



Back-Office System/ Customer Service Center Update

Procurement Highlights

- Request for Proposals for Back-Office System and Customer Service Center Operations Services for the 91 Express Lanes in Orange and Riverside Counties issued in April 2019
- OCTA and RCTC Board of Directors approve selection of Cofiroute USA in November 2019
- Three-party agreement executed in January 2020
- Notice to Proceed issued on January 28, 2020
- Kick-off meeting held on February 3, 2020



Services Procured

- Back-office software system
- Hardware and software maintenance
- Customer service
- Violations processing and collections
- Customer account management
- Payments and mail processing
- Revenue collections and transaction processing
- Traffic operations and incident management
- Emergency services coordination
- Transponder inventory management
- Telephone system and other customer contact systems

Upcoming Schedule

