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# **Customer Service Center and Violation Processing System**

June 27, 2013

# Timeline



**Explore new technology and national best practices with RFI**

**Redefine business rules**

**Document new business rules**

**Develop RFPs for technology to support new business rules**

**Conduct procurements and testing**

**Transition to new contracts/system implementation**

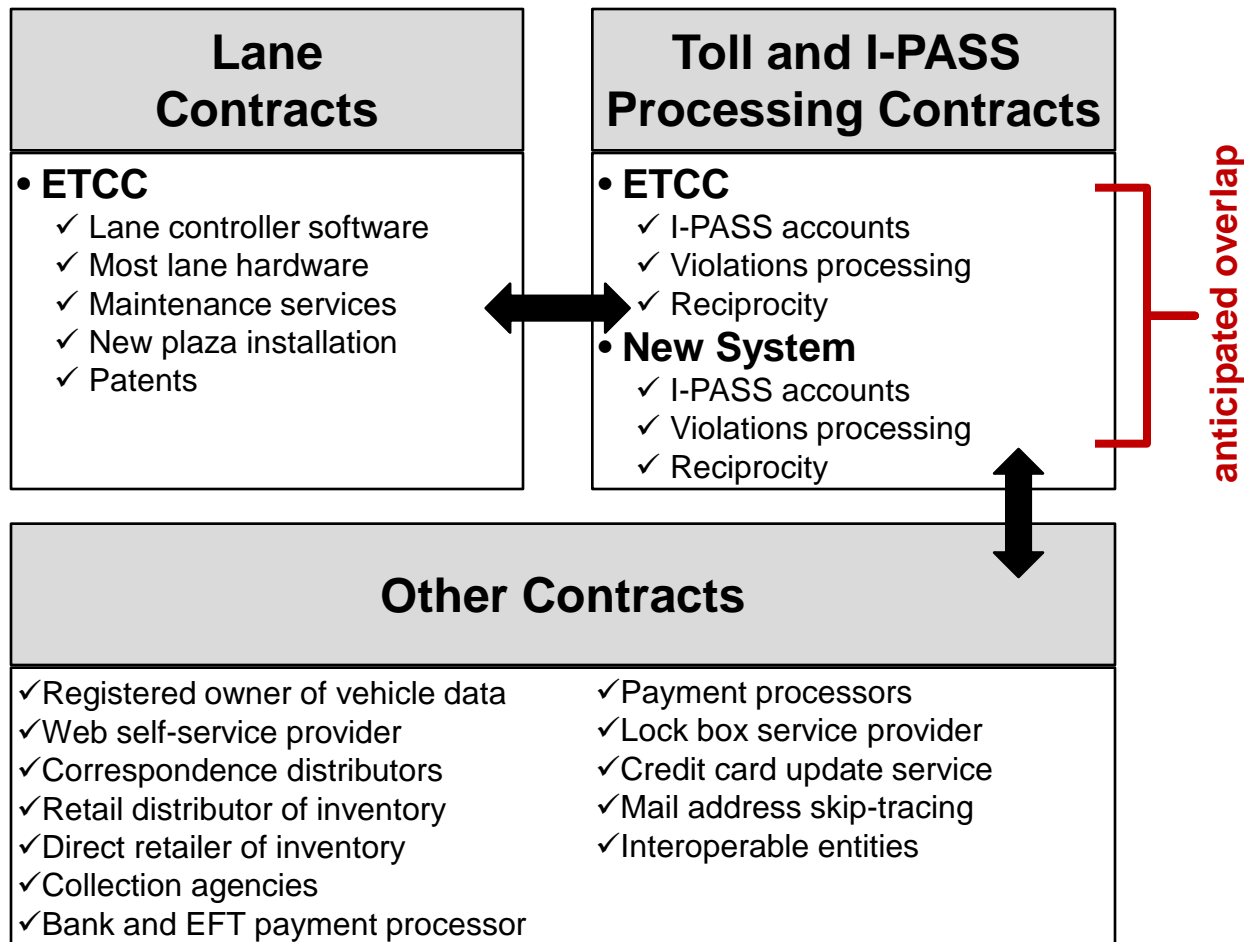
**Contract renewals for existing system**

**Establish new customer service contracts**

**Continual improvements**



# Electronic Tolling Technology and Data Contracts



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# Key Milestones To Date

- **June 2011:** Third party confirms that current system is not capable of supporting growing and evolving operations
- **January 2012:** Request for Information (RFI) results in 29 vendor presentations on different electronic tolling solutions
- **November 2012:** Request for Proposals (RFP) for Customer Service Center and Violation Processing System issued
- **January 2013:** Deadline for responses to RFP
- **March-May 2013:** Best and Final Offer (BAFO) negotiations
- **June 2013:** Award recommendation



# Key Procurement Goals for New System

- **World-class software in use by large revenue organizations**
- **Depth and accessibility of development resources**
- **Depth and discipline in development approach, including documentation practices**
- **Enhanced transparency and accountability, including better monitoring and reporting**
- **Robust functionality to support future innovations, such as smartphone-based tolling**
- **Flexibility to accommodate future changes, such as the expansion of interoperability**
- **Stability of architecture and capacity for monitoring to support continuous, uninterrupted operations**



# Key RFP Attributes to Solicit Quality Responses

- More than 7,000 detailed functional and technical requirements
- Comprehensive process diagrams
- Questions regarding project management practices
- Questions regarding software development and documentation methodologies
- Questions regarding system monitoring tools
- Mandatory software demonstrations with structured demonstration scripts
- Detailed pricing model



# Key RFP Attributes to Maximize Competition

- Professional and artistic designation
- Clear evaluation criteria
- Equivalence of tolling and non-tolling experience
- Accommodated all hardware and system platforms
- Accommodated different code ownership frameworks
- Provided for the option to include or exclude standard items that may be on a State procurement schedule and are not integral parts of the system



# Recommended Award Based on Best Value

- Software widely acknowledged to be among best in class
- Software includes full array of optional modules
- Fair and reasonable price that can be accommodated by Tollway budget
- More onsite resources for implementation
- More maintenance resources for post-implementation support







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**THANK YOU**