

# CENTRAL FLORIDA EXPRESSWAY AUTHORITY

## MEMORANDUM

TO: Authority Board Members

FROM: Claude Miller   
Director of Procurement

DATE: January 27, 2015

RE: Authorization to Negotiate with TransCore, LP for  
Toll Collection System Upgrade  
Contract No. 001021

In accordance with the approved Procurement Policy and Procedures, a Request for Proposals (RFP) from qualified firms to provide the referenced services was advertised on April 6, 2014. Only one firm, TransCore, LP (TransCore), submitted a Technical and Price Proposal by the June 30, 2014, deadline. As required by the Procurement Procedures Manual when less than three responses are received, the Deputy Executive Director of Finance and Administration, Director of Information Technology, and the Manager of Procurement (representing the Director of Procurement) met and agreed to reject the proposal and re-advertise the project in an effort to solicit additional responses. Significant changes were made to the proposal submittal requirements, scope of services, and price proposal based on input from vendors who did not submit proposals.

The project was re-advertised on September 28, 2014, with a due date of December 19, 2014, for submittal of Technical and Price Proposals. TransCore was once again the only firm to submit a response. The Deputy Executive Director, Director of Information Technology, and the Manager of Procurement met and decided to proceed with the review of TransCore's proposal.

The Procurement Department reviewed the Technical Proposal for compliance with the submittal requirements related to form and content and found it to be responsive. The Technical Proposal was distributed to the Evaluation Committee members with direction to review for a "pass/fail" determination as to TransCore's technical qualifications rather than scoring. All of the Committee members gave a "pass" determination.

Due to the specialized nature and complexity of the project, Board authorization is requested at this time to negotiate final terms and conditions, scope of services requirements, and price with TransCore to ensure that both parties have a clear understanding and agree on system requirements, cost and compensation, equipment procurement, and installation, testing and completion schedules. Once negotiations are completed, Board award of the contract will be requested.

cc: Joe Berenis, Deputy Executive Director, Engineering, Operations, Construction and Maintenance  
Laura Kelley, Deputy Executive Director, Finance and Administration  
Joann Chizlett, Director of Information Technology  
Dave Wynne, Director of Toll Operations  
Contract File

## Robert Johnson

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**From:** Sherry Christianson  
**Sent:** Friday, January 23, 2015 8:11 AM  
**To:** Robert Johnson  
**Subject:** RE: Toll System Replacement; RFP-001021  
**Attachments:** Disclosure Form - SC.pdf

Good Morning Robert,  
The result of my evaluation of the proposal provided by TransCore is "PASS".  
I do not have a need to conduct an interview.  
Attached please find my executed disclosure form.  
As instructed I will provide a separate email with potential negotiation points.  
Sherry

---

**From:** Robert Johnson  
**Sent:** Monday, January 12, 2015 3:18 PM  
**To:** Joann Chizlett; Sherry Christianson; Lisa Lombard; David Wynne; Fred Nieves  
**Cc:** Claude Miller; Courtney Gordon; Saul Rivas  
**Subject:** Toll System Replacement; RFP-001021  
**Importance:** High

Dear Committee Members,

Due to the receipt of only one proposal, a pass / fail grade will be accepted in lieu of the evaluation scoring form included in your evaluation package. You are requested to complete your individual evaluation and notify me individually via email no later than Friday, January 23<sup>rd</sup> by 9am of the results of your evaluation of being either pass or fail. I have attached the results of the reference checks for your review. Included within your email response, please let me know if you have the need to conduct an interview for clarification purposes of the proposal. Please also attach your executed disclosure form to your email (an updated one is attached).

If all committee members are unanimously in agreement that the proposal in their evaluation passes and there is no need for the interview; the interview will be canceled and the Proposer notified. If not, the committee will meet as scheduled on January 27<sup>th</sup>.

Due to posting requirements and the possibility of the interview/meeting being cancelled, I will post notice on January 20<sup>th</sup>, for the Price Proposal to be opened Friday, January 23<sup>rd</sup>. If the scheduled meeting for January 27<sup>th</sup> is not cancelled, the opening of the Price Proposals on the 23<sup>rd</sup> will be cancelled and the Price Proposals opened after the interview on the 27<sup>th</sup>.

In anticipation of the process moving forward and the Board authorizing negotiations, please provide in a separate email specific negotiation points that will need to be discussed once negotiations are authorized. Please submit this as soon as possible but no later than 9am on January 23<sup>rd</sup>.

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As committee members your membership will remain in effect and continue until notified or the Board authorizes negotiations.

