

Memorandum



Date: January 25, 2007

Agenda Item No. 8(J)(1)(A)

To: Honorable Chairman Bruno A. Barreiro
and Members, Board of County Commissioners

From: George M. Burgess
County Manager

Subject: Resolution Authorizing Execution of Supplement One to the Locally Funded Agreement (LFA) With the Florida Department of Transportation (FDOT) to Increase the Funding for the Consumer Information Network (CIN) Operations and Customer Care (OCC) Costs

RECOMMENDATION

It is recommended that the Board of County Commissioners (Board) approve Supplement One to the Locally Funded Agreement (LFA) between the Florida Department of Transportation (FDOT) and Miami-Dade County for operations and customer care costs (software customizations, hardware, data maintenance services and operations maintenance) associated with the implementation of the Consumer Information Network (CIN). This supplement increases the amount of the original LFA from \$997,764.67 to \$1,148,231.24 and will be 100% funded by Miami-Dade Transit (MDT).

BACKGROUND

In 2000, the South Florida Regional Transportation Authority (SFRTA) Board approved the CIN project to be funded and spearheaded by FDOT under the Sun Guide and Advanced Travel Information Systems Programs (ATIS) initiative. The goal of CIN is to use Intelligent Transportation Systems (ITS) technologies with MDT's own technologies as another means to minimize urban congestion in the South Florida Region by providing seamless, multimodal, regional public transportation information sharing across a three-county area via the Internet, an Interactive Voice Response (IVR) system and live operators. The advantage of this system is that customers can receive this information for all three counties by calling one telephone number. Additionally, CIN integrates with FDOT's 511 IVR system which provides transit route and fare information to public transit riders traveling to and within the tri-county area.

CIN brings to customers the following features:

- An automated trip planning program that allows transit information agents to provide trip information with improved speed and accuracy and minimizes dependency on a manual system;
- Transit information agents in all three participating counties have access to the tri-county database allowing them to provide point-to-point travel information across all counties without the customer having to talk to another agent;
- A complaint processing system which allows agents to easily identify specific customer complaints by customer name. It also allows unlimited input and better tracks the detailed complaints that assist in tracking and correcting specific service issues;
- 24-hour access to route and schedule information via telephone;

- Access to general transit information, such as maps-by-mail and special event services; and
- Automated point-to-point trip planning across the counties via the Internet.

The original agreement for the CIN was approved by the Board through Resolution No. R-1022-01 on September 25, 2001. At the time of initial approval, the cost of this system was approximately \$2.8 million with an estimated five-year completion timeframe. FDOT paid the initial implementation cost of \$2.8 million dollars to purchase and customize the software and to develop the regional database. Miami-Dade County has paid for operations and customer care (OCC) for years one, two and three of the five-year project while the other members of the network (Broward, Palm Beach and the SFRTA) have also paid their respective OCC funding share.

Since initial approval, a series of project tasks have been completed. The tasks included: completion of a business analysis of all of the partnering properties (in an effort to complete the system requirements definition); selection of a vendor to deploy the system; configuration of the system; purchase and installation of hardware; and training of all end-users.

As phases of this project were implemented, additional software requirements were identified by the regional team as being critical to ensure continuity of CIN's operations and utility, both from a customer perspective, as well as a primary user perspective. This supplemental agreement will cover the costs of the following additional features (see attachments 1-5 in supplemental agreement): software customizations; hardware; data maintenance services; and, operations maintenance.

Broward, Palm Beach and the SFRTA are contributing their approved funding share through separate agreements with the State for the software customizations, hardware, data maintenance services and operations maintenance.

With the initial implementation of CIN in 2005, this Region became the first in the country to offer such a system. To date, three of the four Phases of the CIN have been implemented—beginning in July 2005 with Phase I (Trip Planning for Agents) and most recently in April 2006 with Phase III (Complaint Module). It is anticipated that Phase IV, the IVR, will be implemented by March 2007.

FISCAL IMPACT

The total cost of this supplement number one is \$150,466.67 and is included in MDT's FY 2006-07 operating budget. Approval of this supplement will bring the total project contract amount from \$997,764.67 to \$1,148,231.24.


Assistant County Manager

12/5/06
Date



MEMORANDUM

(Revised)

TO: Honorable Chairman Bruno A. Barreiro
and Members, Board of County Commissioners

DATE: January 25, 2007

FROM: Murray A. Greenberg
County Attorney

SUBJECT: Agenda Item No. 8(J)(1)(A)

Please note any items checked.

