

405 EXPRESS LANES

Toll Systems and Operations Services
Procurement Approach



PARSONS
HNTB

Systems/Operations Procurement Goals

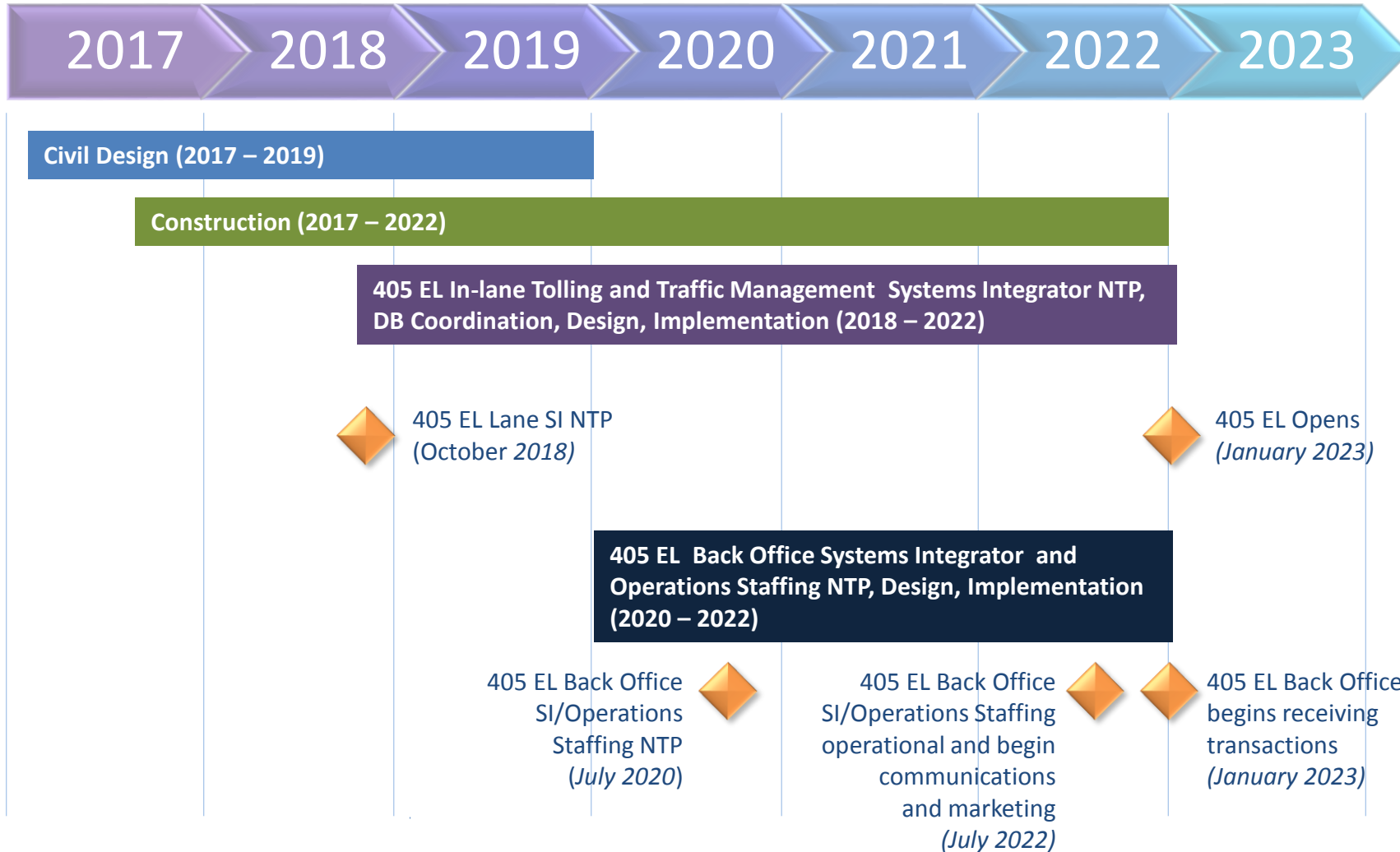
- State of the art technology and functionality
 - Meet 2023 needs with flexibility for the future
- Support high levels of customer service
- Minimize risk associated with development and implementation of systems and operations
- Encourage competition to achieve best value
- Require minimal amount of OCTA oversight and contract management resources
- Timing coordination with design-build activities
- Take advantage of economies of scale and timing of other procurements