Thank-you

Kindest Regards,

*Robert Johnson*

Robert Johnson, MSSL, CPPO, CPM, CDT, CRIS  
Manager of Procurement

**CENTRAL FLORIDA EXPRESSWAY AUTHORITY**

4974 ORL Tower Road  
Orlando, Florida 32807

(o) 407-690-5372

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disclosed to the public and media at any time.

## Robert Johnson

---

**From:** Fred Nieves  
**Sent:** Tuesday, January 13, 2015 7:27 AM  
**To:** Robert Johnson  
**Subject:** RE: Toll System Replacement; RFP-001021

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Robert,

I grade the proposal as PASS and there no need to conduct an interview on my behalf.

Thank you.

Fred Nieves  
Manager, E-PASS and Plaza Operations

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Thank-you

Kindest Regards,

*Robert Johnson*

Robert Johnson, MSSL, CPPO, CPM, CDT, CRIS  
Manager of Procurement

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## Robert Johnson

---

**From:** Lisa Lumbard  
**Sent:** Thursday, January 22, 2015 11:47 AM  
**To:** Robert Johnson  
**Subject:** RE: Toll System Replacement; RFP-001021  
**Attachments:** Disclosure Form.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Robert,

I have completed my evaluation of Transcore's response and I am giving them a passing grade. I do not feel that I need an interview to clarify anything. My disclosure form is attached.

Thank you.  
Lisa

**Lisa Lumbard**  
Interim Chief Financial Officer

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4974 ORL Tower Road  
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(d) 407-690-5352 | (c) 407-592-1584 | (f) 407-690-5031  
[Lisa.Lumbard@cfxway.com](mailto:Lisa.Lumbard@cfxway.com)

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**Sent:** Monday, January 12, 2015 3:18 PM  
**To:** Joann Chizlett; Sherry Christianson; Lisa Lumbard; David Wynne; Fred Nieves  
**Cc:** Claude Miller; Courtney Gordon; Saul Rivas  
**Subject:** Toll System Replacement; RFP-001021  
**Importance:** High

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*Robert Johnson*

Robert Johnson, MSSL, CPPO, CPM, CDT, CRIS  
Manager of Procurement

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## Robert Johnson

---

**From:** David Wynne  
**Sent:** Thursday, January 22, 2015 4:36 PM  
**To:** Robert Johnson  
**Subject:** RE: Toll System Replacement; RFP-001021

Robert

Based on my review of the Transcore proposal I feel their proposal is acceptable for award and should move forward. In my opinion no additional clarification meeting needs to be held as well as I feel those areas that may need additional clarification can be covered with Transcore during the negotiation portion of the contract.

Regards,  
Dave

**David Wynne**  
Central Florida Expressway Authority  
Director of Toll Operations  
  
407-690-5000 Work  
David.Wynne@CFXWay.com  
  
4974 ORL Tower Road  
Orlando, FL 32807

**From:** Robert Johnson  
**Sent:** Monday, January 12, 2015 3:18 PM  
**To:** Joann Chizlett; Sherry Christianson; Lisa Lumbard; David Wynne; Fred Nieves  
**Cc:** Claude Miller; Courtney Gordon; Saul Rivas  
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**Importance:** High

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Manager of Procurement

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## Robert Johnson

---

**From:** Joann Chizlett  
**Sent:** Thursday, January 22, 2015 8:15 PM  
**To:** Robert Johnson  
**Cc:** Joann Chizlett  
**Subject:** RE: Toll System Replacement; RFP-001021

Robert:

I have finished reading the proposal. I believe it is a PASS. I do have some questions and clarifications that are needed. Some are probably negotiation points and some are probably simple questions TransCore needs to answer. Here are my questions/concerns:

### General

- 1) Are we proceeding with the ATPMs or keep the old coin machines? Has a decision been made? If doing ATPMs I may have more questions in that area.
- 2) How are we going to keep the billing clear during the transition? For example the DBA proposed on the new toll system is the same DBA we are using today. With the current contract we pay by the hour for her time. With the new contract I would expect it to be part of the monthly fee we pay. How do we keep her time separated? There is other personnel that fall into the same category of being on both contracts.
- 3) To continue on from #2, if we have a production issue on the legacy system it could take resources away from implementing the new system. It is a risk that needs to be managed.
- 4) We need to make sure that we have defined what is included in the monthly fee we pay. What personnel and at what percentages and for what roles.
- 5) We need them to address how they will provide for backup for personnel that are on vacation, ill or leave unexpectedly. We need to understand their work continuity plan. This is another risk that needs to be addressed.

