

Technology Services Board – Project Synopsis

Agency: Washington State Department of Transportation (WSDOT)

Project: Tolling Back Office System Replacement

Description: The Tolling Back Office System Replacement Project will replace the WSDOT Toll Division aging Back Office System (BOS). The new BOS Phase 1 implementation will capture and maintain all transaction detail and provide full account management on more than 4,000,000 tolling transactions monthly, as well as providing an intuitive customer facing website providing enhanced account management interface for increased self-service. The system modernizes the back office architecture to leverage scalability for future facilities and maintain maximum configurability to support the state’s needs over the next decade. Phase 2 will continue implementation with less critical path functionality and the data warehouse build-out for expanded reporting capabilities.

In addition to outdated system architecture, the legacy system being replaced has proven rigid, has shown propensity for delay in transaction processing and does not provide flexibility for necessary business requirement evolution. After nine months of intense work the project has progressed through initiation, preliminary and final design milestones slower than expected. Development and preparations for testing are underway, however, based on the delay to date go-live has been postponed from 12/1/2018 to 02/15/2019.

Purpose of attending the 08/09/2018 TSB:

Provide history, project status and lessons learned.

Project Schedule
Baseline Phase 1 go-live 12/1/18
Baseline project end date 08/01/2020
Planned Phase 1 go-live 02/15/2019
Planned project end date 08/01/2020
Current Assessments
OCIO = Red (Schedule)
Quality Assurance = Yellow (Schedule)

Budget	
Planning & Procurement	\$2,490,867
BOS Vendor	\$15,977,160
Operations Vendor (Non-IT)	\$4,632,466
Existing Vendor Support	\$1,050,000
Project Management Support	\$3,713,521
Project QA & IV&V	\$1,712,000
IP Total Project Cost	\$29,576,014

Timeline	Key Event/Action
02/2016	Requirement gathering, lessons learned, RFQ/RFP development begins
09/11/2016	Release RFQ
10/1/2016	Release Draft RFP Requirements to Industry for review
12/1/2016	Release RFP
06/23/2017	Investment Plan Approval
7/21/2017	Contract Executed (NTP provided)
5/1/2018	Go-Live Postponed
2/15/2019	Planned Go-Live