



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

# Background

- 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

# 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

INITIAL TERM				Independent Cost Estimate	
	CUSA		WSP		
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

# Staff Recommendations

- 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.

# Next Steps

- 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