

## Board Action/Information Summary

<input checked="" type="radio"/> Action <input type="radio"/> Information	MEAD Number: 100402	Resolution: <input type="radio"/> Yes <input checked="" type="radio"/> No
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**TITLE:**

Regional Customer Service Center Operation

**PURPOSE:**

To initiate and award one or more competitive procurements (three-year base with two one-year options) to: (1) host, maintain, and operate the SmarTrip® Regional Customer Service Center (RCSC), (2) installation and maintenance support of the Compact Point of Sale network throughout the region, and (3) manage the regional communications network.

**DESCRIPTION:**

The current contract for the SmarTrip® Regional Customer Service Center (RCSC) operation, which also includes support for the Compact Point of Sale (CPOS) network (e.g., maintain the devices and lines), and provides the regional communication network, expires in July 2010. The continuance of these services is required to support the regional SmarTrip® program.

Services for the continued regional operation and maintenance of these major elements are generally described below:

- (a) Regional Customer Service Center:** Regional SmarTrip® customer service support has both front-end and back-end support components. The front-end support consists of, but is not limited to, taking appropriate actions related to: (1) card registrations, (2) lost or stolen cards, (3) damaged or defective cards, and (4) balance refund requests.

Back-end support services performed by the RCSC, generally consist of: (1) card maintenance, (2) card and fare media order fulfillment (e.g., packaging and making ready for distribution) daily bulk, special, and commercial and noncommercial card orders from internet and lockbox SmarTrip card sales, and transit pass products sold on the internet, and (3) researching and coordinating balance refund requests.

- (b) Regional CPOS:** Managing and maintaining the regional network of CPOS devices at retail outlets throughout the region, which includes recruiting merchants to participate in the program, configuring and installing new CPOS devices, removing/replacing faulty devices, monitoring the devices for activity, and managing the communication lines connecting the CPOS locations to JGB.

**(c) Regional Communications Network:** The Regional Communications network is the network of communication lines that supports the reliable transmission of data between the garages of the regional partners and the computers hosted by WMATA (at JGB and CTF). Management the regional communications network includes installing new lines for new or replaced garages and monitoring the lines to correct failures as soon as they occur.

**FUNDING IMPACT:**

Budget:	Operating Budget					
	<b>FY2011</b>	<b>FY2012</b>	<b>FY2013</b>	<b>FY2014</b>	<b>FY2015</b>	<b>Total</b>
	8,260,000	7,550,000	7,800,000	8,131,000	8,782,000	40,523,000
Estimated Reimbursements from Regional Partners:						
	692,480	948,100	1,241,533	1,463,059	1,611,799	5,956,971
Estimated Net:						
	6,367,520	6,601,900	6,558,467	6,667,941	7,170,201	34,566,029
Office:	SMRT					
Account:	Services					
This Action:	\$40,523,000					
Remarks:	Subject to Board approval of FY2011 to FY2015 Budgets.					

**RECOMMENDATION:**

Initiate and award one or more competitive procurements (three-year base with two one-year options) to: (1) host, maintain, and operate the SmarTrip® Regional Customer Service Center, (2) installation and maintenance support of the Compact Point of Sale network throughout the region, and (3) manage the regional communications network.