

Contractor Selection for the Back-Office System and Customer Service Center Operations for the 405 Express Lanes in Orange County



- Board of Directors (Board) approved the release of a request for proposals (RFP) for BOS/CSC* operations services for the 405 Express Lanes in June 2020
- Utilized 91 Express Lanes BOS/CSC Operations Services procurement documents as a base for this procurement
- Scope of work developed with the assistance of a project management consultant with tolling experience
- 405 Express Lanes are anticipated to open in October 2023

BOS/CSC – Back-Office System and Customer Service Center

Procurements



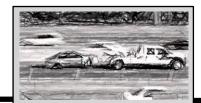
Design-Build Selection November 2016



Toll Lane Systems Integrator Selection February 2018



BOS/CSC Operations Procurement 2020-2021



Roadway Services Procurement 2022

Procurement Includes

- BOS software
- Hardware and software maintenance
- CSC staffing and activities
- Customer account management
- Payments and other mail processing

- Violations processing and collections
- Revenue collections and transaction processing
- Financial management, reconciliation, and settlement
- Transponder inventory management
- Telephone system

Procurement Process

- RFPs released on December 10, 2020
- Evaluation team established from four tolling/transportation agencies
- Received three proposals
- Two firms were interviewed on May 19, 2021
 - Cofiroute USA, LLC
 - WSP USA Services Inc.
- Evaluation committee recommends the selection of WSP USA Services Inc.

Proposed Costs

			Ir	ndependent Cost
INITIAL TERM	CUSA	WSP		Estimate
1) BOS Implementation Phase	\$ 15,039,465	\$ 16,639,099	\$	14,250,000
2) BOS Operations and Maintenance Phase (Years 1-6)	\$ 50,617,762	\$ 18,551,490	\$	29,750,784
3) CSC Operations and Maintenance Phase (Years 1-6) *	\$ 33,554,241	\$ 71,145,257	\$	57,750,664
4) Transition/Additional Services	\$ 3,684,001	\$ 4,646,047	\$	3,758,651
TOTAL BASE CONTRACT	\$ 102,895,469	\$ 110,981,893	\$	105,510,099
OPTION TERM 1				
Operations and Maintenance Phase (Years 7-9)	\$ 51,106,537	\$ 50,267,417		
OPTION TERM 2				
Operations and Maintenance Phase (Years 10-11)	\$ 38,402,200	\$ 36,556,251		
TOTAL	\$ 192,404,206	\$ 197,805,561		

CUSA – Cofiroute USA, LLC WSP – WSP USA Services Inc. * CSC Operations and Maintenance Phase (Years 1-6) based upon 61 FTEs (\$32 hourly rate) for CUSA and 89 FTEs (\$46 hourly rate) for WSP

- Approve the selection of WSP USA Services Inc., as the firm to provide the BOS and CSC operations services for the 405 Express Lanes in Orange County.
- Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2690 between the Orange County Transportation Authority and WSP Services USA Inc. in the amount of \$110,981,893, to provide the BOS and CSC operations services for the 405 Express Lanes in Orange County, for an initial term up to eight and a half years with one three-year and one two-year option terms.



- Finalize contract and issue notice to proceed
- Work with selected firm on the design, development, and implementation of the BOS/CSC operations systems
- Seek Board approval on a customer service and operations center location
- Seek Board approval for release of roadside services RFP's in Spring 2022