation cost also includes all technical documentation deliverables including design documents, interface control documents, etc. In addition, these cost account for all of the development and resources required to support data migration from the existing BOS to the new system. Lastly implementation cost include the staffing and resources required to deliver training in preparation for production delivery.

The \$8.9M for all hardware acquisition includes computers, servers, storage, memory, network, as well as all initial software licenses required to operate the BOS.

Operations and Maintenance (O&M)

The maintenance cost of \$45.1M, covers O&M for the 7-year duration of the Base contract. At a high-level this includes maintenance of the 877-phone line, interactive voice response system, website, service center representative computer and interface maintenance, data center, ongoing software license renewals, cash/check/credit card payment processing, Payment Card Industry (PCI) compliance and yearly financial audits. In terms of staffing, the O&M period includes service center on-site technical experts along with dedicated software developers, database administrators and software testers to maintain and improve the system during this period.

Pass-Through Costs

Staff has identified items to be handled as pass-through costs on this contract, which eliminates markup on those items, reduces contract risk, translates into lower fixed unit price proposals, and therefore provides the best value for Metro. These include postage, mail house handling costs (e.g., printing), monthly phone licenses, credit card tokenization fees, DMV lookup costs, and communications leased lines.

For the base term of the contract, pass-through costs include \$54 million, of which \$17 million is associated with Printing and Telecommunications costs and \$37 million is direct postage costs, equating to approximately 50% of the overall contract value, and are required expenses regardless of the contractor operating the BOS system.

DETERMINATION OF SAFETY IMPACT

This Board action is not anticipated to have an impact on the safety of Metro's patrons or employees.

The BOS contracts do not include any physical infrastructure on the Metro corridors.

FINANCIAL IMPACT

The project schedule will require \$7.7 million in FY26. These costs have been included in the FY26 budget for Cost Center 2220, Project Numbers 307001 and 307002, Account 50308, Task 03.11.

Since this is a multi-year project, the cost center manager, the Executive Officer, and the Deputy Chief Operations Officer of Shared Mobility will be responsible for budgeting the cost in future years.

Impact to Budget

The funding for this contract is from toll revenues generated on the I-10 and I-110 ExpressLanes. Toll revenue funds are eligible for bus and rail operating expenses within the ExpressLanes corridors.

EQUITY PLATFORM

This BOS contract delivers the ExpressLanes program with essential system capabilities to efficiently and effectively implement equity-oriented initiatives and programs to ensure low-income households are afforded equitable access to the ExpressLanes and their benefits. The BOS is required to enable, provide, and/or support all of the ExpressLanes program's equity benefits, including but not limited to: administration of the Low Income Assistance Program, efficient deployment of a Pay-As-You-Go (PAYG) alternative, collection of revenues for disbursement through net toll grants to local communities, provision of incremental transit service subsidies, and faster and more reliable service for transit patrons on the corridors. Metro ExpressLanes currently has 19,229 qualifying LA County households actively enrolled in the Low Income Assistance Program, has awarded over \$103 million in grants to improve the neighborhoods around the ExpressLanes corridors (52% of which are Equity Focus Communities), and offers transit users a time savings of 12 minutes per trip on average compared to the general purpose lanes.

The Diversity and Economic Opportunity Department (DEOD) established a 3% Small Business Enterprise (SBE) goal on the new Contract No. PS53258000.BRiC-TPS, LLC, met the goal by making a 3% SBE commitment.

VEHICLE-MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

The ExpressLanes program offers several programs that support VMT reduction, including the Transit Rewards program to incentivize transit use and the Carpool Loyalty program to encourage ridesharing. Additionally, toll revenues are used to fund transportation corridor improvements that

promote non-driving travel modes, including pedestrian infrastructure enhancements, bicycle facilities, transit amenities, and more frequent transit service. Quantitatively, a recent report by the California State Transportation Agency indicates that roadway pricing strategies like congestion pricing (e.g., ExpressLanes) are estimated to produce an overall VMT reduction of 17% on average (CTP 2040).

The BOS in this report has mixed outcomes, but on the whole, it will likely decrease VMT in LA County. Within the BOS suite of transactions, Metro seeks to reduce single-occupancy vehicle trips, provide a safe transportation system, and increase accessibility to destinations via transit, cycling, walking, and carpooling. The BOS will ease congestion for cars and trucks, or expand vehicle capacity, resulting in the possibility of increased VMT. However, it will also provide for carpooling infrastructure and reinvestment of funding towards transit projects; thus, the projects' multi-modal benefits may contribute to offsetting the possible increase in VMT.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The ExpressLanes Back Office System contract supports Strategic Goal 1, providing high-quality mobility options that enable people to spend less time traveling by offering travelers on the corridor a reliable and convenient travel mode alternative.

