



Maryland Transportation Authority

Request for Information (RFI)

IAG Third Party Participation Program

RFI Number: MDJ0731043317

Issue Date: 02/26/2019

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STATE OF MARYLAND
Maryland Department of Transportation

RFI KEY INFORMATION SUMMARY SHEET

RFI Title:	IAG Third Party Participation Program
RFI Number:	MDJ0731043317
RFI Issue Date:	2/26/2019
Clarification Questions Due Date and Time:	3/11/2019 at 2:00 p.m. Eastern Time
RFI Due Date and Time:	4/2/2019 at 2:00 p.m. Eastern Time
RFI Issuing Agency:	Maryland Transportation Authority (MDTA) Division of Finance
Point of Contact:	Deborah E. Sharpless, CPA Chief Financial Officer MDTA Email address: mdtaprocurement@mdta.state.md.us with a copy to: dessharpless@mdta.state.md.us
Send Clarification Questions and Response (e-mail only, not to exceed 8MB) to:	Deborah E. Sharpless at mdtaprocurement@mdta.state.md.us with a copy to dessharpless@mdta.state.md.us

SECTION 1 – GENERAL INFORMATION

1.1. Summary Statement

Established in 1990, the *E-ZPass*® InterAgency Group (IAG) operates the largest, most successful toll interoperability network in the world. With over 35 million toll transponders in use, it annually processes over 3.5 billion transactions and collects \$11 billion in annual toll revenues of which more than \$9 billion is collected electronically. The IAG's *E-ZPass* program enjoys tremendous brand recognition and high levels of customer satisfaction.

The IAG is comprised of 29 toll entity members (40 operating toll agencies) stretching across 17 states (Appendix A). The mission of the IAG is to enable IAG members and affiliated toll operators to provide the public with a seamless, accurate, interoperable electronic method of paying tolls and fees while preserving and enhancing its *E-ZPass* program.

The IAG intends to create a category of participation within its network that would allow transponder-based solutions, managed by non-toll facility operators (Participants), to be read and financially settled with the IAG member toll agencies. The Maryland Transportation Authority (MDTA) is issuing this Request for Information (RFI) on behalf of the IAG. All information gathered will be provided to the IAG for its consideration when formalizing this category of participation.

The intended purpose of this RFI is for the IAG to further its understanding of the industry's perspective in order to develop a category of participation that allows for a successful relationship between potential Participants and the IAG Members. The IAG intends to initially focus its attention on establishing and executing a category of participation for transponder-based solutions. Afterwards, the IAG expects its attention will move to non-transponder-based solutions. As such, the IAG encourages all potential Participants to respond to this RFI as it's likely that similarities will exist between the participation categories.

The MDTA/IAG is not seeking proposals at this time. It is NOT the MDTA/IAG's intention to obtain services between any Respondents as a result of this RFI. The responses to the RFI are for information and planning purposes only and shall not be construed as a solicitation nor as an obligation on the part of the MDTA/IAG to issue a solicitation or award a contract to any Respondent. The IAG may schedule information sessions independently with each Respondent. The purpose of these sessions is strictly information gathering. This is not a procurement activity and will not result in an evaluation or a purchase.

1.2 Questions

All clarification questions from Respondents shall be submitted via e-mail to the Point of Contact no later than the date and time indicated in the Key Information Summary Sheet. Please identify the RFI Number and Title in the subject line. Answers to all questions (as part of the Q&A/clarification process) that are not clearly specific only to the requestor will be distributed to all entities who are known to have received a copy of the RFI.

1.3 Public Information Act Notice

A Respondent should give specific attention to the clear identification of those portions of its Response that it considers confidential and/or proprietary commercial information or trade secrets, and provide justification why such materials, upon request, should not be disclosed by the State under the Public Information Act, MD Code Annotated, General Provisions Article, Title 4. (Also, see RFI Section 3.1 “Submission and Delivery.”) This confidential and/or proprietary information should be identified by page and section number and placed after the Title Page and before the Table of Contents in the Response.

Respondents are advised that, upon request for information from a third party, the Point of Contact is required to make an independent determination whether the information must be disclosed. However, information obtained through this RFI will be shared with all IAG member agencies and member agencies have different rules and regulations regarding proprietary and confidential information. It is possible that IAG member agencies will receive request for information from third parties. The IAG member agencies will be responsible for determining whether the information received pursuant to this RFI is proprietary and confidential with their own state laws regarding disclosure of public information.

1.4 Revisions to the RFI

If it becomes necessary to revise the RFI before the due date for Responses, MDTA/IAG shall provide addenda to all prospective Respondents that were sent this RFI or which are otherwise known by the Point of Contact to have obtained this RFI. Addenda to the RFI will be posted on eMaryland Marketplace (eMM). It remains the responsibility of all Respondents to check eMM for any addenda issued prior to the submission of Responses.

1.5 Incurred Expenses

The MDTA/IAG will not be responsible for any costs incurred by any Respondent in preparing and submitting a Response to this RFI, in providing a demonstration, or in performing any other activities related to submitting a Response to this RFI.

SECTION 2 - SCOPE

2.1 Background and Purpose

The IAG currently has membership-only participation by toll operators and is seeking to find a path for non-operators to join in a mutually beneficial relationship with the IAG. The objective is to find an appropriate path for taking advantage of offerings provided by Participants which,

- Enhance customer experiences and/or lead to IAG member agency efficiencies including, but not limited to:
 - Increasing transponder-based usage and penetration rates on IAG facilities;
 - Providing solutions for infrequent, short-term users of our roadways;

- Offering customers choices which meet their unique regional and national travel requirements;
- Consolidating and coordinating fleet management (e.g., eliminate redundant accounts);
- Improving accuracy and timeliness of vehicle information that reduces the need for invoicing/violations issuance; and
- Enabling companies with new technologies and flexible payment options to complement IAG programs;
- Offers services consistent with IAG customer service standards and, where applicable, technical performance standards; and
- Conducts business under a framework that is financially viable and provides revenue assurance guarantees consistent with existing IAG membership requirements.

