



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

December 13, 2017
AGENDA ITEM #8

Consider the Executive Director's recommendation for the award of a contract for Pay-By-Mail, violations processing, collections and customer service

Strategic Plan Relevance:	Regional Mobility
Department:	Operations
Contact:	Tracie Brown, Director of Toll Operations
Associated Costs:	TBD
Funding Source:	Toll Revenues
Action Requested:	Consider and act on draft resolution

Summary:

The Mobility Authority's Agreement for Violation Processing and Debt Collection Services with Gila Corporation, d/b/a Municipal Services Bureau ("MSB") will terminate on January 14, 2018. The process to procure the new Pay By Mail program began in December 2016 with the issuance of a Request for Qualifications. Twelve responses were received and six firms were selected to participate in the Request for Proposals phase. The six short-listed firms were:

- AECOM
- Cofiroute USA
- ETAN Industries
- Faneuil
- MSB
- SWC Group

AECOM and Faneuil did not submit proposals by the stated due date. Interviews and product demonstrations were held with the remaining four proposers. After reviewing the Cost Proposals, a request for Best and Final Offers (BAFO) was issued to clarify the desired compensation for the collection of pre-paid transactions.

The complete procurement timeline is provided below:

December 7, 2016	Issued Request for Qualifications (RFQ)
January 10, 2017	RFQ Response Deadline
March 29, 2017	Board Authorized Procurement
April 19, 2017	Issued Request for Proposals (RFP)
October 27, 2017	RFP Response Deadline
November 15 - 16, 2017	Conducted Proposer Interviews
November 21, 2017	Issued Best & Final Offer (BAFO) Request
December 1, 2017	BAFO Response Deadline
December 8, 2017	Final Scoring of BAFO Responses

After completing an evaluation of the RFP and BAFO responses, the Executive Director will bring a recommendation to the Board for its consideration and action to award a contract to the proposer that provides the best value to the Mobility Authority, based on the criteria and weighting established in the procurement documents.

Backup Provided: Draft resolution

**GENERAL MEETING OF THE BOARD OF DIRECTORS
OF THE
CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY**

RESOLUTION NO. 17-0XX

**AWARD A CONTRACT FOR PAY BY MAIL, VIOLATIONS PROCESSING,
COLLECTIONS AND CUSTOMER SERVICE**

WHEREAS, in anticipation of the expiration of the Mobility Authority's current agreement with Gila Corporation, a Texas corporation subsequently converted to Gila LLC, a Texas limited liability company, d/b/a Municipal Services Bureau ("MSB") on January 14, 2018, on December 7, 2016, the Mobility Authority issued a request for qualifications from firms interested in providing pay by mail, violations processing, collections and customer services to the Mobility Authority with a deadline to submit responses by January 10, 2017; and

WHEREAS, the Mobility Authority received twelve responses by the deadline which were evaluated and ranked in accordance with the terms of the request for qualifications; and

WHEREAS, by Resolution No. 17-014, dated March 29, 2017, the Board authorized and directed the Executive Director to issue a request for proposals to a shortlist of the six firms determined to be the most highly qualified based on the evaluation of the responses to the request for qualifications; and

WHEREAS, pursuant to the Board's direction, the Mobility Authority issued a requests for proposals to the shortlisted firms on April 19, 2017; and

WHEREAS, the Mobility Authority received four responses to the request for proposals on October 27, 2017 which were evaluated in accordance with the terms of the request for proposals and then conducted interviews with each of the four eligible firms on November 15-16, 2017; and

WHEREAS, following the conclusion of the interview process, Mobility Authority staff determined it was in the best interests of the Mobility Authority to request Best and Final Offers ("BAFOs") from all four firms who responded to the request for proposals; and

WHEREAS, the Mobility Authority issued a request for BAFOs on November 21, 2017, and received responses from each of the four eligible firms on December 1, 2017; and

WHEREAS, Mobility Authority staff conducted final scoring of BAFO responses and established a ranking of the eligible firms on December 8, 2017; and

WHEREAS, based on the results of the evaluation, the Executive Director recommends that the Board select and authorize negotiation of a contract for pay by mail, violations processing, collections and customer services with _____.

NOW THEREFORE, BE IT RESOLVED that the Board hereby approves the selection of _____ to provide pay by mail, violations processing, collections and customer services to the Mobility Authority; and

BE IT FURTHER RESOLVED that the Executive Director is authorized to negotiate a pay by mail, violations processing, collections and customer services contract with _____.

If the Executive Director and _____ cannot agree on the terms of the contract, the Executive Director may elect not to contract with _____ and may enter into negotiations with the next most highly ranked respondent as provided in Section 401.25 of the Mobility Authority Policy Code; and

BE IT FURTHER RESOLVED that once an agreement is reached the Executive Director shall present that proposed contract to the Board for its approval.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 13th day of December 2017.

Submitted and reviewed by:

Approved:

Geoffrey Petrov, General Counsel

Ray A. Wilkerson
Chairman, Board of Directors