The ExpressLanes Back Office System contract also supports Strategic Goal 2, delivering outstanding trip experiences for all users of the transportation system, by improving the customer experience for ExpressLanes travelers.

ALTERNATIVES CONSIDERED

The Board may elect to direct staff to develop the system software using in-house resources. This alternative is not recommended since Metro staff currently do not possess expertise in developing tolling software and integrating with multiple external parties, such as DMVs and other tolling agencies.

The Board may elect not to award the new BOS Contract. This alternative is not recommended for the following reasons:

- The existing BOS does not support the new planned efficiencies in transaction processing, toll revenue collection, improved customer account service offerings, and violation bundling, proposed by the new BOS contractor.
- The existing BOS contract does not support the level of transaction processing required for I-105 ExpressLanes. The current system hardware would need upgrades and system development requiring a contract modification to add an estimated \$43 million in funds to the existing contract, requiring a contract modification if this alternative is chosen.

The new BOS affords Metro cost savings. When comparing the existing BOS contract and the new

BOS contract, the new BOS results in a 9% (over \$11 million) cost savings over the base contract term.

NEXT STEPS

Upon Board approval, staff will execute Contract No. PS53258000 with BRiC-TPS, LLC to begin design, implementation, operations, and maintenance of a new ExpressLanes BOS.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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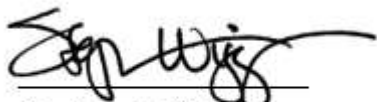
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PROCUREMENT SUMMARY

METRO EXPRESSLANES BACK OFFICE SYSTEM / PS53258000

1.	Contract Number: PS53258000	
2.	Recommended Vendor: BRiC-TPS, LLC	
3.	Type of Procurement (check one): ☐ IFB ☒ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: 12/18/2024	
	B. Advertised/Publicized: 12/18/2024	
	C. Pre-Proposal Conference: 1/7/2025	
	D. Proposals Due: 3/11/2025	
	E. Pre-Qualification Completed: 11/24/2025	
	F. Ethics Declarations Form Submitted to Ethics: 3/12/2025	
	G. Protest Period End Date: 3/24/2026	
5.	Solicitations Downloaded: 89	Bids/Proposals Received: 2
6.	Contract Administrator: Antonio Monreal	Telephone Number: (213) 922-4679
7.	Project Manager: Rosa Zamorano	Telephone Number: (213) 922-5584

A. Procurement Background

This Board Action is to approve Contract No. PS53258000 for the implementation, operation, and maintenance of the Metro ExpressLanes Back Office System (BOS). Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposal (RFP) No. PS53258 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit rate.

The RFP was issued with a Small Business Enterprise (SBE) goal of 3% and required a Contract Outreach and Mentoring Plan (COMP), which requires the selected Contractor to mentor one (1) firm for protégé development. Further, the solicitation was subject to the Local Small Business Enterprise (LSBE) Preference Program, which awards a 5% bonus to Proposers who commit to subcontract at least 30% of the contract value to local small businesses. The LSBE bonus points are added to the Proposers' total point score if DEOD determines the Proposer earned the LSBE bonus points.

Four (4) amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued January 17, 2025, revised the Contract Outreach and Mentoring Plan requirements, revised the sample agreement, and extended the proposal due date.
- Amendment No. 2, issued February 10, 2025, revised the submittal requirements, pricing forms, and statement of work.

- Amendment No. 3, issued February 24, 2025, revised the submittal requirements, sample agreement, pricing forms, and evaluation criteria.
- Amendment No. 4, issued March 3, 2025, updated the prequalification application requirements, and revised the pricing form.

A total of 89 firms downloaded the RFP and were included on the planholders' list. A virtual pre-proposal conference was held on January 7, 2025, and was attended by 59 participants. There were 125 questions received for this RFP and responses were provided prior to the proposal due date.

A total of two proposals were received by the due date of March 12, 2025, and are listed below in alphabetical order:

1. BRiC-TPS, LLC. (BRiC-TPS)
2. Conduent State and Local Solutions, Inc. (Conduent)

Staff conducted a market survey of the firms on the planholders list to determine why no other proposals were received. Three firms stated they did not meet the minimum requirements, four firms responded that the scope did not align with their services, and three firms stated they were interested in the project but decided not to propose. The results of the market survey indicated that factors beyond Metro's control contributed to the firms' decisions not to propose.

