



COLORADO

Transportation
Investment Office

CTIO Commercial Back-Office System and Operations Procurement Update

July 2024 Board Meeting

Commercial Back Office System Overview

The back office is the backbone of the Express Lanes system.

All Express Lanes have toll collection technology on the roadway that collects transaction data sent to the back office for processing.

Key functions of the back office, include:

- Toll collection
- Customer service and support
- Image review and validation of license plate tolls
- Transponder mailing and HOV3+ processing

Procurement began in mid-2022

- Notice to Proceed by end of July 2024
- 2–3 year implementation period

Background and Goals for a Future CBOS

Flexible, robust,
and scalable

- Solution capable of adapting to future transaction growth and incorporate new tolling technologies

Full access and
visibility of all
data and processes

- Full Lifecycle Auditing of Transactional data
- Operational
- Cost Model and Financial Data

Performance-
based contract

- Key Performance Indicators
- Robust Non-Compliance Regime

Procurement Process (01)

	Step	Notes
01	Internal Workshops with CTIO Board	Six meetings were held with the CTIO Board between February and June 2022.
02	Industry Engagement	CTIO engaged the tolling industry at multiple industry events, including the International Bridge Tunnel and Turnpike Association (IBTTA), and held town hall virtual meetings to provide details regarding project goals.
03	RFQ Process	CTIO embarked on a two-step process including: (1) request for qualifications and (2) request for proposals. Fourteen responses were received in response to the RFQ. CTIO staff shortlisted 4 teams out of 14 (December 2022).
04	Draft RFP Release	Based on toll industry best practices, CTIO released the draft RFP to the shortlisted vendors and held multiple one-on-one meetings with individual teams. Two cycles of draft RFP releases were completed. (Cycle 1, April 2023; Cycle 2, July 2023)

Procurement Process (02)

Step		Notes
05	Back-Office Immersion with Short-listed Vendors	Before the release of the final RFP, CTIO staff visited short-listed vendors' back-offices for a day long immersion at each (July and August of 2023).
06	Final RFP	Final RFP was released in November 2023. Proposals received from two vendors in March 2024.
07	Proof of Concept	June 2024 (over 100 test cases) demonstrated by vendors.
08	Evaluation Process	Technical team: reviewed technical proposal and proof of concept (80%) Financial team: reviewed financial proposal (20%) Preferred proposer selection planned for July 2024.

Questions?