

Review of Proposals

RFP 9-1177 Back-Office System and Customer Services Center Operations Services for the 91 Express Lanes in Orange and Riverside Counties

(Presented to Finance And Administration Committee - October 23, 2019)

4 proposals were received, 3 proposals evaluated, 2 firms were interviewed, 1 firm is being recommended

Overall Ranking	Overall Score	Firm & Location	Sub-Contractors	Evaluation Committee Comments	Total Price
1	82	Cofiroute USA, LLC Irvine, California	TollPlus Proponisi Penn Credit SWC Group Infosend, Inc. David Cyprien Avtex Solutions , LLC	Cofiroute and major subcontractor TollPlus working together since 2011. TollPlus worked the legacy BOS for OCTA's 91 express lanes Knowledgeable of California's tolling environment Considered all aspects of the requirements in selecting their listed subcontractors and providers Qualified staff with required experience or certification BOS allows for generous customization and new development to meet Agencies' needs Availability and commitment of key personnel is more than adequate, with local presence throughout project term Detailed approach to CSC operations; and staff is cross-functionally trained Thorough project schedule that meets project's Go-live date Positive references Comprehensive interview and demonstration of BOS system and CSC Operations	\$72,982,804
2	75	Conduent State & Local Solutions, Inc. Germantown, Maryland	Northern Lakes Data Corp. Linebarger, Goggan Blair & Sampson, LLP Harris & Harris Ltd. Partners in Diversity, Inc. Content Critical Solutions, Inc.	Conduent has multi-agency project experience Major subcontractor NLDC worked on legacy BOS for OCTA's 91 EL Availability and commitment of proposed key personnel meets requirements Qualified key staff where several lacking required experience or certification Proposed use of staffing agency for BOS implementation personnel Proposed BOS allows for limited customization and new development to meet Agencies' needs Project schedule meets project's Go-live date Proposed executive oversight committee during both phases of the work Detailed approach to CSC operations Positive references Interview and demonstration of BOS system and CSC Operations were adequate	\$58,254,384

Evaluation Panel: Six Members

From OCTA and RCTC:

OCTA Express Lanes Programs (2)

RCTC Toll Programs (2)

External Members:

Los Angeles Metro (1)

San Diego Association of Governments (1)

Evaluation Criterion

Qualifications of the Firm

Staffing/Project Organization

Implementation Work Plan and Technical Approach to BOS

CSC Operations, Transition and Approach

Cost and Price

Weight

15%

15%

30%

20%

20%