

Review of Proposals

RFP 0-2690 Back-Office System and Customer Service Center Operation Services for the 405 Express Lane in Orange County

Presented to the Finance and Administration Committee on July 14, 2021

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

Overall Ranking	Overall Score	Firm & Location	Subcontractors	Evaluation Committee Comments	Price for Initial Term
1	83	WSP USA Services, Inc. Orange, California	Electronic Transaction Consultants, LLC (ETC) TTEC Government Solutions, LLC (TTEC) Douglas Stuart, LLC TransPerfect International, LLC Greystone Technology Group, LLC GCM Consulting, Inc.	Firm has experience with customer service center for tolling on well-regarded E-470 toll project. Subconsultant ETC has recent experience with Harris County Toll Road Authority back-office system (BOS) implementation in a complex tolling environment. Considered all aspects of the requirements in selecting its listed subcontractors and providers including TTEC's omni-channel customer contact solution. Qualified staff with required experience or certification including project manager who oversaw Interstate 15 Express Lane Toll System Implementation and Operations project. Recently developed BOS allows for customization, development, and new technology to meet OCTA's needs. Firm was able to quickly adjust to changes in law on Harris County, Texas project. Availability and commitment of experienced key personnel exceeds scope of work requirements, with local presence throughout project term. Detailed approach to customer service center (CSC) operations. Thorough project schedule that meets project's go-live date. Comprehensive interview and demonstration of BOS system and CSC experience employing leading edge technology. Favorable reference for recent relevant experience.	\$110,981,893
2	77	Cofiroute USA, LLC Irvine, California	TollPlus Larson Consulting Associates, LLC Two Roads Professional Resources Modern Times, Inc. Proponisi Duncan Solutions Elavon Bank of the West Alliance JP Morgan Chase Paymentech Infosend, Inc. David Cyprien Avtex LA Federal Armored Service Coresivity Unity Courier Service One Nine Architecture Worksters Millennium Franchise Group, LLC DBA Hacking Solutions Peacock Enterprises, Inc.	Firm and major subcontractor TollPlus working together since 2011. TollPlus worked on the legacy BOS for OCTA's 91 Express Lanes (91EL). Considered all aspects of the requirements in selecting its comprehensive list of subcontractors and providers. Qualified staff with experience; however, several key personnel are being promoted to new responsibilities in which staff has no demonstrated experience. BOS allows for customization and new development to meet OCTA's needs. Availability and commitment of key personnel is unclear given current commitments to 91EL project. Several identified personnel also are committed to the 91 toll project. Detailed approach to CSC operations with cross-functionally trained staff. Thorough project schedule that meets project's go-live date. Comprehensive interview and demonstration of BOS system and CSC operations. Positive references from recent clients.	\$102,895,469

Evaluation Panel: Six Members

Internal:

- Express Lanes Programs (2)
- Highway Programs (1)

External:

- Metropolitan Transportation Commission (1)
- Kansas Turnpike Authority (1)
- Santa Clara Valley Transportation Authority (1)

Evaluation Criteria:

- Qualifications of the Firm
- Staffing/Project Organization
- Implementation Work Plan and Technical Approach to BOS
- CSC Operations Work Plan and Approach
- Cost and Price

Weight

- 15 percent
- 15 percent
- 30 percent
- 20 percent
- 20 percent