METRO EXPRESSLANES – CUSTOMER SERVICE CENTER OPERATIONS

Ad Hoc Congestion, Highway and Roads Committee JANUARY 16, 2019



AUTHORIZE the Chief Executive Officer to award firm fixed price Contract No. PS51236 to Faneuil, Inc. to provide the personnel, services, and expertise to operate the Metro ExpressLanes customer service centers for an eight-year base period, with three, two-year options, in the amount of \$83,022,159 for the base period and \$86,352,515 for all option years exercised for a total of \$169,374,674 subject to resolution of protest(s), if any.

• Faneuil, Inc. Subcontractors

- Partners in Diversity (SBE)
- Diversity Fulfillment Services (SBE)
- BCA Watson Rice (SBE)
- Alliance Resource Group, Inc. (DVBE)
- V-force, Inc. (DVBE)
- e-waste Disposal (DVBE)

• SBE/ DVBE Participation

- Goal Determination was 20% SBE/ 3% DVBE
- Contractor Commitment 20.89% SBE/ 3.23% DVBE





Three Separate Contracts

- ExpressLanes Customer Service Support
 - Customer Service/ Call Center Location and Operations
 - Account Management Services
 - Case Management
 - Customer Notifications
 - Image Processing Quality Control
 - Customer Surveys
 - Bankruptcy/Collections/Mail Services Support
- Back Office System (Approved by Board January 2018)
 - Transaction Processing
 - Self Service Systems
 - Payment and Toll Violation Processing
- Roadside Toll Collection System (Approved by Board June 2018)
 - Equipment on the Corridors
 - Dynamic Pricing
 - Corridor Incident Monitoring

Based on Best Practices

- Seeking an Eight-Year Base Contract Term with 3 Two-Year Options
 - Consistent With the Previously Awarded Back Office System and Roadside Toll Collection Contract Terms



Contract Term

- Eight-Year Base and Three, Two-Year Options
 - Option Years Will Require Board Approval at the Appropriate Time
- Contract Term Recommendation reflects:
 - Three Years Required to Re-procure and Implement System
 - . Obtaining the Full Useful Life of Investment
 - Toll Industry Forum Recommendations for Contract Length
 - Other Agency Roadside Tolling Contract Lengths are Comparable

Contract & Procurement Timeline

2018		2019		2020		2021		2022		2023		2024		2025		2026		2027		2028		2029	
1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half	1st Half	2nd Half
			Go Live																				
	Start of 8	Year Base										End of 8	Year Base	Year Base	3 Year Op	Option 1 (Total of 11 Years)							
				Start of 6	.5 Year Op	erations																	Option Year 2
												1 Year RFP R	elease/Awar	1.5 Years De	esign, Install,	Integration	3 Years Tota	l					
									6 Months De		ev Requirements				3 Year Re-		-procurement During Option 1						
																							Re-Procurement



Received Seven Proposals

- AECOM
- Cofiroute USA
- Egis Projects, Inc.
- Emovis, S.A.S.
- Faneuil, Inc.
- Municipal Services Bureau (MSB)
- TransCore, LP

Evaluation Results

- Faneuil, Inc. is the Recommended Contractor
- The Faneuil Proposal was the Best Overall



Thank You