Systems and Services

- In-lane Tolling and Traffic Management System
- Back Office System
- Back Office Staffing
 - Customer service
 - Account management
 - Violations processing
 - Financial/accounting
- Traffic Operations Center staffing
- Customer Assistance Patrol



405 Express Lanes Timing



Bundling Options – One Contract

- In-lane Tolling and Traffic Management System
- Back Office System
- Back Office Staffing
 - Customer service
 - Account management
 - Violations processing
 - Financial/accounting
- Traffic Operations Center staffing
- Customer Assistance Patrol



Bundling Options – Two Contracts

- 1st Contract: In-lane Tolling and Traffic Management System
- 2nd Contract:
 - Back Office System
 - Back Office Staffing
 - Traffic Operations Center staffing
 - Customer Assistance Patrol



Bundling Option – Three Contracts

- 1st Contract: In-lane Tolling and Traffic Management System
- 2nd Contract:
 - Back Office System
 - Back Office Staffing
 - Traffic Operations Center staffing
- 3rd Contract: Customer Assistance Patrol



Procurement Approaches

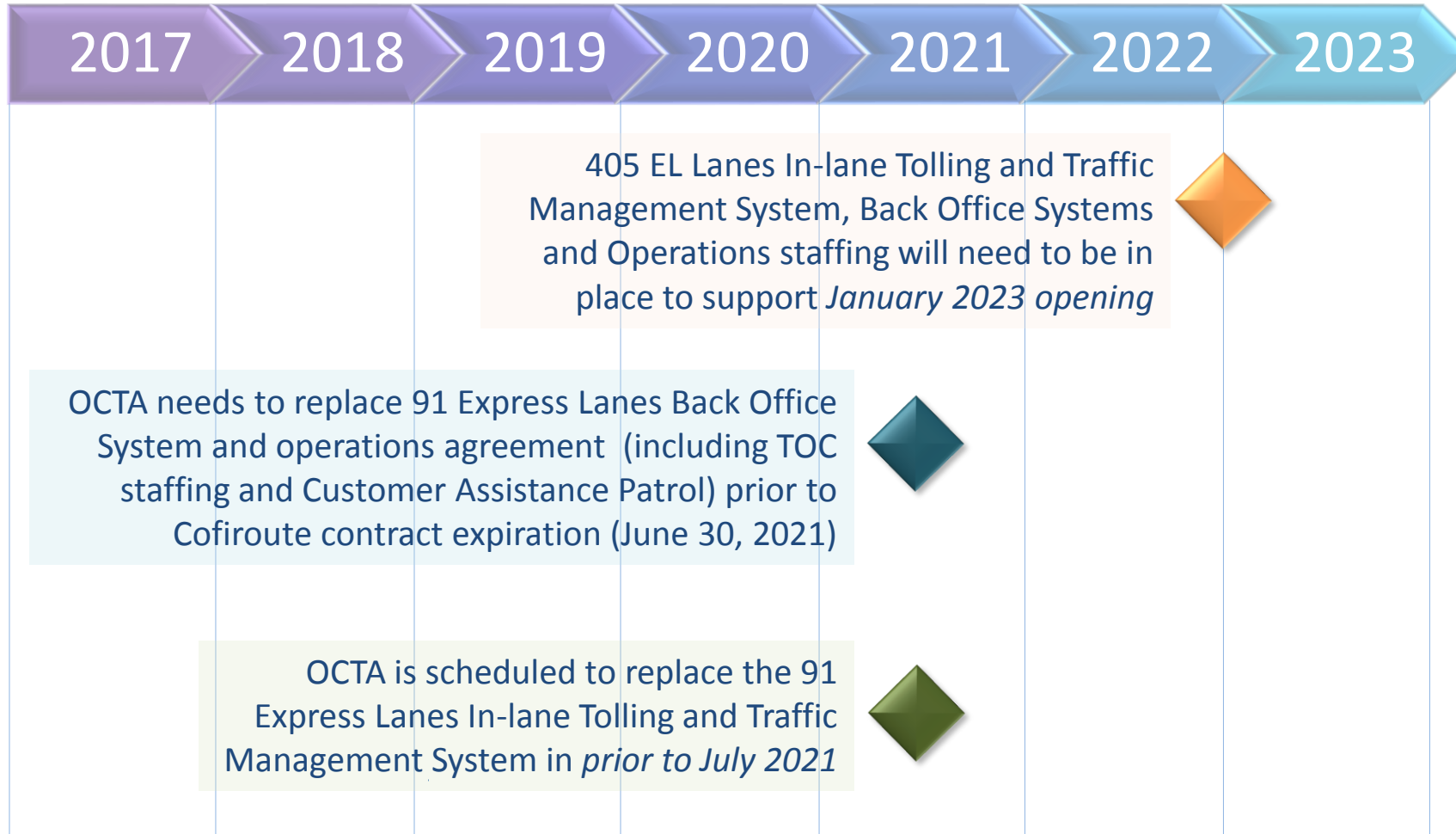
Agency	Approach
SANDAG	<p>I-15 - one vendor for all systems and operations services</p> <p>SR-125 originally one vendor for all systems; today SANDAG self performs In-lane and Back Office system maintenance and operations services</p> <p>No dedicated on-road customer assistance for either facility</p> <p>Currently out to bid for combined (I-15 and SR-125) Back Office system</p>
TCA	<p>Separate contracts for In-lane and Back Office Systems; currently self performing Back Office services. No Traffic Operations Center. Going out to bid for new, separate contracts for Back Office System and Back Office services</p>
RCTC I-15	<p>Planning to contract with one vendor for all systems and services, except on-road customer assistance; will contract with FSP for on-road customer assistance</p>
SANBAG	<p>Planning to procure In-lane system and contract with another regional agency for Back Office System and services</p>
LA Metro	<p>Currently contracts with one vendor for all systems and services, except on-road customer assistance. Contracts with FSP for on-road customer assistance. Going out to bid for new, separate contracts for everything but FSP.</p>
MTC/BATA	<p>Serves as regional Back Office provider - currently contracts with one vendor for In-lane systems (Caltrans bridges) and another for regional Back Office systems and services</p>
OCTA 91 Express Lanes	<p>Two contracts – one for In-lane services; second supplies Back Office systems and services and Customer Assistance Patrol and Traffic Operations Center</p>