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from Metro's Shared Mobility department and Orange County Transportation Authority (OCTA) was convened to conduct a comprehensive technical evaluation of the proposals received.

The RFP required that all proposals be first evaluated on the minimum qualifications on a pass/fail basis. Any proposer that received a single rating of "fail" for any of the minimum qualifications would be eliminated from further consideration.

The minimum qualifications were as follows:

1. Implementation Experience: Proposer shall demonstrate that they have completed at least two (2) system implementation projects of a similar nature to the Statement of Work and Business Rules on this Project.
2. Operation and Maintenance Experience: Proposer shall demonstrate that they have performed at least two (2) system maintenance projects of a similar nature to the Statement of Work and Business Rules on this Project.
3. System Capacity: The proposed BOS shall have at a minimum the ability to support 500,000 full-service accounts (excluding accounts that are Violation

accounts that are established using registry of motor vehicle information) and ability to process a minimum of 50,000,000 trips annually at Go-Live.

Both proposers met the minimum qualification requirements and were further evaluated according to the following evaluation criteria:

- | | |
|---|----------------|
| • Demonstrated Proposer Experience and Qualifications | 12 points |
| • Key Personnel Experience | 5 points |
| • Approach to Work | 24 points |
| • System Demonstration | 35 points |
| • Contracting Outreach and Mentoring Plan | 4 points |
| • Price Proposal | 20 points |
| • Local Small Business Enterprise Preference Program | 5 bonus points |

The evaluation criteria are appropriate and consistent with criteria developed for other similar procurements. Several factors were considered when developing these weights, giving the greatest importance to the system demonstration.

As part of the evaluation, proposers were invited to conduct on-site system demonstrations, in accordance with the use case requirements included in the solicitation. Firms were required to demonstrate how their proposed BOS functionality met Metro's requirements. The system demonstrations began on April 1, 2025, and concluded on April 4, 2025.

On May 13, 2025, and May 14, 2025, the evaluation committee conducted virtual interviews with the firms. The firms' key personnel had an opportunity to present each team's qualifications and respond to the evaluation committee's questions. In general, each team's presentation addressed each firm's technical proposal with a focus on the baseline solution being proposed, its reliability, the user interface, as well as the team's organizational structure for the implementation and operation and maintenance phases, and an overview of the system architecture and major hardware components.

Following the completion of interviews, both proposals were determined to be within the competitive range.

Qualifications Summary of Firms within the Competitive Range:

BRC-TPS

BRiC-TPS, LLC, specializes in tolling and transportation transaction processing, delivering scalable Back Office Systems (BOS) for electronic tolling and congestion mitigation. BRiC-TPS has completed multiple implementations of Back Office Systems (BOS) and has experience in California. Two of BRiC-TPS' implementation projects of Back Office Systems that are currently live in California include BRiC-

VTX at Riverside Express Lanes which was completed in 2021, and a system replacement from a legacy VTX system to BRiC's TPS Enterprise system at the Transportation Corridor Agencies in 2023. BRiC-TPS has also performed operations and maintenance services for the two agencies.

Conduent

Conduent has experience with the implementation, migration, transition, and operations of the ExpressLanes Back Office Systems (BOS). Over the past 30 years, Conduent has serviced projects for tolling programs across the United States including Bay Area FasTrak, E-ZPass New York, and Florida SunPass. Conduent provides 30 years of experience servicing leading tolling system services.

Metro began discussions with all firms in the competitive range to discuss the firms' technical proposals, clarifications, contract exceptions, and price proposals. These discussions were held to give the proposers an opportunity to fully address and meet all of Metro's requirements.

Upon conclusion of the discussions, Metro issued two requests for Best and Final Offers (BAFO) which were then provided to the PET for technical scoring and were reviewed in accordance with the evaluation criteria. The PET reviewed all submitted changes and provided final scoring on November 5, 2025.

At the conclusion of the evaluation process, which was comprised of technical evaluations of submitted proposals, oral presentations, discussions with both firms in the competitive range, and review of BAFOs, BRiC-TPS's proposal was determined to be the highest-ranked proposal.

