

Consolidated Customer Service Center

History & Update

The Consolidated Customer Service Center (CCSS) has been a concept which has circulated around amongst the Florida agencies for a number of years. The concept was for all the tolling agencies to come together in an equal partnership to develop a common back office for toll collection. This concept was first formally addressed at a meeting of Team Florida on January 19, 2012. At this meeting a resolution, see attached, was crafted and ratified by the Team Florida Board that the agencies; Orlando-Orange County Expressway Authority (OOCEA) at the time and now Central Florida Expressway Authority (CFX), Tampa-Hillsborough Expressway Authority (THEA), Miami-Dade Expressway Authority (MDX) and Florida Turnpike Enterprise (FTE) would examine the merits of the development of a single fully integrated back-office operation for all of Florida's toll systems. The resolution asks that the agencies work in a cooperative and timely identification and development of any and all efficiencies that benefit the toll payers of the State of Florida.

Discussions amongst the Agency executive directors took place over the next few months to determine the best course of action and how to proceed. One decision which came out of these discussions was that FTE would be the procuring agency for the CCSS. Discussions may have taken place with individual Board Members also but no discussion with staff took place prior to the first meeting on August 1, 2012. This meeting was conducted by HNTB who was acting as a consultant to FTE to facilitate the design and development of an Invitation to Negotiate (ITN) that would be used to procure services to provide a CCSS for the State of Florida. The August 1, 2012 meeting was the first of many meetings over the next year requiring participation of various members of OOCEA staff as well as other agencies. In addition there were numerous requests for information and data supplied outside those meetings with hundreds of hours of staff time expended by OOCEA staff. On August 28, 2013 the OOCEA Board passed a resolution in support of the CCSS, see attached. One major point of emphasis in this resolution was the creation of an Interlocal Agreement that would provide for the Governance of the CCSS. As discussed verbally over many months this agreement was always envisioned as being an equal partnership in all phases of the operation of the CCS. Beginning in the summer of 2013, CFX staff has worked with the all the agencies to try to begin the creation of this document. Numerous versions were crafted, discussed and exchanged with a draft being sent to the FTE in the summer of 2014. Up until recently there has been no response to that draft but within the past few weeks FTE stated that they would be sending

over their draft version of this agreement in few more weeks. At this time we are awaiting the agreement back from FTE.

The ITN was completed and then issued on November 1, 2013. The proposals would be graded by a technical review team that had members representing all the agencies that would evaluate and score the proposals. The executive review committee made up of the executive directors of the agencies would then review this information and make the final decision on the ranking of the proposers. Firms that were interested participated in pre-qualification oral presentations in January of 2014 and all the firms that participated scored high enough to submit a proposal. Technical proposal were due February 10, 2014. Completed reviews were turned in to the FTE procurement office on March 19, 2014. On April 9, 2014 a public selection meeting was conducted and the final ranking was established at that time, 1) Xerox 2) Accenture 3) Cubic 4) EQIS/IBM 5) Indra.

Shortly after the positing of the intended ranking a protest was filed by both Accenture and Cubic citing irregularities in the procurement process. The protest process lasted until September 2014 when we were awarded a favorable decision from the hearing officer regarding the protest. In early October 2014 the Secretary issued his final order to move forward and it was at that time that an appeal of the original ruling was filed by Cubic, with Accenture dropping out of the suit. At this time the award is in the appeal process with no accurate timeline to be provided on when and what are the next steps.

The original schedule showed a notice to proceed as of July 1, 2014 with a go live date of September 30, 2015. This schedule was in the opinion of many a very aggressive schedule by itself. Now based on the legal challenges which have caused the current delays which are still ongoing we have already passed certain deadlines. At this time it is only speculation but I would believe that it may be up to three years before an operational CCSS could be developed and deployed.

Team Florida Resolution

WHEREAS, TEAMFL recognizes and supports cooperation between the Florida Department of Transportation and the local expressway authorities of Florida; and

WHEREAS, TEAMFL was instrumental in effectuating a meeting between the Expressway Authorities and Florida Department of Transportation to coordinate efforts and seek cost saving combined operations; and

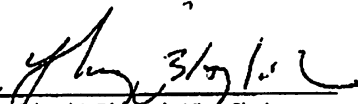
WHEREAS, in accordance with these efforts and discussions, the following is hereby resolved:

RESOLVED, that the Board of TEAMFL acknowledges and supports the cooperation of Orlando-Orange County Expressway Authority, Tampa-Hillsborough Expressway Authority, Miami-Dade Expressway Authority and Florida's Turnpike Enterprise of the Florida Department of Transportation in their efforts to examine the merits of the development of a single, fully integrated back-office operation for all of Florida's toll systems. Through approval of this resolution, TEAMFL leadership and members will commit to assisting the agencies in the cooperative and timely identification and development of any and all efficiencies that benefit the tollpayers of the State of Florida.

Be It Resolved this 19th day of January, 2012.

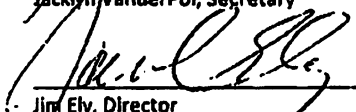

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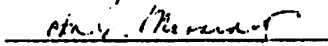

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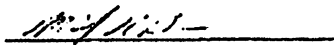

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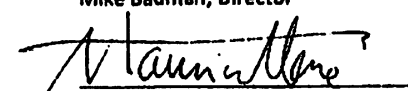

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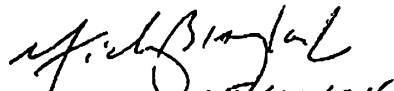

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