Comparing Options

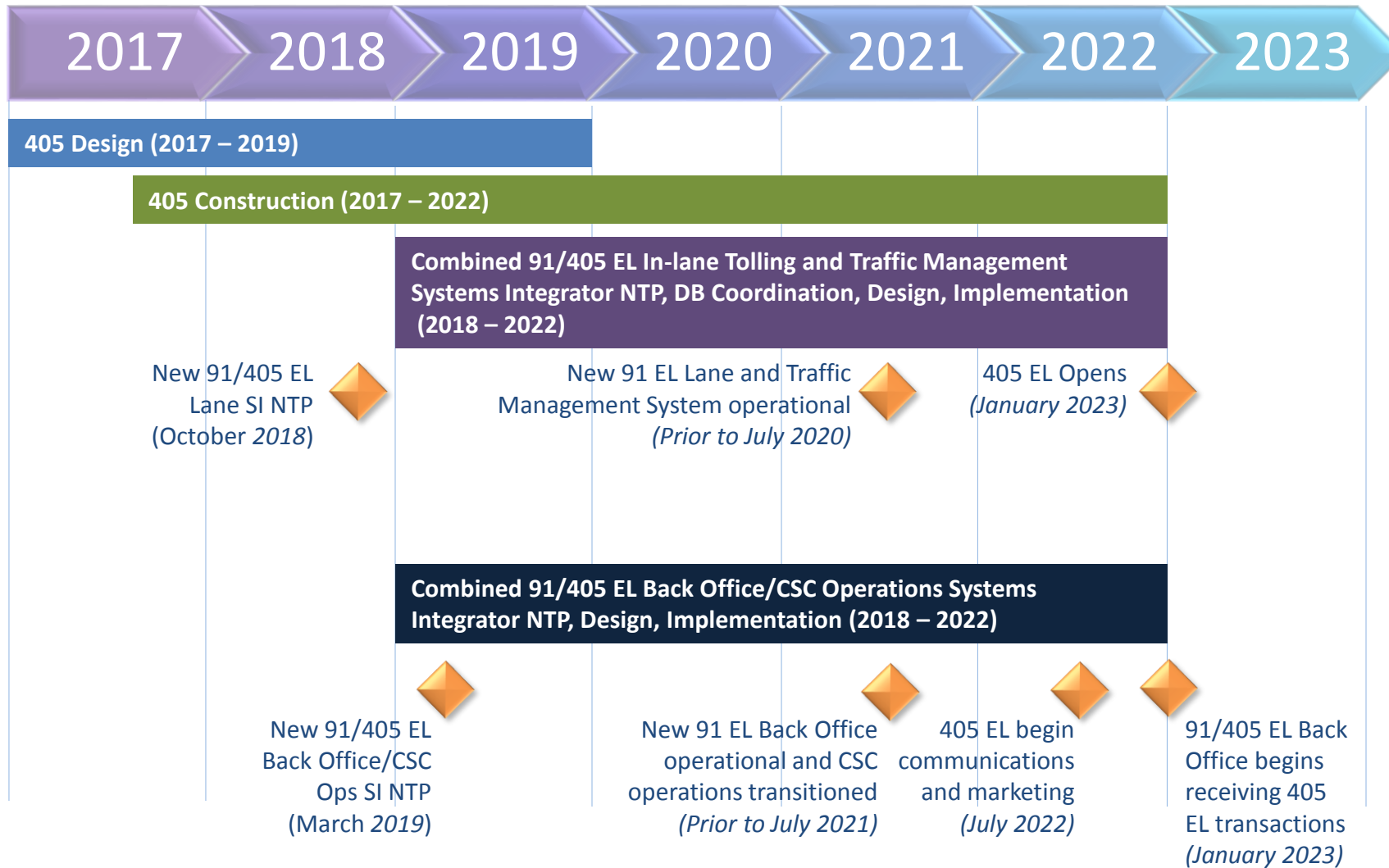
	Encourages State of the Art Technology	Supports High Levels of Customer Service	Encourages Competition	OCTA Oversight / Coordination Required	Potential to Achieve Best Value for OCTA
1 Contract	Less Favorable	Less Favorable	Less Favorable	Most Favorable	Less Favorable
2 Contracts	Most Favorable*	More Favorable	More Favorable	More Favorable	More Favorable
3 Contracts	Most Favorable*	Most Favorable	Most Favorable	Less Favorable	Most Favorable

** There are two Most Favorable ratings for Encourages Best Technology. This is because the third contract, Customer Assistance Patrol, is not technology related.*

Timing of 405 EL and 91 EL Procurements



Timing – Combined Procurement



Cofiroute 91 EL contract expires June 30, 2021

Preliminary Recommendations

- Three contracts
 - In-lane Tolling and Traffic Management System
 - Back Office System, Customer Service and Traffic Operations Staffing
 - Customer Assistance Patrol
- Combine 91 Express Lanes and 405 Express Lanes procurements



Next Steps

