


# CENTRAL FLORIDA EXPRESSWAY AUTHORITY

## MEMORANDUM

TO: CFX Board Members

FROM: Aneth Williams   
Director of Procurement

DATE: April 28, 2017

SUBJECT: Approval of Contract Renewal Agreement for  
System Software Maintenance with TransCore, LP  
Contract No. 000179

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Board approval is requested to renew the referenced contract with TransCore in the amount of \$1,956,279.07 for a two (2) year period beginning August 1, 2017 and ending July 31, 2019. The current contract expires on July 31, 2017.

CFX is preparing for the final testing and installation of the Toll System Upgrade Project in the next few months. This renewal is needed to continue to maintain the existing legacy software until all legacy software functionality has been moved over to a new environment.

This contract is included in the OM&A Budget.

Reviewed by: 

Joann Chizlett  
Director of Special Projects 



May 1, 2017

Rafael Millan  
Central Florida Expressway Authority  
4974 ORL Tower Rd.  
Orlando, FL 32807

**Subject: Proposal for Continuation of Services for Central Florida Expressway Authority (CFXA)  
Toll System Software Maintenance Contract SSM-01.**

**Time period August 1, 2017 – July 31, 2019.**

Dear Mr. Millan:

TransCore submits this proposal for the continuation of the software maintenance contract, SSM-01. The accompanying proposal provides pricing for a contract that will continue software support of your existing toll system now and in the future and especially while CFXA converts to the new Infinity toll system. The terms and conditions for this contract are based on the existing software support contract.

#### **Scope of Services**

The proposed software maintenance contract provides guaranteed positions based on percentage of a FTE (Full-Time Equivalent), as well as hourly positions and support for additional hours, if required by the Authority and available from TransCore. The guaranteed positions are based on a minimum 40-hour workweek, and provide 24/7 coverage including support for holidays and weekends. The non-guaranteed support positions will be provided if available and will be paid on an hourly basis when requested by the Authority. The hours charged against this position will be pre-approved by the Authority's IT Management, except in the case of emergency system support. Emergency system support includes system crashes or failures that could cause the Authority loss in revenue that is not resolvable by the Plaza/Host Hardware Support position. The following items detail the coverage for the software maintenance contract:

- **Plaza/Host Hardware Technician** – Provides the first line of support for host and plaza hardware failures and lane software troubleshooting and correcting. This position provides daily checks of backups and system hardware. The following support items are covered under this position:
  - Daily monitoring of supported host and plaza machine backups and hardware failures.
  - Daily verification that supported systems has ample disk space.
  - Replace failed disk drives on supported Host and Plaza computers.
  - Insure Oracle, VMS and ARCS application executables are running on supported plaza and host systems.

- Interact with the lane hardware support staff to provide software support and to troubleshoot lane problems that may be attributable to lane software.
- Escalate system hardware and software issues not resolvable to On-Call specialist, Database analyst or Sr. Software Developer position.
- The current master SSM-01 contract included 12 Plaza computers. The renewal proposal includes support for 15 Plaza Itaniums, Host Itanium, Backup Host Itanium and Development Itaniums and associated peripherals.
- All existing TransCore provided CFX lane controller software maintenance issues are covered in this contract. These problems include, but are not limited to, the following list:
  - Daily monitoring and correcting of critical lane files (transponder, fare, and employee).
  - Checking Day light savings conversions.
  - Verifying and correcting time synchronization issues.
  - Updating lane configuration to continue revenue collection in case of hardware issues (failed light curtains, loops, etc.)
  - Installing Operating Systems and ARCS lane software builds in case of lane hard drive issues, or software issues not resolvable through other means.
  - Resynchronizing lanes with plaza in case of system failures.
- **Project Manager** – Provides overall project management of staff, keeps up to date on maintenance related activities, as well as provides supporting documentation for invoices. The project manager position will also attend project status meetings as requested by the Authority.
- **Database Analyst** – Will perform database administration duties including monitoring and updating host database objects, performing database migrations and upgrades, daily System monitoring and support of host/plaza System operations, monitoring and tuning database performance, coordination database activities with Authority staff, performing database development activities such as creating and updating stored procedures, triggers, etc.
- **On-Call Systems Specialist** – Will provide high-level systems support and will be a resource for help with the more complex systems problems involving hardware, the operating system, communication protocols or performance issues. The On-Call Systems Specialist will also be involved in System planning, upgrades, performance assessments, equipment selection and in emergency support situation that require system restore and recovery. This position is provided as available and will be paid on an hourly basis. The hours charged against this position will be pre-approved by the Authority's IT Management, except in the case of emergency systems support.
- **Lane Controller Specialist** – This position will provide support, including debugging and testing, for lane controller software. Will troubleshoot lane controller problems that cannot be resolved by the Hardware Specialists. Will design and develop enhancements to lane controller software and hardware. This position is provided as available and will be paid on an hourly basis. The hours charged against this position will be pre-approved by the Authority's IT Management, except in the case of emergency system support.