### Part 1

- 1) Xerox is listed with their local address as our address. As you know the local office is here to support our service centers and call center. Maybe it doesn't matter?
- 2) Proposed project manager is currently project manager for SunPass AET conversion. Is this saying he will be leaving their project to run ours? He's listed on page 1-40 at 100% availability.
- 3) Page 1-33 Question on Application Development Manager – is this position overseeing the subcontractors doing the development work? Figure 1-2 doesn't show any hierarchy (no one below this position).
- 4) Page 1-40 states the DBA will be available at 50% or as needed. A) We will need the DBA almost full time. Right now we keep the DBA 100% busy! B) Also, how will this impact the pricing? We expect this to be a fixed monthly contract amount for support. If I use 50% of the DBA or 100% of the DBA will the cost be the same? Needs clarification.
- 5) Page 1-40 States the Toll installation liaison leader is available 30% or as needed. During the installation phase of the project he should be 100% availability with availability as needed before and after the installation phase. This is stated in our requirements (Vol III SOW 3.4.4.5). Needs clarification.
- 6) Page 1-40 States the Toll maintenance liaison leader is available 30% or as needed. During the maintenance phase of the project he should be 100% availability with availability as needed before and after the maintenance phase. This is stated in our requirements (Vol III SOW 3.4.4.5). Needs clarification.
- 7) Page 1-42 states the hardware is "custom manufactured blades". It doesn't sound like they would be available from more than one vendor (requirement Vol III SOW 0.7.5.2)? Needs clarification.

- 8) Page 1-55 resume of Deputy System Design/Software Project Manager sounds more like developer experience than manager experience. Needs clarification of how many years management experience (requirement is at least 5 years).

## Part 2

- 1) Page 2-9 (1.2.2) – Need to make sure that all documentation in the Technical Resource Library is turned over to CFX at the conclusion of the project.
- 2) Page 2-12 (1.4.3 ORT lanes) states “Since traffic cannot be reasonably diverted through the mainline plaza for the time required on a full lane installation, ...”. – Why can’t it if done at night? Need clarification.
- 3) Page 2-19 (1.6.8) – States that there will be one test lane in the training center. The requirement (Vol III SOW 10.7.5.1.1) states there should be 12. If so, I’m not sure how this will impact training a class of toll attendants.
- 4) Page 2-22 (1.8) states “The warranty period for the core system host environment will begin upon the successful commissioning of the first plaza group for revenue services and extend for a period of three years.” – This is **incorrect**. The term was changed to five (5) years in the second RFP.
- 5) Pages 2-30 and 2-31 (2.4.1) references “special events” being activated “through a secure button”. Is this a physical button or a button on a screen? Need clarification.
- 6) Page 2-35 (2.4.3.3) - The database system they are proposing to use is SQLServer. What will we do with our current Oracle licenses?
- 7) Page 2-48 (2.6) - I understand the blade concept with multiple blades being used to do all of the functions of a legacy lane controller, but are there “redundant” blades that can take over if the primary blade fails? I believe this was stated as it pertains to the ORT lanes, but what about the traditional toll lanes? What happens if 1 blade dies? Can the rest of them carry on with their functions in some form of a degraded mode or does the lane cease to operate? Needs clarification.
- 8) Pages 2-95 and 2-96 (2.15) -several items have been added to the list of exclusions that do not count negatively against the performance measures. I’m not sure we agree with them. How will these be automatically identified by the system to be excluded in the performance metric reports? (Further discussion required on all of these):
  - a. “motorcycle plates”
  - b. “plate is not legally mounted” (Need to understand the definition for “legally mounted”
  - c. “plate’s graphical design interferes with the character readability to such an extent that one or more individual characters cannot be readily or unambiguously recognized” (as determined and by whom?)
  - d. “Business rules relative to first time images or images that, once identified, do not get automated or require additional review”
- 9) Page 2-96 (2.15) – Stated our reference is incorrect (#26 should be #28 –image correlation success). – Double check Atkins?
- 10) Page 2-96 (2.15) – Stated our calculations are incorrect equation in reference to #29 (OCR and VSR leakage rate”). Need to verify – Atkins?
- 11) Page 2-99 (2.17) – States will use Cisco routers for “ORT zone tipout locations”. Need to verify with Rene if this is ok with us since we standardize on Extreme.
- 12) Page 2-101 (2.19) – States “CFX and authorized staff can be granted read-only access to the ICB DB.” We own all data and may require more than just read-only. We currently utilize the toll collection system database for many in-house functions. For example, producing data files for Mears, processing bank files related to vaults, court interface, etc. We cannot be limited to read-only access. Required discussion.
- 13) Page 2-101 (2.20) – Speaks to the “software licenses to CFX to adhere to the requirements in this RFP...” This will be a discussion point since we requested software source code.
- 14) Page 2-112 (3.2.3) – In table states “A full time database administrator will work with the staff...” yet on Page 1-40 it states the DBA will be available at 50% or as needed. Need clarification 100% or 50%.
- 15) Page 2-128 – States the system host will have a three (3) year warranty. This is **incorrect**. We modified that requirement in the second RFP to be five (5) years. We will expect contractor to provide a five (5) year warranty.

