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Memorandum

TO: BATA Oversight Committee

DATE: February 26, 2014

FR: Executive Director

W. I. 1254

RE: Contract – FasTrak® Program Collection Services: Law Enforcement Systems, LLC (\$700,000)

This item would authorize the Executive Director or his designee to negotiate and enter into a contract with Law Enforcement Systems, LLC to provide collection services for toll violations and delinquent FasTrak® Accounts. The contract would be for a five (5) year term, commencing July 1, 2014, with options to extend the contract for five additional years, in one year increments, subject to annual reviews based on satisfactory continuing performance.

Background

In October 2007, BATA entered into a contract with Law Enforcement Systems, LLC (LES) to provide collection services for toll violations and delinquent FasTrak® Accounts. The performance period was for five years with an option to extend the contract for an additional two-year period. The current contract will expire on June 30, 2014.

Procurement Process

In November 2013, BATA issued a Request for Proposal (RFP) for the purpose of selecting a follow-on contractor to perform collection services for outstanding toll violations and delinquent FasTrak® accounts. BATA received proposals on January 6, 2014 from nine firms, which were evaluated by a panel of representatives comprised of three BATA Finance staff members and one Golden Gate Bridge Highway and Transportation District staff member. The evaluation criteria listed in order of importance included: 1) comprehensiveness, adequacy, and approach of detailed work plan (35%); 2) experience and qualifications (35%); and 3) cost effectiveness (30%).

Based on the initial scores, the panel held interviews with four proposers:

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|----------------------------|----------------------------|
| 1. AllianceOne | (San Diego, California) |
| 2. Law Enforcement Systems | (Milwaukee, Wisconsin) |
| 3. MSB Government Services | (Austin, Texas) |
| 4. PennCredit | (Harrisburg, Pennsylvania) |

After a thorough review of the proposals and the interviews, the evaluation panel recommended the selection of BATA's incumbent contractor, LES, to perform the collection services. LES was determined to be the most advantageous to BATA based on the evaluation criteria stated in the RFP. LES is highly qualified based on its experience in toll and traffic enforcement collections

and has outlined multiple processes in its proposed approach that demonstrates the comprehensiveness and adequacy of its detailed work plan for performing collections services. In regard to cost effectiveness, LES will be paid 25% of all collected amounts; however, if the matter requires a court action, LES will be paid 36% of collected amounts. These percentages are down from 30% and 40%, respectively in LES' current contract. While staff estimates the \$700,000 paid in FY 2012-13 will be adequate for the new contract, compensation will be based on actual collections.

The following table shows the final scores of the four short listed proposers based on their proposals and interviews.

Criteria (in order of importance)	Law Enforcement Systems	AllianceOne	MSB Government Services	PennCredit
Comprehensiveness, adequacy, and approach of detailed work plan (max 140 points)	140	128	116	123
Experience and qualifications (max 140 points)	136	133	105	116
Cost effectiveness (max 120 points)	106	97	102	108
Total (max 400 points)	382	358	323	347

Recommendation

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract with LES in an amount not to exceed \$700,000 for FY 2014-15 to provide collection services for a five-year period with options to extend for additional five years in one year increments, subject to annual reviews based on satisfactory continuing performance and annual budget approval.



 Steve Heninger

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REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Consultant Contract

Work Item No.:	1254
Consultant:	Law Enforcement Systems, LLC
Work Project Title:	Collection Services
Purpose of Project:	Obtain collection services for toll violations and delinquent FasTrak [®] accounts
Brief Scope of Work:	Perform collection services for delinquent FasTrak [®] accounts and for toll violations occurring on the seven State-owned Bay Area bridges and Golden Gate Bridge. The seven Bay Area bridges are: Antioch, Benicia, Carquinez, Dumbarton, Richmond-San Rafael, San Francisco-Oakland, and San Mateo-Hayward.
Project Cost:	\$700,000
Funding Source:	BATA violation revenue
Fiscal Impact:	Funds to be included in BATA's FY 2014-15 Operating Budget
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract with Law Enforcement Systems, LLC for collection services as described above and in the Executive Director's memorandum dated February 26, 2014, and the Chief Financial Officer is authorized to set aside funds in the amount of \$700,000 in FY 2014-15 for such contract, contingent upon approval of the BATA fiscal year 2014-15 budget.
BATA Oversight Committee:	<hr/> Bill Dodd, Chair
Approved:	Date: March 5, 2014