



COLORADO

**Transportation
Investment Office**

Virtual Industry Forum

June 29, 2022

Attendance List

Virtual Industry Forum
Attendance List

Name	Firm	Email
Amber Milligan		amilligan@91expresslanes.com
Matt Bidwell	Accenture	m.bidwell@accenture.com
Ricardo G. Almeida	Accenture	ricardo.g.almeida@accenture.com
António R. Pinto	Accenture	antonio.r.pinto@accenture.com
Joaquim José Pereira	A-to-be	joaquim.pereira@a-to-be.com
Doug Chastain	A-to-be	doug.chastain@a-to-be.com
José Bragança Pinheiro	A-to-be	jbpinheiro@a-to-be.com
Henrique Sengo Cordeiro	A-to-be	henrique.cordeiro@a-to-be.com
Andreia Afonso Rodrigues	A-to-be	andreia.rodrigues@a-to-be.com
Kirk Strassman	Conduent	kirk.strassman@conduent.com
Richard Wise	Conduent	richard.wise@conduent.com
Christopher Tomlinson	Deloitte	christomlinson@deloitte.com
Rob Cary	Deloitte	rcary@deloitte.com
Durgalakshmi Krishnamoorthy	Deloitte	dkrishnamoorthy@deloitte.com
Venkat Durgam	Deloitte	vdurgam@deloitte.com
Megan Cormier	Deloitte	mcormier@deloitte.com
Eric Hunn	Duncan Solutions	ehunn@duncansolutions.com
Susan Ermisch	E-470	sermisc@e-470.com
Ramana Garaga	E-470	rgaraga@e-470.com
Robert Williams	Emovis	robert.williams@emovis.us
Marc Deflin	Emovis	marc.deflin@emovis.us
Andrew Joyce	Emovis	andrew.joyce@emovis.us
Robert Williams	Emovis	robert.williams@emovis.us
Mike Drummond	ETAN	
Tom Shivers	ETAN Industries	tshivers@etanindustries.com
Ben Clarke	ETAN Tolling	bclarke@etantolling.com
Michael Sinha	ETAN Tolling	msinha@etantolling.com
Mary Agnolin	ETCC	magnolin@etcc.com
Carol Hurtig	ETCC	churtig@etcc.com
Randy Moore	ETCC	rmoore@etcc.com
Darby Swank	ETCC	dswank@etcc.com
Marco Polo	ETCC	mpolo@etcc.com
Mike Yager	ETCC	myager@etcc.com
Nike Hughes	ETCC	nhughes@etcc.com
Galia Ivanov	Faneuil	galia.ivanov@faneuil.com
Jasmayne Dillard	Faneuil	jasmayne.dillard@faneuil.com
Andrew Passen	GC Services	
Vince LoBianco	Harris Collect	vlobianco@harriscollect.com
Timothy O'Leary	Kapsch	timothy.oleary@kapsch.net
Andrew Peppard	Kapsch	andrew.peppard@kapsch.net
Gustavo Vareniza	Kapsch	gustavo.vareniza@kapsch.net
Gayle Akins	Neology	gakins@neology.net
Manuel Moreno	Neology	mmoreno@neology.net
Ashok Sinha	NLDC	asinha@nldc.net
John Breedlove	NTT Data	john.breedlove@nttdata.com
Terry Ostrom	Plenary Group	terry.ostrom@plenarygroup.com
Christian Guevara	Plenary Group	christian.guevara@plenarygroup.com

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Shannon Swank	PlusPass	shannon.swank@pluspass.com
Richard Apostol	P-Square Solutions	richard_apostol@p-squaresolutions.com
Reddy Patlolla	P-Square Solutions	reddy.patlolla@p-squaresolutions.com
Kelli Kitch	SAP	k.kitch@sap.com
Grace Caulfield	SAP	grace.caulfield@sap.com
Martin Schmid	SAP	martin.schmid@sap.com
Craig Mason	SAP	craig.mason@sap.com
Carlos Fernandez Scola	SAP	carlos.fernandez.scola@sap.com
Harlan Stein	SAP	harlan.stein@sap.com
Andre Jackson	SAP	andre.jackson@sap.com
Mike Pellegrino	Shimmick	mike.pellegrino@shimmick.com
Brad White	Shimmick	brad.white@shimmick.com
Rowdy Kemnitz	Shimmick	rowdy.kemnitz@shimmick.com
Kevin Bennick	SWC Group	kbennick@swcgroup.com
Jeff Hazzard	SWC Group	jhazzard@swcgroup.com
Vamsi Bogullu	SWC Group	vbogullu@swcgroup.com
Jason Stein	TollPlus	jason.stein@tollplus.com
Mark Cantelli	TollPlus	mcantelli@tollplus.com
Sean Persaud	TransCore	sean.persaud@transcore.com
David Bigelow	TransCore	david.bigelow@transcore.com
Ram Vemireddy	TransCore	ram.vemireddy@transcore.com
Tonda Sanseverino	TransCore	tonda.sanseverino@transcore.com
Tieisha McNeil	TTEC	tieisha.mcneil@ttec.com
Brian McNiff	TTEC	brian.mcniff@ttec.com
James Ziaja	TTEC	james.ziaja@ttec.com
Tamara Jordan	TTEC	tamara.jordan@ttec.com
Patrick McGowan	WSP	patrick.mcgowan@wsp.com
Katherine A. Fey	WSP	katherine.fey@wsp.com
David G. Sparks	WSP	david.sparks2@wsp.com
Luis Alberto Sanchez	WSP	luis.sanchez-ruiz@wsp.com



