



Report to the Dulles Corridor Committee

Pre-Solicitation Terms for Toll Collection Staffing Services at the Dulles Toll Road

May 2015

PURPOSE

Staff requests that the Dulles Corridor Committee concur with the solicitation terms and issuance of a full and open competitive procurement, using the “Best Value” approach, for toll collection staffing services at the Dulles Toll Road (DTR). The contract award will require Committee and Board approval.

BACKGROUND

The DTR is a 24/7 operation that uses full service staffing, exact change machines, and E-ZPass electronic equipment to collect tolls along 14 miles of highway served by 19 exits and two main toll plazas. The toll revenues in 2014 totaled \$148,652,741.

To increase throughput and reduce operating costs, the Airports Authority is motivated to maximize E-ZPass collections. Electronic collections on the DTR have grown in recent years and now comprise 83 percent of total revenue.

BACKGROUND (continued)

In order to optimize throughput and incentivize existing cash customers to use E-ZPass, the Airports Authority is currently converting 19 existing exact change lanes to E-ZPass only. To date, 15 of the lanes have been converted. This project is anticipated to be complete by October 30, 2015.

Until such time that the DTR is able to convert entirely to “all-electronic tolling,” personnel will be needed to staff the full service lanes. To meet this requirement, the DTR has a contract with Faneuil, Inc. of Hampton, Virginia, which is due to expire on November 30, 2015.

BACKGROUND (continued)

Faneuil presently employs 119 toll collectors, eight fiscal assistants, and three supervisors to staff the full service lanes and manage the associated cash transactions. These employees are responsible for the annual collection of approximately \$21 million in coins and currency.

The positions needed to support this contract will be reduced over time as E-ZPass usage increases and the need for full service and fiscal assistant services decrease.

PROPOSED CONTRACT TERMS

The solicitation will be for a three-year base period with one two-year option, exercised at the Airports Authority's sole discretion.

The Offerors' proposals will provide evidence of their ability to recruit, train, schedule and provide on-site management support for toll collection staffing as needed.

The LDBE participation requirement will be 20 percent.



EVALUATION CRITERIA

The criteria used to evaluate and select a provider for this contract will be:

- Past Performance and Prior Experience
- Operational Understanding
- Technical Excellence
- Management Plan

“Best Value” procurement will award to the responsible Offeror whose proposal provides the best overall value to the Airports Authority. Non-price factors and price are separately evaluated and ranked.

RECOMMENDATION

Staff requests that the Dulles Corridor Committee concur with the solicitation terms and issuance of a full and open competitive procurement, using the “Best Value” approach, for toll collection staffing services at the DTR. The contract award will require Committee and Board approval.



Ronald Reagan Washington National Airport



Dulles Corridor Metrorail Project



Dulles Toll Road



Washington Dulles International Airport



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