- "4-Day Rule" ("3-Day Rule" for committees) applicable if raised
- 6 weeks required between first reading and public hearing
- 4 weeks notification to municipal officials required prior to public hearing
- Decreases revenues or increases expenditures without balancing budget
- Budget required
- Statement of fiscal impact required
- Bid waiver requiring County Manager's written recommendation
- Ordinance creating a new board requires detailed County Manager's report for public hearing
- Housekeeping item (no policy decision required)
- No committee review

Approved _____ Mayor

Agenda Item No. 8(J)(1)(A)

Veto _____

01-25-07

Override _____

RESOLUTION NO. _____

RESOLUTION AUTHORIZING EXECUTION OF SUPPLEMENT ONE TO THE LOCALLY FUNDED AGREEMENT (LFA) WITH THE STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION (FDOT) TO INCREASE THE OPERATIONS AND CUSTOMER CARE (OCC) FUNDING BY \$150,466.67 FOR THE IMPLEMENTATION OF THE CONSUMER INFORMATION NETWORK (CIN)

WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA:

Section 1. That this Board authorizes supplement one to the Locally Funded Agreement with the State of Florida Department of Transportation (FDOT) to increase the funding of Miami-Dade County's share of the cost for the State to implement the Consumer Information Network by \$150,466.67 in substantially the form attached hereto and made a part hereof.

Section 2. That the County Manager is authorized to set forth and execute such contracts and agreements as are approved by the County Attorney's Office; to receive and expend funds in accordance with such aforementioned contracts and agreements; and to file and execute any additional agreements, revisions, or amendments as required to carry out the projects for and on behalf of Miami-Dade County, Florida.

Section 3. That the County staff is authorized to furnish such additional information as may be required in connection with the project.

The foregoing resolution was offered by Commissioner
who moved its adoption. The motion was seconded by Commissioner
and upon being put to a vote, the vote was as follows:

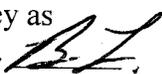
Bruno A. Barreiro, Chairman	
Barbara J. Jordan, Vice-Chairwoman	
Jose "Pepe" Diaz	Audrey M. Edmonson
Carlos A. Gimenez	Sally A. Heyman
Joe A. Martinez	Dennis C. Moss
Dorrin D. Rolle	Natacha Seijas
Katy Sorenson	Rebeca Sosa
Sen. Javier D. Souto	

The Chairperson thereupon declared the resolution duly passed and adopted this
25th day of January, 2007. This resolution shall become effective ten (10) days after the
date of its adoption unless vetoed by the Mayor, and if vetoed, shall become effective only
upon an override by this Board.

MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF COUNTY
COMMISSIONERS

HARVEY RUVIN, CLERK

By: _____
Deputy Clerk

Approved by County Attorney as
to form and legal sufficiency. 

Bruce Libhaber

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**SUPPLEMENT ONE TO LUMP SUM LOCALLY FUNDED AGREEMENT BETWEEN
THE STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
AND MIAMI-DADE COUNTY**

CONSUMER INFORMATION NETWORK OPERATIONS AND CUSTOMER CARE COSTS

This Supplement One to that certain Lump Sum Locally Funded Agreement, dated October 12, 2004 ("CONTRACT"), which is incorporated by reference as if fully set forth herein, between the State of Florida Department of Transportation ("DEPARTMENT") and Miami-Dade County ("COUNTY") for the operations and customer care costs associated with the implementation of the Consumer Information Network ("CIN"), programmed under Financial Project Number 414756-1-8B-01 ("PROJECT"), is entered into this _____ day of _____, 2006.

WHEREAS, the CONTRACT was entered into by both parties pursuant to the approval of both the DEPARTMENT and the COUNTY in the total amount of Nine Hundred Ninety-Seven Thousand Seven Hundred Sixty-Four Dollars and Sixty-Seven Cents (\$997,764.67), payable over four (4) years, for PROJECT costs; and

WHEREAS, it is necessary to increase the total contract amount by One Hundred Fifty Thousand Four Hundred Sixty-Six Dollars and Fifty-Seven Cents (\$150,466.57), as requested by the COUNTY, to fund additional PROJECT services and hardware, as detailed in the attached Exhibit "A-1", which is incorporated herein by reference; and

WHEREAS, the COUNTY Commission has adopted Resolution No. _____ on _____, 2006, to approve the increase in the total contract amount from Nine Hundred Ninety-Seven Thousand Seven Hundred Sixty-Four Dollars and Sixty-Seven Cents (\$997,764.67) to One Million One Hundred Forty-Eight Thousand Two Hundred Thirty-One Dollars and Twenty-Four Cents (\$1,148,231.24);

NOW, THEREFORE, for the considerations hereinafter set forth:

The CONTRACT dated October 12, 2004, is hereby supplemented as follows:

Year Two (2) Advanced Funds shall be increased by an amount not to exceed One Hundred Fifty Thousand Four Hundred Sixty-Six Dollars and Fifty-Seven Cents (\$150,466.57) to the new sum of Four Hundred Twelve Thousand Three Hundred Thirty-Seven Dollars and Forty-Three Cents (\$412,337.43).