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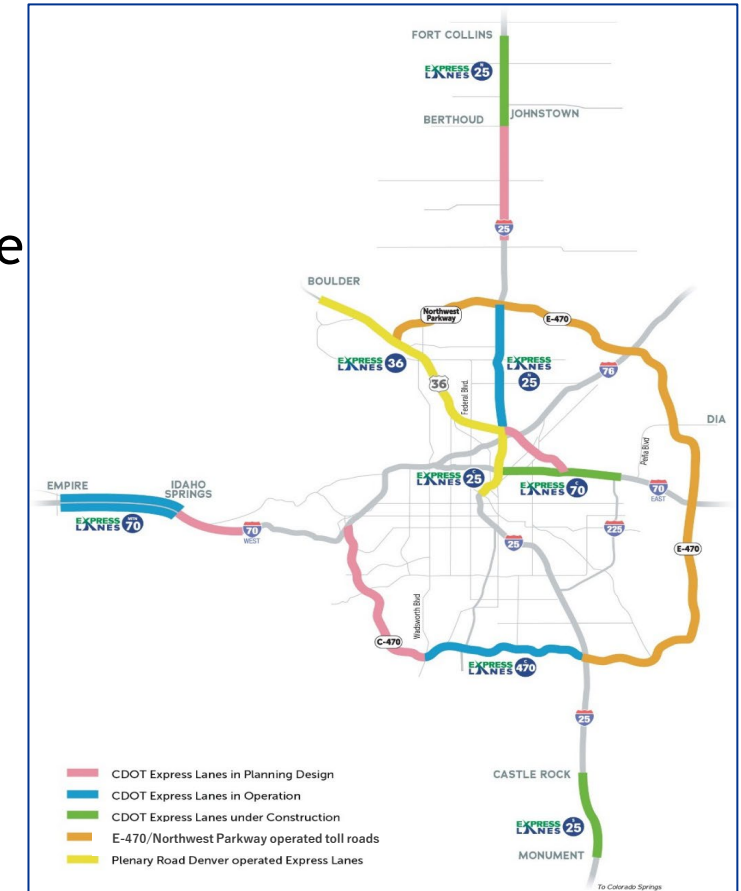
Colorado Transportation Investment Office Commercial Back-Office RFQ: Industry Forum

June 29, 2022

CTIO Background

- In 2009, the Colorado High Performance Transportation Enterprise (HPTE), now doing business as CTIO, was established as an independent, government-owned business within CDOT
- CTIO has the legal responsibility to deliver and operate critical surface transportation infrastructure projects throughout the State through innovative and efficient methods of financing
- CTIO currently manages and operates 5 Express Lanes. Additionally:
 - 3 Express Lanes are currently under construction; and
 - 3 Express Lanes are in the planning and design phases

CTIO Express Lane Network



Current/Existing Operations

In order to operate its early Express Lane network, CTIO engaged the E-470 Public Highway Authority (E-470) and Electronic Transaction Consultants, LLC (ETC) to provision the following services:

- **E-470**
 - Procured, installed, and integrated CTIO's roadside toll collection system (RTCS) until 2019
 - Provides Commercial Back-Office (CBO) services to CTIO
- **ETC**
 - Contracted as a toll integrator for CTIO's RTCS in 2019
 - Operates CTIO's Operational Back-Office (OBO) which creates billable transactions that are eventually submitted to E-470's CBO

Project Scope: Contractor Responsibilities

- To accommodate expansion of its Express Lane network, CTIO anticipates selection of a new CBO provider (“Contractor”) responsible for:
 - Provisioning, integration, and implementation of a multi-modal CBO
 - CBO operations (e.g., software, hardware, disaster recovery, information security, and staffing);
 - All customer service centers (CSCs) (including operations, hardware, and software);
 - Walk-up centers (including operations, hardware, and software); and
 - Coordination with the ETC contractor(s) providing the RTCS
- CTIO does not intend for its Contractor to “develop” a new CBO from scratch, but to instead leverage an existing system. CTIO intends to collaborate with the Contractor to minimize modifications required to the existing CBO
- CTIO will consider a back-office solution in development as long as the Contractor can detail in its proposal that its solution can be delivered in phases with specific milestones and delivery timeframes