A summary of the PET scores is included on the following page.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	BRiC-TPS, LLC				
3	Demonstrated Proposer Experience and Qualifications	94.92	12.00%	11.39	
4	Key Personnel Experience	91.00	5.00%	4.55	
5	Approach to Work	92.54	24.00%	22.21	
6	System Demonstration	88.80	35.00%	31.08	
7	Contracting Outreach and Mentoring Plan	100.00	4.00%	4.00	
8	Price Proposal	85.85	20.00%	17.17	
9	LSBE Preference Program BONUS POINTS	0.00	5.00%	0.00	
10	Total		105.00%	90.40	1
11	Conduent State and Local Solutions, Inc.				
12	Demonstrated Proposer Experience and Qualifications	64.75	12.00%	7.77	
13	Key Personnel Experience	90.00	5.00%	4.50	
14	Approach to Work	70.17	24.00%	16.84	
15	System Demonstration	79.31	35.00%	27.76	
16	Contracting Outreach and Mentoring Plan	100.00	4.00%	4.00	
17	Price Proposal	100.00	20.00%	20.00	
18	LSBE Preference Program BONUS POINTS	0.00	5.00%	0.00	
19	Total		105.00%	80.87	2

C. Price Analysis

The recommended price has been determined to be fair and reasonable based upon the Independent Cost Estimate (ICE), price analysis, fact finding, discussions, and technical evaluation.

Proposer Name	Proposal Amount				Metro ICE	Award Amount
	Base Term	Option 1	Option 2	Total		
BRiC	\$114,749,473	\$56,091,515	\$55,588,778	\$226,429,766	\$212,397,181	\$114,749,473
<i>Implementation</i>	<i>\$15,583,030</i>					
<i>O&M</i>	<i>\$99,166,443</i>					
Conduent	\$103,599,643	\$45,542,414	\$45,247,326	\$194,389,383	\$212,397,181	
<i>Implementation</i>	<i>\$14,750,810</i>					
<i>O&M</i>	<i>\$88,848,833</i>					

D. Background on Recommended Contractor

BRiC-TPS is based out of Irvine, California, with a customer service center in Glendale, Arizona, and distributed data centers across the western United States. BRiC-TPS provides decades of experience in system development, operations, and maintenance. Clients include Riverside County Transportation Commission's Riverside Express Lanes, the Transportation Corridor Agencies (TCA), PierPASS, PortCheck, and LeeWay of Lee County in Fort Myers, Florida.

DEOD SUMMARY

METRO EXPRESSLANES BACK OFFICE SYSTEM / PS53258000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 3% Small Business Enterprise (SBE) goal for this solicitation. BRiC-TPS, LLC, met the goal by making a 3% SBE commitment.

Small Business Goal	3.00% SBE	Small Business Commitment	3.00% SBE
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	SBE Subcontractors	% Committed	LSBE	Non-LSBE
1.	Charlie Golf One	0.14%		X
2.	JLM Staffing Solutions	2.86%	X	
	Total SBE Commitment	3.00%		

B. Local Small Business Preference Program (LSBE)

BRiC-TPS, LLC, a non-LSBE prime, subcontracted 2.86% of the contract value with an LSBE firm. Since BRiC-TPS did not subcontract at least 30% of its contract value with LSBE firms, it was ineligible for the preference credit.

C. Contracting Outreach and Mentoring Plan (COMP)

The Contractor Outreach and Mentoring Plan (COMP) is applicable to this procurement. BRiC-TPS, LLC identified one (1) SBE firm for protégé development: Charlie Golf One.

D. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

E. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

F. Project Labor Agreement/Construction Careers Policy

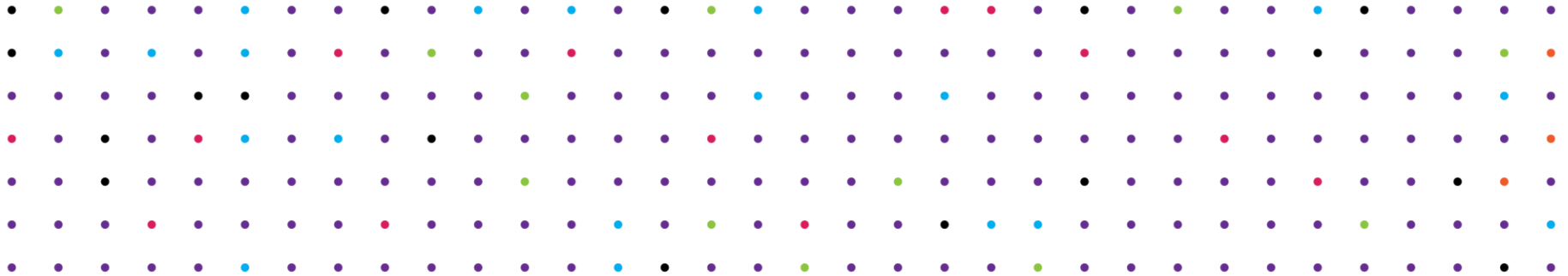
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