- **Sr. Software Developer** - Will provide support for existing application software and will perform design, development, documentation, testing, integration and upgrades. This position is provided as available and will be paid on an hourly basis. The hours charged against this position will be pre-approved by the Authority's IT Management, except in the case of emergency support.

#### **Pricing Schedule and Current Contract Resources**

The pricing is based on a 3.0% first year increase over current pricing followed by 3.0% for the second year.

In closing, TransCore looks forward to continuing our partnership with CFX on your important S/W system maintenance program. Should you have any questions, please feel free to contact me at 407-382-1301.

Sincerely,

Bob Davis  
Project Manager  
TransCore

08/2017 - 07/2019 Sys Support Base Labor Pricing			
Labor Rates:			
<u>Position</u>		<u>Year 1</u>	<u>Year 2</u>
Database Analyst		\$133.88	\$137.90
Hardware Specialist		\$87.02	\$89.64
Project Manager		\$160.65	\$165.47
On-call Systems Specialist		\$200.82	\$206.84
Lane Controller Specialist		\$133.88	\$137.90
Sr. Software Developer		\$133.88	\$137.90

**08/2017 - 07/2019 S/W Systems Support Base Pricing Schedule**

		<u>FTE</u>	<u>Rate</u>	<u>Year 1</u>	<u>Rate</u>	<u>Year 2</u>
<b>Systems Software Maintenance</b>						
Database Analyst		1.00	\$133.88	\$262,403.62	\$137.90	\$270,275.73
Hardware Specialist		0.50	\$87.02	\$85,284.21	\$89.64	\$87,842.73
Project Manager		0.30	\$160.65	\$94,461.67	\$165.47	\$97,295.52
		<b>1.80</b>		<b>\$442,149.50</b>		<b>\$455,413.99</b>
<b>Systems Hardware Support</b>						
		<u>FTE</u>	<u>Rate</u>	<u>Year 1</u>	<u>Rate</u>	<u>Year 2</u>
Hardware Specialist		1.00	\$87.02	\$170,568.41	\$89.64	\$175,685.46
Hardware Specialist		0.25	\$87.02	\$42,642.10	\$89.64	\$43,921.37
Expense & no additional cost to CFX		0.75	\$0.00	\$0.00	\$0.00	\$0.00
		<b>2.00</b>		<b>\$213,210.52</b>		<b>\$219,606.83</b>
<b>Estimate for Additional Support</b>						
		<u>FTE</u>	<u>Rate</u>	<u>Year 1</u>	<u>Rate</u>	<u>Year 2</u>
On-call Systems Specialist		0.25	\$200.82	\$98,401.36	\$206.84	\$101,353.40
Lane Controller Specialist		0.05	\$133.88	\$13,120.18	\$137.90	\$13,513.79
Sr. Software Developer		0.75	\$133.88	\$196,802.72	\$137.90	\$202,706.80
		<b>1.05</b>		<b>\$308,324.26</b>		<b>\$317,573.99</b>
<b>Total</b>						
		<u>FTE</u>		<u>Year 1</u>		<u>Year 2</u>
		<b>4.85</b>		<b>\$963,684.27</b>		<b>\$992,594.80</b>
	Hours for a Year:	2,080.00				
	Minus Vacation (3 weeks):	120.00				
	Hours Balance for 1 Year:	1,960.00				