

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

<input checked="" type="radio"/> Action <input type="radio"/> Information	MEAD Number: 100688	Resolution: <input type="radio"/> Yes <input checked="" type="radio"/> No
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TITLE:

Debit and Credit Card Switch Software Contract

PURPOSE:

Approval to amend the contract to extend the existing ACI Worldwide debit and credit switch software contract for one year which would allow for a reissuance of the RFP. Metro is utilizing the switch software to process card transactions on the Rail System, CPOS (Compact Point of Sale) devices, and McGann Parking system.

DESCRIPTION:

Metro received three proposals in response to an RFP for Debit Credit Switch Software. These responses were from ACI (the incumbent), ISD, and AJB. ACI and ISD were both rated outstanding and AJB was rated marginal.

However, in the course of compiling the evaluation, the Technical Evaluation Team noted the following risk factors that would arise in the case of a selection of ISD:

1. There are capacity constraints on Metro`s testing facility and ISD might be required to provide a mitigating solution.
2. There is significant integration work required by ISD with other 3rd party software and it was not made clear in the RFP that the contractor would be responsible for all systems integration and costs associated with it.

The above risk factors do not apply to the incumbent, ACI.

These risk factors could impact the selection of the vendor and were not clearly identified in the RFP. Therefore, selection at this time might not result in the best value for Metro.

By re-issuing the RFP and giving the bidders an adequate opportunity to address these risk factors, Metro will better be able to properly assess the best value.

The project plan is estimated as follows:

-September 2010: Re-issue the RFP (after completing the development required for the proposed fare increase, the SmartBenefits and Nextfare 5 upgrades, and the implementation of electronic flash passes and autoload capabilities).

-Mid-October 2010: Submission deadline

-End of November 2010: Make selection

-No later than July 10, 2011: Complete all development and testing and 3rd party integration (note: this includes approximately 2 months of contingency for unforeseen slippage.)

In the meantime, the current contract with ACI expires 7/11/10. A fully-operating switch that can process an expected \$200 million a year in debit and credit card transactions is critical to providing a positive customer service experience. Therefore, a request is being submitted to extend the existing contract with ACI for one year at a cost of approximately \$330,000. This will allow Metro to meet its goal of delivering quality service by continuing to give customers the option to purchase fare media with a debit or credit card.

FUNDING IMPACT:

Budget: Operating Budget, Fiscal 2011

Office: Office of The Treasurer-Debit\Credit Processing
Branch (Project Manager: Steve Holland)

Account: 50303110 Professional Computer
Services-Consultant

This Action: \$330,000

Remarks: This item is budgeted in Fiscal 2011 under Professional and Technical Services-Other Consultant for this purpose. Authorization is contingent on Board approval of the FY 2011 Operating Budget.

FY2011

Budget: \$330,000

This Action: \$330,000

Prior Approval: \$0

Remaining Budget: \$0

RECOMMENDATION:

Approval to modify the existing contract with ACI Worldwide for one year from its current expiration date of July 11, 2010 to July 11, 2011.