

## Centralized Revenue Opportunity Project (CROS)

### Contract award

BOE staff recommended the Board award the contract to Fast Enterprises after a procurement process that included careful evaluation and scoring of proposals. The Board approved the contract at its August 30, 2016 meeting.

### Similar contractor projects

This contractor has completed similar projects in other states, including California. [Click here](#) for project highlights.

### Project cost

The contract amount is \$85,170,773.

### Project schedule

The implementation is expected to take approximately 53 months, beginning in October 2016. After the system is implemented, the BOE will take over the system's operation after a nine month transition period. A 12-month warranty period follows the implementation period.

### Revenue generation

CROS is anticipated to generate from \$40 to \$190 million annually.

### Operational benefits

CROS is expected to improve BOE operations by:

- Expanding online services
- Providing better access to customer-centric records
- Improving program processes
- Developing a more effective case-management system
- Creating a system that is more intuitive and user-friendly
- Establishing a data warehouse
- Creating business intelligence capability