

METRO EXPRESSLANES – CUSTOMER SERVICE CENTER OPERATIONS

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



Metro

Metro ExpressLanes - Customer Service Center Operations Contract

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



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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

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- **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

