Timeline

Explore new technology and national best practices with RFI

Redefine business rules

Document new business rules

Develop RFPs for technology to support new business rules

Conduct procurements and testing

Transition to new contracts/system implementation

Contract renewals for existing system

Establish new customer service contracts

Continual improvements
Electronic Tolling Technology and Data Contracts

**Lane Contracts**
- **ETCC**
  - Lane controller software
  - Most lane hardware
  - Maintenance services
  - New plaza installation
  - Patents

**Toll and I-PASS Processing Contracts**
- **ETCC**
  - I-PASS accounts
  - Violations processing
  - Reciprocity
- **New System**
  - I-PASS accounts
  - Violations processing
  - Reciprocity

**Other Contracts**
- Registered owner of vehicle data
- Web self-service provider
- Correspondence distributors
- Retail distributor of inventory
- Direct retailer of inventory
- Collection agencies
- Bank and EFT payment processor
- Payment processors
- Lock box service provider
- Credit card update service
- Mail address skip-tracing
- Interoperable entities

*Anticipated overlap*
Key Milestones To Date

- **June 2011:** Third party confirms that current system is not capable of supporting growing and evolving operations

- **January 2012:** Request for Information (RFI) results in 29 vendor presentations on different electronic tolling solutions

- **November 2012:** Request for Proposals (RFP) for Customer Service Center and Violation Processing System issued

- **January 2013:** Deadline for responses to RFP

- **March-May 2013:** Best and Final Offer (BAFO) negotiations

- **June 2013:** Award recommendation
Key Procurement Goals for New System

- World-class software in use by large revenue organizations
- Depth and accessibility of development resources
- Depth and discipline in development approach, including documentation practices
- Enhanced transparency and accountability, including better monitoring and reporting
- Robust functionality to support future innovations, such as smartphone-based tolling
- Flexibility to accommodate future changes, such as the expansion of interoperability
- Stability of architecture and capacity for monitoring to support continuous, uninterrupted operations
Key RFP Attributes to Solicit Quality Responses

- More than 7,000 detailed functional and technical requirements
- Comprehensive process diagrams
- Questions regarding project management practices
- Questions regarding software development and documentation methodologies
- Questions regarding system monitoring tools
- Mandatory software demonstrations with structured demonstration scripts
- Detailed pricing model
Key RFP Attributes to Maximize Competition

- Professional and artistic designation
- Clear evaluation criteria
- Equivalence of tolling and non-tolling experience
- Accommodated all hardware and system platforms
- Accommodated different code ownership frameworks
- Provided for the option to include or exclude standard items that may be on a State procurement schedule and are not integral parts of the system
Recommended Award Based on Best Value

- Software widely acknowledged to be among best in class
- Software includes full array of optional modules
- Fair and reasonable price that can be accommodated by Tollway budget
- More onsite resources for implementation
- More maintenance resources for post-implementation support
THANK YOU