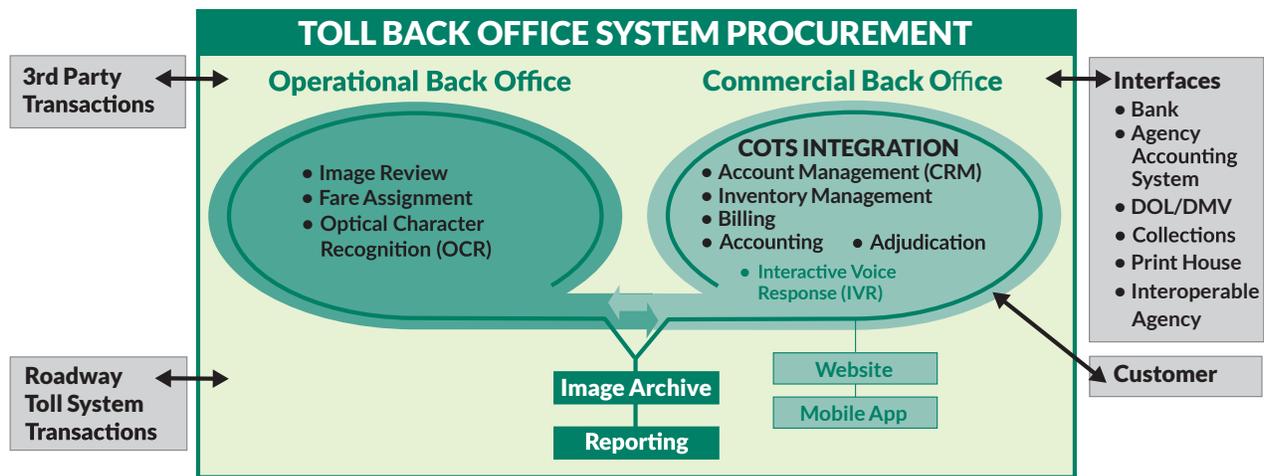


# WSDOT Toll Back Office System Replacement

## OVERVIEW

In December 2016, the Washington State Department of Transportation will issue a request for proposals (RFP) for a vendor to design, operate and maintain a toll back office system for its statewide *Good To Go!* program. The toll back office system concept combines two distinct, yet integrated subsystems:

- The operational back office performs toll transaction management
- The commercial back office is planned to be an integrated enterprise resource planning (ERP) and customer relationship management (CRM) environment.



SEPARATE CUSTOMER SERVICE VENDOR PROCUREMENT\*

COTS = Commercial Off the Shelf DOL = Department of Licensing DMV = Department of Motor Vehicles

\* Following award of the system contract, WSDOT will release a separate RFP for the *Good to Go!* customer service operations vendor.

## KEY MILESTONES

<b>Sept. 2016</b>	Release Request for Qualifications
<b>Oct. 2016</b>	Release Draft RFP for Industry Comment
<b>Oct. 2016</b>	Announce Short-list of Pre-Qualified Proposers
<b>Dec. 2016</b>	Release RFP to Pre-Qualified list
<b>April 2017</b>	Final Proposals Due
<b>June 2017</b>	Announce Apparent Successful Vendor

## Scope of toll back office system

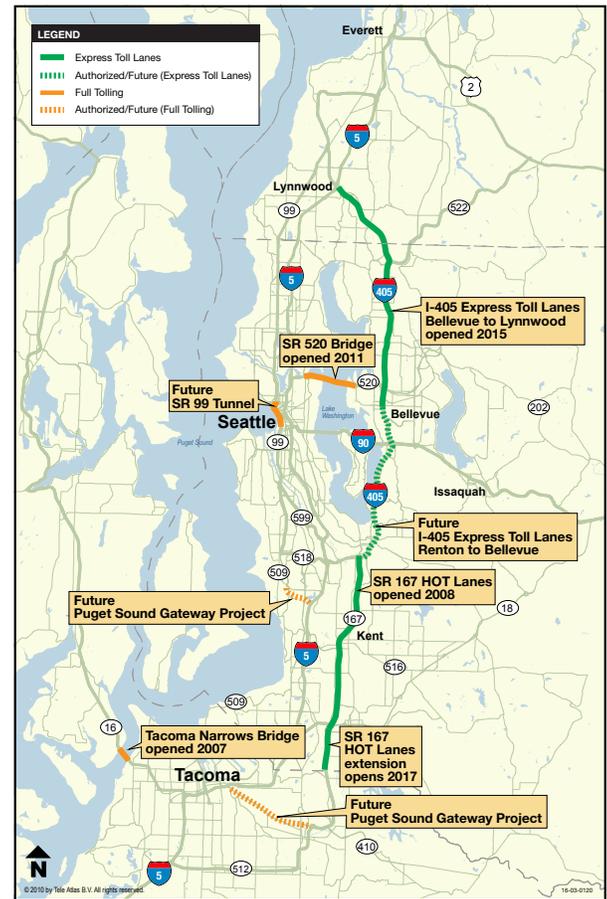
- In fiscal year 2015 WSDOT processed 37.6 million toll transactions and \$138 million in revenue
- In the next 10 years, WSDOT projects to process 742 million toll transactions and \$2.3 billion in potential revenue
- Ability to integrate with Washington State Ferries to offer *Good To Go!* as an alternate payment method for ferry trips.
- Design, develop and test a tolling data warehouse as an optional element.
- WSDOT intends to maximize industry potential by encouraging partnering between tolling, financial and customer management integrators.
- WSDOT intends to maximize COTS integration into the commercial back office, while specifically avoiding a fully customized "in-house" double entry general ledger accounting solution.

## Elements of new toll back office system

- Systems integration services including software, development and configuration customizations, interfaces, data conversions, testing, training, organizational change management.
- Establishment and ongoing management and operations of a development testing environment, production and disaster recovery environment.
- Establishment and ongoing operations of the customer service center telephone system including the interactive voice response system.
- Provision of local area network, work stations and other equipment for the customer service center and all customer walk-in offices.
- Ongoing support of the application system and all aspects of the technical environment including work stations and other equipment at the customer service center.

## Back Office System Goals

- Goal 1:** Implement back office infrastructure that is sustainable, configurable and scalable throughout the full-term of the contract including all potential contract extensions.
- Goal 2:** Implement an integrated solution that maximizes the use of commercial off-the-shelf products to provide multi-user and multi-tasking capabilities.
- Goal 3:** Provide data that is transparent, flexible and meets the needs of all users.
- Goal 4:** Optimize the use of modern adaptive technology to enhance customer service functionality to the benefit of the customer, which is customer driven and incorporates continuous improvement of the customer experience.
- Goal 5:** Support the capability to integrate with multimodal systems, including ferries, and potentially future parking and transit systems, and be interoperable with other toll agencies.



## MORE INFORMATION

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**Good To Go!**<sup>TM</sup>

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