All other terms and conditions of the contract are in effect and remain unchanged.

MIAMI-DADE COUNTY:

By: _____
County Manager

**ATTEST:
(SEAL)**

By: _____
County Clerk

LEGAL REVIEW:

By: _____
County Attorney

**STATE OF FLORIDA, DEPARTMENT OF
TRANSPORTATION:**

By: _____
District Secretary

**ATTEST:
(SEAL)**

By: _____
Executive Secretary

LEGAL REVIEW:

By: _____
District General Counsel

EXHIBIT "A-1"

**CONSUMER INFORMATION NETWORK (CIN) LOCALLY FUNDED AGREEMENT (LFA) COSTS
FOR ADDITIONAL SERVICES AND HARDWARE**

Attached hereto and incorporated herein by reference.

EXHIBIT "A-1"

In accordance with Section 7, of the Locally Funded Agreement executed by Miami-Dade County and the Florida Department of Transportation on October 12th, 2004, the additional services sought by Miami-Dade County and their costs are detailed in Attachments I through V, attached hereto and incorporated herein by reference. Miami-Dade County shall provide a lump sum amount of \$150,466.57 for the additional Consumer Information Network (CIN) Operations and Customer Care services sought from SmartRoute Systems, Inc. Payment for the services provided by SmartRoute Systems, Inc will be paid out in the following manner:

Transit Property	Share of Costs	Total Advanced Funds	Payment for Year 1	Payment for Year 2	Payment for Year 3
Miami-Dade County	40%	\$150,466.57	\$72,244.00	\$28,200.00	\$50,022.57

The COUNTY agrees that it shall furnish the DEPARTMENT for deposit, the Lump Sum amount requested, fourteen (14) calendar days after receiving such notice from the DEPARTMENT. The COUNTY'S Lump Sum amount will be deposited in the States Transportation Trust Fund in a non-interest bearing account. COUNTY'S check shall be mailed to the Florida Department of Transportation for processing as follows:

Florida Department of Transportation
Office of Comptroller, Attn: LFA Section
605 Suwannee Street
Tallahassee, Florida 32399

ATTACHMENT I

SUMMARY

OF

ADDITIONAL CONSUMER INFORMATION NETWORK OPERATIONS AND MAINTENANCE SERVICES AND COSTS

1. BREAKDOWN OF SERVICES AND TRANSIT SHARED COSTS

First Year Services	Cost of Services	Sub-Totals	Share of Costs (%)	Transit Property	Cost Per Year
SRS (Development Site Servers)	\$19,113.00	\$19,113.00			
Trapeze Customization (License & Service)	\$3,000.00	\$39,000.00	40.00%	Miami Dade Transit	\$72,244.00
(Public Number Customization)	\$18,000.00				
(Faring Customization)	\$10,500.00				
(Web Customization)	\$7,500.00				
Logic Tree Customizations (IVR Transfers)	\$13,500.00	\$109,810.00	20.00%	South Florida Transportation Authority	\$36,122.00
(Floodgate Enhancement)	\$24,400.00				
(System Update Tool)	\$36,930.00				
(Ongoing Data Updates May 2006 thru Nov 2006)	\$24,500.00				
* (Customization of IVR to use STOPABRR for Palm Tran & Broward Transit bus stops)	\$10,480.00				
TeleAtlas Map Maintenance (Database Services April 2006 thru Nov 2006)	\$10,667.00	\$23,167.00			
(Manual Edits and Support)	\$12,500.00				
First Year Total		\$191,090.00			
Second Year Services	Cost of Services	Sub-Totals	Share of Costs (%)	Transit Property	Cost Per Year
Logic Tree Customizations (Ongoing Data Updates)	\$42,000.00	\$42,000.00	40.00%	Miami Dade Transit	\$28,200.00
TeleAtlas Map Maintenance (Database Services)	\$16,000.00	\$28,500.00	30.00%	Broward Transit	\$21,150.00
(Manual Edits and Support)	\$12,500.00		20.00%	South Florida Transportation Authority	\$14,100.00
			10.00%	Palm Tran	\$7,050.00
Second Year Total		\$70,500.00			\$70,500.00
Third Year Services	Cost of Services	Sub-Totals	Share of Costs (%)	Transit Property	Cost Per Year
SRS (Recurring Operations & Maintenance Services for the CIN period of Oct 1, 2008 - Nov 12, 2008)	\$54,556.43	\$54,556.43			
Logic Tree Maintenance (Ongoing Data Updates)	\$42,000.00	\$42,000.00	40.00%	Miami Dade Transit	\$50,022.57
TeleAtlas Map Maintenance (Database Services)	\$16,000.00	\$28,500.00	30.00%	Broward Transit	\$37,516.93
(Manual Edits and Support)	\$12,500.00		20.00%	South Florida Transportation Authority	\$25,011.29
			10.00%	Palm Tran	\$12,505.64
Third Year Services		\$125,056.43			\$125,056.43
Total Transit Properties Supplemental Costs		\$386,646.43			

