



Contractor Selection for the Back-Office System and Customer Service Center Operations for the 91 Express Lanes in Orange and Riverside Counties

Background

- Board of Directors approved the release of a Request for Proposals for Back-Office System and Customer Service Center (BOS/CSC) Operations Services for the 91 Express Lanes in April 2019
- Procurement was jointly developed with the Riverside County Transportation Commission
- Agencies utilized the services of a Project Management Consultant with tolling expertise to develop the scope of work
- Existing BOS/CSC Operations Services agreement expires in June 2021

Modernizing the 91 Express Lanes



Toll Lane Systems
Integrator Services
February 2018

Modernizing the 91 Express Lanes



Toll Lane Systems
Integrator Services
February 2018



Back-Office
System/Customer Service
Center Procurement
October 2019

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Toll Lane Systems
Integrator Services
February 2018



Back-Office
System/Customer Service
Center Procurement
October 2019



Roadway Services
Procurement
Mid-2020

Procurement Includes: Back-Office System

- Receives transactional data from the in-lane system
- Processes transactional data to customer accounts, interoperable agency accounts, and the Department of Motor Vehicles
- Also has functionality for the 91 Express Lanes website, inventory management systems, reporting systems, interactive voice response system, and customer service center
- External interfaces with credit card processing agencies, collections agency, mail house, etc.



Procurement Includes: Customer Service Center

- Customer service center staffing
- Telephone and walk-in customer service
- Customer account establishment
- Transponder inventory
- Violations processing
- Mailroom operations
- Scanning operations



Procurement Includes: Other Operational Functions

- Finance and accounting
- Standard and ad-hoc reporting
- Phone systems
- Traffic Operations Center staffing
- Emergency services coordination
- Oversight of collections and merchant banking services contracts
- Information Technology staffing for datacenter equipment and Payment Card Industry Data Security Standard requirements



Procurement Process

- Request for Proposals released on April 22, 2019
- Evaluation team established from four tolling/transportation agencies
- Received four proposals
- Short-listed two firms and interviewed on August 27, 2019
 - Cofiroute USA, LLC
 - Conduent Transportation
- Evaluation team recommends the selection of Cofiroute USA, LLC

Cofiroute USA, LLP Proposed Cost

	Existing Agreement Price*	Independent Cost Estimate	Cofiroute's Proposed Agreement Price
BOS Implementation Phase	N/A	\$8.500 M	\$7.125 M
Operations and Maintenance Phase (Years 1-5)	\$28.470 M	\$27.100 M	\$28.296 M
OCTA Share	N/A	\$35.600 M	\$35.421 M
RCTC Share	N/A	\$37.450 M	\$37.562 M
Total	N/A	\$73.050 M	\$72.983 M

* - Current agreement spans four and a half years.

BOS – Back-Office System

RCTC – Riverside County Transportation Commission

Recommendations

- Approve the selection of Cofiroute USA, LLP, as the firm to provide the back-office system and customer service center operations services for the 91 Express Lanes in Orange and Riverside counties.
- Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-9-1177 among OCTA, RCTC, and Cofiroute USA, LLC., in the amount of \$72,982,804, to provide the back-office system and customer service center operations services for the 91 Express Lanes in Orange and Riverside counties, for an initial term of seven years with two three-year option terms. The designated share for OCTA will be \$35,420,566.

Next Steps

- Seek OCTA Board approval on November 11, 2019, and RCTC Board approval on November 13, 2019
- Finalize contract and issue notice to proceed
- Migrate customer data to new back-office system and prepare operational systems in the customer service center
- Transition all systems and commence operations under new agreement in July 2021