



SUBJECT: PROGRAMMING SERVICES

Metropolitan
Transportation
Authority

**ACTION: AUTHORIZE ADDITIONAL FUNDS FOR PROGRAMMING
BENCH**

One Gateway Plaza
Los Angeles, CA
90012-2952

RECOMMENDATION

Authorize the Chief Executive Officer to increase contracting authority for the Programming Services Bench in the amount of \$775,000 for a revised cumulative total Bench amount of \$2,125,000.

RATIONALE

While all date related computer systems sensitive issues have been completed, there are a number of systems enhancements that require additional outside support. These systems include Transit Operations Trends System (TOTS) and Material Management Maintenance System (MMMS) as well as the proposed Payroll and Human Resources Systems. While ensuring that all the MTA's computer systems would function properly in the new millennium, the Information Services Department (ISD) extensively utilized the professional services of the Programming Bench. Full production of the new TOTS system has been completed yet additional documentation and technical training of MTA personnel still needs to be completed. With respect to MMMS, Human Resources and Payroll, systems requirements analysis must be completed and systems integration with other MTA systems defined.

It is anticipated that the authorized Programming Bench contractors will perform services on the projects and computer systems identified below. In addition, a task order will be issued for approximately \$25,000 for a bar code inventory tracking system which has not yet been assigned to a particular contractor in the Programming bench.

1. Accuracy Performance Reliability (APR), to provide computer programming services in support of Payroll and Financial Information System enhancements in an estimated amount of \$286,700, for a revised estimated total contract amount of \$786,700.
2. Complete Business Solutions, Inc (CBSI, Inc.), to provide computer programming services in support of Payroll and Human Resources Systems enhancements in an estimated amount of \$70,896, for a revised estimated total contract amount of \$183,996.

3. Completion Corporation, to provide computer programming services in support of Cash Counting and Metro Mail enhancements in an estimated amount of \$20,302 for a revised estimated total contract amount of \$199,241.
4. Keane Inc., to provide computer programming services in support of the Material Management Maintenance System (MMMS) and the Transit Operations Trends System (TOTS) enhancements, in an estimated amount of \$372,102 for a revised estimated total contract amount of \$930,063.

FINANCIAL IMPACT

Funding of \$775,000 for these services is included in the FY00 budget in cost centers 5410, Revenue Administration, 7170, Customer Relations and 9210, Information Services Department under Projects 200020, 200056 and 300011, line item 50316, professional services in multiple tasks.

ALTERNATIVES CONSIDERED

The Information Services Department (ISD) considered performing these services with MTA employees. However, ISD does not have sufficient full-time staff to complete planned activities and enhancements as scheduled. Since the planned enhancements will provide the organization significant efficiencies, lengthening the schedules of these enhancements so they can be completed by in-house personnel is not a viable alternative. In addition, adding full-time staff for relatively short-term activities is not cost effective.

Staff considered another competitive selection process but believed this would not be feasible for the following reasons:

1. Staff conducted a Price Analysis which indicated that the current costs of services of the Bench are competitive with the current market rates
2. Another procurement process would cause delays and have an adverse impact on our schedules.

If the Programming Bench were unable to assist in the completion of scheduled enhancements, the MTA's ability to support other critical systems, rollout enhancements and improve services would be adversely impacted.

BACKGROUND

To ensure the MTA's computer systems will function properly in the new millennium, ISD has utilized the services of the Programming Bench. This has been an effective and efficient approach to undertake and complete major activities in a short period of time. The Programming Services Bench provided the MTA with knowledgeable technical personnel for a specific period

of time. As a result, the MTA has been able to address all date sensitive issues and complete scheduled enhancements in a timely manner.

When the RFP and resultant contracts were issued and awarded, provisions were made in both the solicitation document and the contracts to primarily support Y2K efforts but also to provide other programming support as required. All date sensitive issues have been resolved, and ISD's emphasis has shifted to other planned and scheduled activities. These activities include Human Resources, Payroll, Cash Counting, Metro Mail and Customer Complaint enhancements.

With their technical expertise and knowledge of the MTA's systems, Bench personnel have become an excellent asset to the MTA. Their continued use, while we complete additional critical enhancements, will be advantageous to the MTA.