## Part 3

- 1) Page 5 (3.4.1.1) States "Any topics or issues that are raised within a meeting that are not included on the agenda will be tabled for future discussion to ensure that the appropriate people are in attendance to ensure that the original agenda topics are covered." I think this requires clarification by adding "when necessary" or "when appropriate". There may be an urgent matter that comes up in the meeting. If all of the key people are at the meeting already, why not discuss it? I can't see where this was our requirement?
- 2) Page 9 (5) - References "CFX's Program Manager" it should be CFX's Project Manager".
- 3) Appendix A project schedule – looks like 3 – 4 months per plaza for install? Is this correct?
- 4) Page A-23 (Record Keeping) – States documents will be made available to CFX upon request. Should also include "or designee" since we will have auditors and others that will need access to the documents.
- 5) Page 17 (Table 2 – Severity Levels) – This table is not our definition of severity levels. Our severity levels need to be utilized. Needs to be corrected.

I'll need to get you my disclosure form tomorrow. I'm working from home and don't have scanning ability. Sorry about that. Please let me know if you would like to discuss any of my items.

Thanks.

- Joann

Joann M. Chizlett  
Director of Information Technology  
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# CENTRAL FLORIDA EXPRESSWAY AUTHORITY

## MEMORANDUM

**TO:** File

**FROM:** Claude Miller   
Director of Procurement

**SUBJECT:** Toll System Upgrade  
Contract No. 001021  
Rejection of Single Proposal

**DATE:** July 9, 2014

A Request for Proposals (RFP) from qualified vendors to provide the subject services was advertised on April 6, 2014, with a due date for submittal of Technical and Price Proposals of June 30, 2014. It should be noted that 5 firms were identified as potential proposers based on their attendance at the mandatory pre-proposal meeting and site visit.

One vendor, TransCore, LLC, submitted a Technical and Price Proposal by the stated deadline. As required by the Procurement Procedures Manual, the Deputy Executive Director, Finance and Administration, and the Director of Procurement met on June 30, 2014, to review the Authority's options when less than three proposals are received. The Deputy Executive Director was of the opinion that the single proposal should be rejected and the project re-advertised; however, it was decided that the Director of Procurement meet with the Director of Information Technology to discuss the options. That meeting was held on July 2. Later on July 2, the Director of Procurement met with the Director of Toll Operations to discuss the options. The Director of Toll Operations suggested that a meeting among the Director of Procurement, Director of Toll Operations, and the Deputy Executive Director, Engineering, Operations, Construction and Maintenance, be held to discuss the options. That meeting was held on July 9. It was the Deputy Executive Director's opinion that the proposal be rejected and the RFP package reworked and re-advertised. That opinion was immediately expressed to the Deputy Executive Director, Finance and Administration, who concurred. A Notice of Rejection of Proposal was posted in the lobby and on the web site advising that TransCore's proposal was rejected and that the project would be re-advertised at a future date.

# CENTRAL FLORIDA EXPRESSWAY AUTHORITY

## **NOTICE OF REJECTION OF PROPOSAL**

### **CENTRAL FLORIDA EXPRESSWAY AUTHORITY**

### **TOLL SYSTEM UPGRADE**

Contract No. 001021

July 9, 2014

One (1) Technical and Price Proposal was received for this project on June 30, 2014, at 1:30 p.m. In accordance with the Procurement Procedures Manual when less than three submittals are received, the Authority has decided reject the proposal without consideration or review and re-advertise the project. A new solicitation will be posted when the project is re-advertised.

Any person who is adversely affected by this notice and who wants to protest must comply with the proper procedures in the Central Florida Expressway Authority's Procedure for Resolution of Protests, Rule Chapter 3-1, which is available for review upon request at the Authority's Office, 4974 ORL Tower Road, Orlando, Florida. Failure to comply with Rule Chapter 3-1 shall constitute a waiver of a right to initiate protest proceedings. A protest bond in the amount of \$5,000.00 is required to protest this decision to reject.

Claude Miller  
Director of Procurement

**The posting of this Notice, while believed to be accurate, is unofficial and is offered strictly for the convenience of interested persons. The Authority shall not be liable for any errors or omissions involved in the posting of this online Notice. The official Notice has been, or will be, posted in the lobby of the Authority's office at 4974 ORL Tower Road, Orlando, Florida, and shall be the sole version of the Notice upon which interested persons may rely for all intents and purposes.**