NEW JERSEY TURNPIKE AUTHORITY
REQUEST FOR INFORMATION ("RFI")

FOR

New Jersey E-ZPass Customer Service Center System and Associated Services

February 14, 2023

I.   INTRODUCTION

The New Jersey Turnpike Authority (NJTA) is an independent authority of the State of New Jersey that owns and operates New Jersey's largest toll roads, the New Jersey Turnpike (NJT) and the Garden State Parkway (GSP). The NJTA is also the lead agency for the New Jersey E-ZPass Group (NJ E-ZPass Group), consisting of seven (7) member toll agencies: NJTA, South Jersey Transportation Authority (SJTA), Delaware River Port Authority (DRPA), Delaware River and Bay Authority (DRBA), Delaware River Joint Toll Bridge Commission (DRJTBC), Burlington County Bridge Commission (BCBC), and Cape May County Bridge Commission (CMCBC).

Later this year, on behalf of the NJ E-ZPass Group, NJTA intends to publicly procure contractor(s) for four (4) categories of services: (A) the provision, implementation, configuration, and maintenance of an integrated NJ E-ZPass system, and operation of NJ E-ZPass customer service centers (B) license plate review services (C) collections services, and (D) merchant services (collectively, NJ E-ZPass Services). The NJTA will be seeking best-in-class solutions for all aspects of the NJ E-ZPass Services, with the overall goal of improving customer service, optimizing self-service, streamlining operations, supporting technology growth and supporting configurable and flexible APIs for third party interfaces. The procurement is intended to be structured so that proposers can propose on one or more of the NJ E-ZPass Services.

II.   BACKGROUND

The NJ E-ZPass Group toll facilities include a mixture of bridges, toll roads, and parking facilities that operate under various tolling configurations (single point, barrier, and ticket systems) and toll collection approaches (All Electronic Tolling (AET)), Open Road Tolling (ORT), and cash lanes). Each member of the NJ E-ZPass Group operates and maintains independent roadside toll collection systems that interface with the NJ E-ZPass system.

The NJ E-Z Pass Group toll facilities accommodate over 60 million transactions per month and approximately 95 percent are E-ZPass transactions. Expected monthly revenue for toll transactions is over $200 million.

In September 2022, SJTA completed a procurement on behalf of itself, NJTA, and any other interested New Jersey public toll authorities, seeking a toll system integrator to provide a turnkey AET system. As a result of that procurement, thus far SJTA and NJTA have awarded contracts to the successful proposer for AET on the Atlantic City Expressway and the GSP, respectively.[1] NJTA has the option under that contract to proceed with AET on the NJT or replace in kind the traditional lane system currently in use.

Finally, the conversion to AET on SJTA and NJTA roadways would occur in phases that may overlap with the term of the NJ E-ZPass Services contract, described above, that is

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[1] CMCBC is currently exploring the possibility of employing AET on its bridges. Scudder Falls Bridge is currently an AET facility.

intended to be procured later this year. Accordingly, the successful proposer on that procurement will need to support the transition of some or all of these roadways to AET. This initiative will be supported by and will require the coordination with a variety of entities, including the NJ E-ZPass Group toll agencies, IAG/interoperable agencies, third-party service providers, subcontractors, toll agencies' host(s) and image capture system, and other contractors.

III. INTENT OF THE RFI

The overall goal of this RFI is to elicit information related to the four categories of NJ E-ZPass Services described above. The NJTA welcomes information, ideas and recommendations from those in the industry regarding technology and processes that will improve and enhance customer service and customer experience. Innovative ideas and information on state-of-the-art industry tools are encouraged. The New Jersey E-ZPass Group will assess current industry best practices and technologies, as well as future innovation, related to the NJ E-ZPass Services.