The MDTA/IAG is issuing this RFI in order to share current thinking regarding this participation category and to obtain information from potential Participants critical to its operations for a beneficial relationship with the IAG. The MDTA/IAG will have no follow-up obligations or commitments to each other resulting from this RFI.

2.2 Information Requested

The objective of this RFI is for the IAG to gain greater familiarity of the industry's perspective on a relationship that is desirable for potential Participants and the IAG Members and accomplishes the stated objectives described in Section 2.1. The MDTA/IAG requests that Respondents answer the following questions and/or topics as applicable:

1. Describe the services you offer, along with information on your business experience in tolling and/or transportation services, the volume and type of customers you serve or plan to serve (individuals/fleets/other) and the actual or expected frequency of use on *E-ZPass* facilities. If you also offer non-tolling/transit services as part of your business, please describe those additional services/products and how tolling fits within your business model.
2. Describe the expected benefits a relationship with the IAG will provide to your company, our collective customers, the IAG and its members.
3. What type of relationship structure(s) do you envision would be beneficial to all parties? What relationship structure(s) do you prefer and are there any that are unacceptable? Does your business model contemplate access to or the use of the *E-ZPass* brand(s)?
4. What type of financial arrangement(s)/fee structure(s) should be considered between the IAG and your organization: Account based; Transaction based; Revenue based; Annual license based; a combination or Other? What financial arrangement(s)/fee structure(s) does your organization prefer and are there any that are unacceptable?
5. Describe in detail your customers' experience in relation to using your product or service as it relates to the IAG (including, but not limited to, enrollment, usage, inquiry resolution, and bill payment).

6. Describe in detail the technology utilized for your service. If you do not utilize a transponder-based solution, describe how you envision your solution could/would integrate with existing *E-ZPass* lane and/or back office system technologies.
7. Describe in detail your commitment and standards to your customer satisfaction with your product(s) or service(s). Share your standards and measurement.
8. Describe your strategy for new customers and growth of a customer base, and how your strategy aligns with *E-ZPass*' commitment to transparent, fair, and reasonable marketing.
9. Describe in detail any fees and charges or memberships passed on to your customers or to potential partners (such as the IAG). Do you offer toll discounts or other discounts to your customers? If so, describe eligibility and how these are funded or recouped.
10. Does your business model require access to current agency-level toll discount programs? If so, discuss the implications to the program if these existing agency-level discount programs are not available to you.

ADDITIONAL COMMENTS: Please feel free to provide any additional ideas, suggestions, or information within the submission guidelines that you think would be helpful to the IAG in developing the requirements for this effort.

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SECTION 3 – RESPONSE FORMAT

3.1 Submission and Delivery

Responses should be submitted in PDF format via e-mail to the Point of Contact identified on the Key Information Summary Sheet. Responses should not be more than 20 pages long. It is preferred that all information be contained in a single PDF document; however, the e-mail cannot exceed 8MB in size. If necessary, the submission may be split between multiple e-mails and labeled Part 1, Part 2, etc.

Each e-mail should include:

- a. Subject line “IAG Third Party Participation Program – MDJ0731043317 - Written Response”;
- b. One attachment labeled “MDJ0731043317 Response” containing the Response in PDF format; and
- c. Closing date and time for receipt of Response.

The Response should include the following:

- a. Company’s name, address, and contact person; and
- b. Answers to the questions contained in Section 2.2 Information Requested.

Additional Submissions

Respondents may attach brochures or white papers, in PDF, that have been published to the public that provide additional information that it feels may benefit the IAG.

SECTION 4 – RESEARCH AND INFORMATION GATHERING PROCESS

4.1 Research and Information Gathering Process

- A. This RFI is being issued by MDTA/IAG to seek input from the toll industry community through a written Response.
- B. Once Responses have been reviewed, the MDTA/IAG may elect to conduct information sessions to discuss with each Respondent its response to this RFI. The information session, if held, will be for information gathering purposes. An invitation for an information session shall be construed as neither an engagement in a pre-selection process nor an evaluation.

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APPENDIX A – IAG Members

1. Buffalo and Fort Erie Public Bridge Authority
2. Burlington County Bridge Commission
3. Delaware Department of Transportation
4. Delaware River and Bay Authority
5. Delaware River Joint Toll Bridge Commission
6. Delaware River Port Authority
7. Illinois State Toll Highway Authority
8. Indiana Toll Road Concession Company, LLC
9. Massachusetts Department of Transportation
10. Maryland Transportation Authority
11. Maine Turnpike Authority
12. Metropolitan Transportation Authority Bridges and Tunnels
13. Niagara Falls Bridge Commission
14. New Hampshire Department of Transportation
15. Central Florida Expressway
16. New Jersey Turnpike Authority
17. New York State Bridges Authority
18. New York State Thruway Authority
19. Ohio Turnpike and Infrastructure Commission
20. The Port Authority of New York & New Jersey
21. The Pennsylvania Turnpike Commission
22. Rhode Island Turnpike and Bridge Authority
23. Skyway Concession Company
24. South Jersey Transportation Authority
25. Virginia Department of Transportation
(Serves as the primary agency for the eleven (11) toll entities within Virginia)
26. West Virginia Parkway Authority
27. North Carolina Turnpike Authority
28. Kentucky Public Transportation Infrastructure Authority
29. Thousand Islands Bridge Authority