2. SUMMARY OF COSTS PER TRANSIT PROPERTY

Transit Property	Share of Cost per Transit Property	Cost Per Transit Property	Payment for Year 1	Payment for Year 2	Payment for Year 3
Miami Dade Transit (414756-1-8b-01)	40.00%	\$150,466.57	\$72,244.00	\$28,200.00	\$50,022.57
Broward Transit (414756-1-8b-02)	30.00%	\$118,315.38	\$59,848.45	\$21,150.00	\$37,516.93
South Florida Transportation Authority (414756-1-8b-03)	20.00%	\$75,233.29	\$36,122.00	\$14,100.00	\$25,011.29
Palm Tran (414756-1-8b-04)	10.00%	\$42,631.19	\$23,075.55	\$7,050.00	\$12,505.64
Total Cost		\$386,646.43	\$191,090.00	\$70,500.00	\$125,056.43

ATTACHMENT II

SMARTROUTE SYSTEMS, INC

COST PROPOSAL

		Description
Recurring Operations and Maintenance Services for the CIN Software/Database - Period of Oct 1, 2008 thru Nov 12, 2008	\$54,556.43	System Maintenance
Hardware (2 - Development Site Servers - Dual Intel Xeon CPUs, 3.0 GHZ, 2GB Ram, RAID Controller), (8 - 36GB, 10K SCSI Drive, (RAID-1 Configuration) & (2 - Microsoft Windows 2000 Server, w/5 Client Access License)	\$19,113.00	Hardware for Dev Environment

ATTACHMENT III

TRAPEZE

COST PROPOSAL

Trapeze License (license and service)	\$3,000.00	License and installation of Dev Environment
Public Number Customization	\$18,000.00	The customization will provide functionality such that a selected field from stop table can be displayed and used for look-up in INFO-Agent and INFO-Web.
Faring Customization	\$10,500.00	"Tri-Rail Fare" customization and the "Busway Fare" customization, including testing, support and installation
Web Customization	\$7,500.00	

ATTACHMENT IV

LOGIC TREE

COST PROPOSAL

Item	Cost	Description
Each Additional Transfer	\$13,500.00	Ability to transfer to local IVR for Lost and Found Ability to transfer to local IVR for Pass Sales Outlets
Floodgate Enhancement	\$24,400.00	Ability to have, for each transit, an option at the highest level called emergency/service disruptions where they can leave a recorded message that has an expiration date. This is being driven by the fact that we've had so many hurricanes and that when the call transfers to the local it by passes the local IVR 900 level emergency messages.
Additional Reports		\$2,500 per report
System Update Tool	\$36,930.00	One time fee to design the update application
Ongoing Data Updates	\$108,500.00	Maintenance of this process would require management of additional incidents resulting due to this regular update to the system, procedures to keep track of system performance resulting from these data updates, as well as procedures to keep track new prompt or new grammars required by the system - all of these would require our annual support agreement to increase by - \$24,500 from May 1st, 2006 thru November 12th, 2006 and \$42,000 per year for the periods of November 13th, 2006 thru November 12th, 2008 (\$24,500 + \$42,000 + \$42,000).
Customization of the IVR Database & Application	\$10,480.00	Customize CIN IVR database and application to use STOPABRR for Palm Tran and Broward Transit. The work will consist of prompt suite and grammar updates for 2,870 stops for Palm Tran (\$5,014.55) and 3,705 stops for Broward Transit (\$5,465.45) and testing of these changes.
Sub-Totals	\$193,910.00	

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ATTACHMENT V

TELEATLAS

COST PROPOSAL

Database Services	\$42,667.00	\$10,667 for period from April 1st to November 12th, 2006 and \$16,000 per year for the next two years (November 13th 2006 thru November 12th, 2008).
Manual Edits and support	\$37,500.00	\$12,500/yr X 3 yrs