Responses may be provided for one or more of the categories of NJ E-ZPass Services. The NJTA, on behalf of the New Jersey E-ZPass Group, is particularly interested in receiving information related to the following:

For Category A Services

1. NJ E-ZPass system design and architecture requirements, specifically:
   - ✓ Recommendations for stating cloud requirements to provide proper segregation of the NJ E-ZPass systems and data, and
   - ✓ Approach to ensuring NJTA has full access to NJ E-ZPass data.
2. Technologies and tools for monitoring system performance and detection of equipment failures, interfaces, software outages, and security breaches.
3. Recommendations on stating requirements for the toll agency test environment which will be maintained by the Category A contractor.
4. Information required for proposers to understand system interface and data management requirements, given the NJ E-ZPass system will interface with the NJ data warehouse(s) for transmission of E-ZPass data.
5. Recommendation on who should contract the lockbox services provided by the financial institution (Category A or Category D).
6. Innovative payment technologies and tools recommended for inclusion in requirements.
7. New tools/processes integrated into the system to monitor against fraud and take proactive action to prevent fraud.
8. New customer contact center system functionalities recommended for inclusion in requirements.
9. Approach for educating customers on changes to policies and business rules that may impact them.
10. Use cases for distributed ledger (blockchain) related to toll revenue collection, if applicable and ease integration/incorporation to the NJ E-ZPass system.

11. Use cases to adopt Web 3.0 as it relates to enhancing customer service and system security.
12. Emerging technologies or industry changes that might impact the NJ E-ZPass program and recommendations for how NJTA might structure the RFP to accommodate such changes.
13. Estimated timeframe for implementation period (total time from NTP to go-live).

For Category B Services

1. Technologies and tools for monitoring system performance and detection of equipment failures, interfaces, software outages, and security breaches.
2. Innovative tools, systems, and procedures for increasing automation rates and accuracy of reviewed images.
3. Estimated timeframe for implementation period (total time from NTP to go-live).

For Category C Services

1. Innovative approaches taken to improve debt collection rates and service to customers.
2. Procedures for collecting aged debt and success rates.
3. Contract payment structures to incentivize higher collection rates.
4. Estimated timeframe for implementation period (total time from NTP to go-live).

For Category D Services

1. Technologies and tools for monitoring system performance and detection of equipment failures, interfaces, software outages, and security breaches.
2. Process for monitoring and integrating with evolving payment technologies.
3. Approaches to achieving low transaction rates.
4. Methods for monitoring payment processes that reduce cost to NJ E-ZPass.
5. Approach for validation/verification of e-payments to maximize authorized transactions and settle funds.
6. Provision of lockbox services and requirements for integrating such services to the NJ E-ZPass system.
7. Approaches used to improve automatic replenishments using stored payment methods, including:
    a. Rapid deposit of payments to NJ E-ZPass Group;
    b. Rapid notification of problems (rejections, returns, chargebacks) to NJ E-ZPass Group; and
    c. Automation (reconciliations, returns posting).
8. Recommendation on who should contract the lockbox services provided by the financial institution (Category A or Category D).
9. Other areas/services provided to improve/enhance payment options and service to customers.
10. Estimated timeframe for implementation period (total time from NTP to go-live).

IV.   INSTRUCTIONS FOR RESPONDING TO THIS RFI

Respondents shall submit their responses no later than Tuesday, February 28, 2023, 4:00 PM EST via email to nextgen@njta.com. Please use the RFI template provided in Appendix A as the cover sheet for your response; your response should include:

- A cover letter that identifies the category(ies) of E-ZPass Services for which you are providing a response
- Information responsive to the areas listed for the relevant category(ies) for which you are providing a response. The information provided should follow the numerical order listed under each category and have corresponding headings, e.g., "1. NJ E-ZPass system design and architecture requirements," etc.

Excluding Appendix A and cover letter, responses shall not exceed [10] pages for category A, [5] pages for category B, [5] pages for category C, and [5] pages for Category D. Respondents may respond to any or all of the categories.

Proprietary and confidential material shall not be included in any response to the RFI. All information submitted in response to this RFI will be available for review by the RFI Review Committee.   If copyrighted material is included in a response to this RFI, respondent shall include a statement waiving that copyright for use by the RFI Review Committee, including a waiver that allows the RFI Review Committee to make up to 25 copies for review purposes.

V.   NO COMMITMENT BY NJTA

The responses received to this RFI will be reviewed and assessed by an RFI Review Committee. Information obtained through this RFI process may be used in the preparation of a Request for Proposals (RFP) for NJ E-ZPass Services. This RFI is not an RFP, does not commit the NJTA to issue an RFP or to award a contract. NJTA will not provide responses to RFI submissions.

APPENDIX A
<u>RFI RESPONSE TEMPLATE</u>

Firm Name	
Street Address	
City, State, Zip Code	
Nature of Primary Business	
Name of Point of Contact	
Title	
Office Telephone	
Mobile Phone	
Email address	
Facsimile number	