Project Scope: CBO Functionality

The future CBO should be capable of at least the following elements:

- Customer relationship management
- Account registration
- Tolling transponder management (inventory and distribution)
- Transaction processing (e.g., tolling, parking, transit)
- Payment processing (including external third-party channels)
- Invoicing of unregistered customers (pay-by-plate)
- Processing tolling from third-party roadside OBO and other mobility systems (e.g., parking)
- Financial reconciliation with existing CDOT ERP system and other interoperable partners
- Back-office customer service, case management, and other customer-facing activities
- Robust data warehousing, reporting and dashboarding
- Secure, reliable system hosting and network connectivity with all CBO, CSC and external customer service support functions

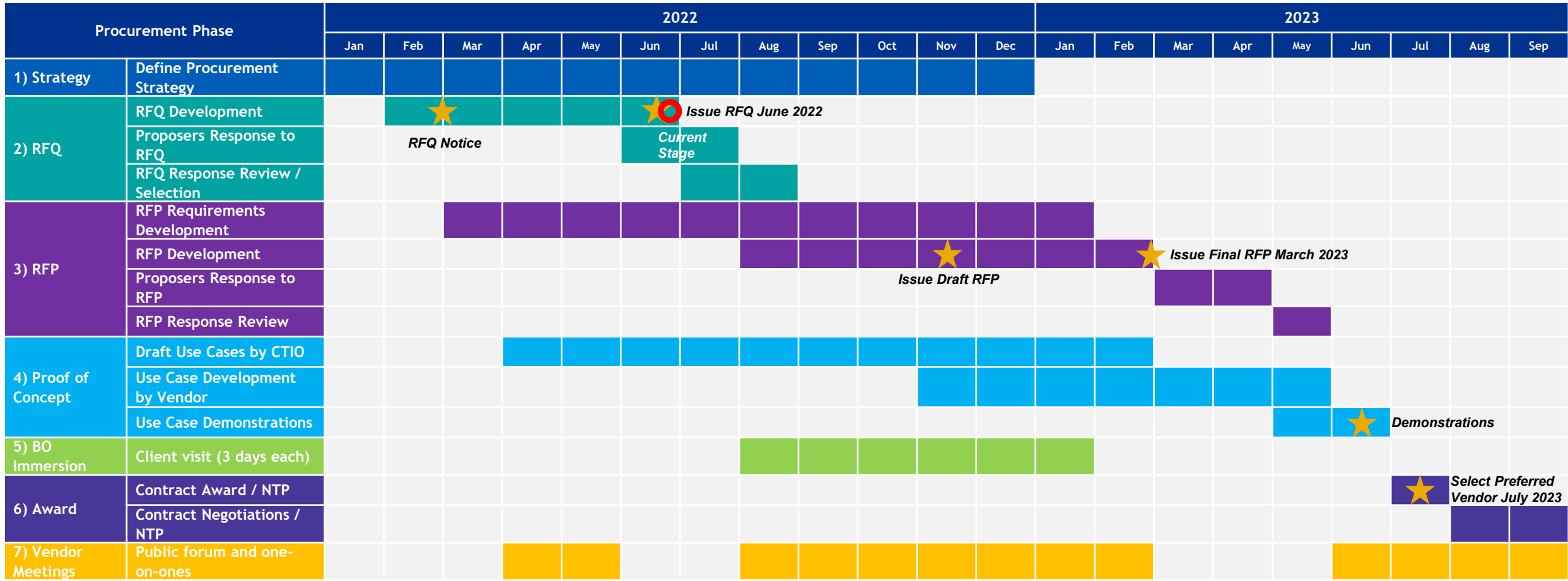
Proposer Team Exclusivity Limitations

CTIO intends to promote competition within its Project by including the following elements within its RFP:

- **Subcontractors and DBEs**
 - Prime Contractors will be prohibited from entering into exclusivity agreements with Minor Subcontractors and/or DBE delivering less than a 15% of the monetary value of the Project
- **Software Providers**
 - Qualified Proposers will be prohibited from entering into exclusivity agreements with Software Providers (i.e., firms engaged solely to provide software solutions)
- Prior to the identification of Qualified Proposers, Team Members with over 15% of the Project Monetary value will be limited to participation on a single Proposer team only
- Following identification of Qualified Proposers, if a Minor Subcontractor, DBE, or Software Provider was not a Team Member of a selected Qualified Proposer Team, they can join a selected Team pursuant to Section 5.6
- A Lead Firm, Major Subcontractor, or System Integrator will be prohibited from participating as a Minor Subcontractor on other Proposer Teams