G. Manufacturing Careers Policy

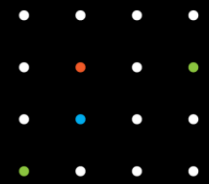
The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

Shared Mobility

ExpressLanes Back Office System (BOS)



RECOMMENDATION



AUTHORIZE the Chief Executive Officer to:

A. AWARD a firm fixed unit rate contract, Contract No. PS53258000 to BRiC-TPS, LLC, for implementing, operating, and maintaining a new ExpressLanes Back Office System (BOS) in the Not-To-Exceed (NTE) amount of \$114,749,473 for the eight-year base period, excluding contract options, and which shall be authorized as follows, subject to the resolution of any properly submitted protest(s), if any:

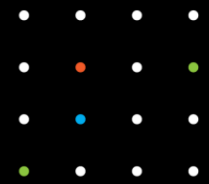
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B. EXECUTE individual contract modifications for Contract No. PS53258000 within the Board-approved contract modification authority.



Metro

ISSUE & DISCUSSION



AWARDEE

- BRiC-TPS, LLC

NUMBER OF BIDS/PROPOSALS

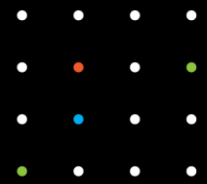
- Two proposals were received. Proposal for the selected vendor was found to be highly qualified, responsive to all RFP needs, and demonstrates the greatest value to Metro.

DEOD COMMITMENT

- BRiC-TPS, LLC, met the SBE goal by making a 3% SBE commitment.

Evaluation Criteria	Factor Weight	Average Score	Weighted Average Score
Firm: BRiC-TPS, LLC			
Demonstrated Proposer Experience and Qualifications	12.00%	94.92	11.39
Key Personnel Experience	5.00%	91.00	4.55
Approach to Work	24.00%	92.54	22.21
System Demonstration	35.00%	88.80	31.08
Contracting Outreach and Mentoring Plan	4.00%	100.00	4.00
Price Proposal	20.00%	85.85	17.17
LSBE Preference Program BONUS POINTS	5.00%	0.00	0.00
Total	105.00%		90.40
Firm: Conduent State and Local Solutions, Inc.			
Demonstrated Proposer Experience and Qualifications	12.00%	64.75	7.77
Key Personnel Experience	5.00%	90.00	4.50
Approach to Work	24.00%	70.17	16.84
System Demonstration	35.00%	79.31	27.76
Contracting Outreach and Mentoring Plan	4.00%	100.00	4.00
Price Proposal	20.00%	100.00	20.00
LSBE Preference Program BONUS POINTS	5.00%	0.00	0.00
Total	105.00%		80.87

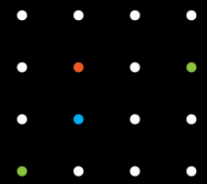
ISSUE & DISCUSSION



ISSUE

- A tolling Back Office System (BOS) is required to enable Metro to efficiently operate the current I-10 and I-110 ExpressLanes
- Staff is seeking to award a New BOS Contract in order to support the future I-105 ExpressLanes along with future state and federal requirements related to toll facilities
- The New BOS Contract will also enhance the capabilities of the system incorporating the latest tolling improvements while providing cost savings and operational efficiency

ISSUE & DISCUSSION



DISCUSSION

- The existing BOS contract will be kept and managed for continued system Operations and Maintenance (O&M) of ExpressLanes, while a new and improved BOS is developed in parallel
- When the new BOS is ready to Go-Live, the existing BOS will be brought offline
- The design, development, and delivery of a BOS developed to meet the requirements of ExpressLanes is a highly complex effort, typically requiring 18 months to ensure millions of monthly transactions are processed and accounts reflect accurate information and updates
- The new BOS contract will furnish opportunities to drive down mailing costs affording Metro a 25% potential savings in printing and postage. These savings are anticipated to increase funds for Net Toll Revenue Grants as well as potentially lower the Pay As You Go fee.



Metro