PROCUREMENT SUMMARY

A Programming Services Bench was established as a result of a competitive selection process in March of 1999 under RFP No. PS92100468. Pursuant to the January 1999 Board directive, the Board of Directors was notified of this award in a seven-day letter dated March 11, 1999. An update advising the Board that task orders would be assigned on a rotational basis was issued to the Board in a seven-day letter dated May 7, 1999. While staff has continued to issue task orders on a rotational basis, for certain tasks two of the firms do not have adequate personnel. Therefore, staff assigned work based on the ability to provide expertise in a timely manner.

The period of performance for these contracts is from April 1, 1999 through December 31, 2000. To date, eight task orders have been issued among the firms in the cumulative amount of \$1,350,000. This amount consists of \$1,250,000 approved by the Board and amendments totaling \$100,000 which were subsequently added under CEO authority.

COST/PRICE ANALYSIS

As part of the original procurement, the Procurement Department reviewed and evaluated the labor rates proposed by the firms and also conducted a market analysis of similar firms. One of the proposers was not included on the Bench because their rates were significantly higher than the marketplace. The proposed rates of the remaining four firms were in the competitive range and found to be fair and reasonable. Labor rates were established and specified in each contract and were used to price subsequent task orders.

SMALL BUSINESS PARTICIPATION

This Programming Services Bench has an overall DBE participation goal of 23%. Four contracts were issued to Bench participants, effective April 1, 1999. Current DBE attainment¹ based on the current contract amount² is 16.42%. Current DBE participation³ based on total actual amount paid-to-date to Contractor and total actual amount paid-to-date to DBEs is 28.61%.

The Programming Bench consists of four firms, one of which is a DBE firm. The services performed under this Contract are specified in task orders issued by the Authority. As such, there are no specific dollar commitments made to DBE firms at the time of award.

Original Award Amount \$ 1,250,000
Current Cumulative Value² \$ 1,350,000
Total Actual Amount Paid to Date \$ 874,288

Subcontractor	Commitment	Current Attainment ¹	Current Participation ³	Current Status
APR Consulting, Inc.	Task Orders	16.42%	28.61%	Performing
TOTAL	23%	16.42%	28.61%	Expected to Meet

¹Current Attainment = Total Actual Amount Paid-to-Date to Subs ÷ Total Current Contract Amount

²Current Cumulative Value = Original Contract Value + Contract Cost Modifications

³Current Participation = Total Actual Amount Paid-to-Date to Subs ÷ Total Actual Amount Paid-to-Date to Prime

Prepared by: Don Stiner
 Director of Information Systems Department

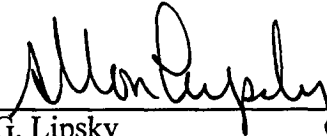
Tommye Williams
 Contract Administration Manager



Frank Cardenas
 Executive Officer, Administration



Gwendolyn W. Williams
 Interim Executive Officer, Procurement



Allan G. Lipsky
 Office of the Chief Executive Officer

Action Item: Programming Services Board Report

Contract: Programmer's Bench

Submission Date: Please review and provide any necessary input.

Contact: Richard Christie (26022) Project Manager

Cost Price Analysis ~~William~~ Date Analysis Completed _____

Reviewed By: Kathy Mack Issues to be Resolved Yes No

Issue _____

Estimating Department n/a Date Estimate Completed _____

Reviewed By: _____ Issues to be Resolved Yes No

Issue _____

Management Audit Services n/a Date Audit Completed _____

Reviewed By: _____ Issues to be Resolved: Yes No

Issue _____

Pre-Qualification ~~Williams~~ Date Pre-Qual Completed 3/25/99

Reviewed By: Anna Forgy Issues to be Resolved: Yes No

Issue _____

Legal (Applies only to AB1856) Date Reviewed by: _____

Reviewed by: _____ Issues to be Resolved Yes No

Issue: _____

Office of Mgmt & Budget Carolyn Flowers 24 Date Reviewed by: _____

Reviewed By: Carolyn Flowers Funds Available Yes No

Budget Line Item: _____

Issue _____

Small Business Enterprise Date Reviewed by: 1/17/00

Reviewed By: Cheryl B... Issues to be Resolved Yes No

Issue _____