Procurement Timeline

The graphic below provides the estimated schedule to procure and select CTIO's new CBO:



RFQ Overview

- During the RFQ process, CTIO seeks to select and identify Qualified Proposers to advance to the RFP process
- Following the shortlisting of Qualified Proposers, CTIO intends to require vendors to facilitate a CBO immersion at one of their operational locations. This immersion will not be scored, but will instead inform the criteria and procedures to be set forth in the RFP
- Through this procurement, CTIO seeks to achieve the following goals:

No.	Goal
1	Flexible, robust, and scalable back-office
2	Full and unrestricted access to all CTIO transactional data (e.g., operations, finance)
3	Full access and visibility of all data and processes
4	Performance-based contract
5	Fully auditable back-office
6	Follow competitive procurement procedures (Toll credit and Federal aid eligible)

RFQ Submittal Process

- The table below summarizes CTIO’s anticipated schedule of activities in relation to the submission of SOQs. This schedule is subject to modification; Proposers will be notified of any change in the schedule for the RFQ phase by an addendum to this RFQ

Schedule of Activities	Date
Pre-Solicitation Notice Published on CTIO’s Website	March 11, 2022
Solicitation Delay Notification Published on CTIO’s Website	May 31, 2022
Informal 1:1 Discussions with interested parties	March 1 - June 17, 2022
RFQ Published on CTIO’s Website	June 22, 2022
Virtual Industry Forum	June 29, 2022 from 1:00PM to 3:00PM (MT)
Deadline for questions regarding the RFQ	July 1, 2022 at 12:00PM (MT)
SOQ SUBMISSION DEADLINE	July 22, 2022 at 12:00PM (MT)

- SOQs should be submitted as a digital copy on a single USB flash drive. The flash drive must be hand delivered or received by mail, at CDOT HQ (at 2829 W. Howard Pl. Denver, CO 80204) no later than the SOQ Submission Deadline
- Acknowledgment of receipt of SOQs will be evidenced by the issuance of a receipt email by CTIO. Proposers are solely responsible for ensuring that CTIO receives submittals by the SOQ deadline. Postmarking prior to the SOQ Submission Deadline will not itself evidence compliance by a Proposer, such compliance shall only be evidenced by the issuance of CTIO’s receipt email

RFQ Evaluation Process (1/4)

- CTIO will assess SOQs through an evaluation process in order to determine which teams have the necessary experience and capabilities to be shortlisted as Qualified Proposer's invited to participate in the RFP process
- CTIO's evaluation process will consider Proposer Teams as-a-whole, rather than assessing Lead Firms only
- The evaluation process will include three evaluation steps:
 1. Responsiveness Evaluation
 2. Pass/Fail Evaluation
 3. Qualitative (Scored) Evaluation

RFQ Evaluation Process (2/4)

1. Responsiveness Evaluation -Each SOQ will be reviewed for:

- Responsiveness to the requirements set forth in the RFQ
- Conformance to the RFQ instructions regarding organization and format

2. Pass/Fail Evaluation

- SOQs deemed responsive will then be evaluated on a Pass/Fail basis
- SOQs are required to obtain a “pass” on all criteria to be scored qualitatively
- Pass/Fail evaluation criteria includes:
 - Determination of eligibility to perform or bid on work (e.g., Proposer is not currently disqualified, removed, debarred or suspended from performing or bidding on work for the federal government or any state government)
 - Evaluation of financial capability to deliver the Project
 - Submission of an executed transmittal letter and the appropriate certifications set forth in the RFQ

RFQ Evaluation Process (3/4)

3. Responsiveness Evaluation

- SOQs that “Pass” the Pass/Fail evaluation will then be scored on a qualitative basis
- An Evaluation Committee will review and evaluate the SOQ and assign scores based on a consensus approach. During its review, the Evaluation Committee may:
 - Reference an evaluation manual developed by CTIO for additional guidance on SOQ scoring
 - Leverage support from subject matter experts to obtain additional information or analysis

RFQ Evaluation Process (4/4)

Qualitative evaluation criteria is as follows:

Total Weighting (Points)	Evaluation Criteria
30	Proposer's relevant experience (i) implementing a CBO of a similar size within the past 5 years; (ii) operating and maintaining CBO of a similar size for public tolling agencies (express lane experience preferred); and (iii) customer center staffing and operations
30	Proposer's general approach to implementing a CBO and addressing technical criteria that will form the basis of the CBO to be provided under this scope of work
20	Based on the quality of feedback from references provided, Proposer's past performance regarding the demonstrated ability to provide effective services on programs comparable in complexity, size, and function
15	Proposer's Project Management Team experience
5	Proposer's Project Management Team's other project commitments
100	

Questions?