



CENTRAL TEXAS REGIONAL
MOBILITY AUTHORITY

September 25, 2024 AGENDA ITEM #12

Discuss and consider approving a shortlist of proposers to receive the Request for Proposals for Video Toll Billing, Payment Processing, Collections, Enforcement Support, and Customer Services

Strategic Plan Relevance:	Innovation
Department:	Operations
Contact:	Tracie Brown, Director of Operations
Associated Costs:	\$850,000
Funding Source:	FY24 Operating Budget
Action Requested:	Consider and act on draft resolution

Project Description/Background: CTRMA toll facilities utilize modern Electronic Toll Collection System (ETCS) technology to capture data from passing vehicles enabling CTRMA to collect tolls electronically. CTRMA employs All Electronic Tolling (AET), in which roadside equipment identifies radio frequency transponders when present and mounted in the vehicles of customers with transponder-based accounts.

Data is initially transmitted to CTRMA's Data Platform System (DPS), and then directed to either the Central United States (CUSIOP) or Southeastern United States (SEIOP) interoperable hub systems for posting and debiting of eligible customer home agency accounts. CTRMA facilities are interoperable and currently accept TxDOT's TxTag, North Texas Tollway Authority's TollTag, Harris County Toll Road Authority's EZ Tag, Kansas Turnpike Authority's K-TAG, Oklahoma Turnpike Authority's PikePass, Florida Turnpike Enterprise's SunPass, and other tag and electronic products facilitated by their interoperable partners.

For the remaining vehicles not deemed eligible for CUSIOP or SEIOP posting, the roadside system captures images of the vehicle's license plate(s). Through the process of Optical Character Recognition (OCR) and/or Human Image Review, image-based

transactions, along with the transactional information (location, date/time, classification of the vehicle, toll amount, license plate information, etc.) are sent to CTRMA's Pay By Mail system for revenue collection. Pay By Mail processing generally includes invoicing, payment processing, customer support/call center services, enhanced enforcement remedies, legal action, and collections activities.

Current Action: In late 2022, the Mobility Authority's staff began to evaluate Pay By Mail Best Practices by engaging AtkinsRéalis to perform an industry survey. The output of this effort was the documentation of the Pay By Mail Industry Survey Results in February 2023.

Following the Industry Survey, the Mobility Authority began drafting scope for two-step procurement process including a Request for Qualifications (RFQ) and a Request for Proposal (RFP). The RFQ phase of the procurement establishes a shortlist of the most qualified Respondents (shortlist) based on the evaluation criteria set forth in the RFQ document. Only Respondents shortlisted during the RFQ phase can participate in the RFP portion of the procurement.

The scope of the procurement is for Pay By Mail services for CTRMA's Payment Program for services including a back-office system and the operational staff and support needed to facilitate invoicing and processing (video billing), violations processing, collections, enforcement of unpaid tolls, and customer services. The services may also include pre-paid (plate-based) account management and transponder account management and distribution services.

The initial term of the contract is seven years. CTRMA shall have the option to extend the contract for two (2) additional two-year renewals. Final details containing the contract terms and renewals are subject to approval by the CTRMA Board of Directors.

On May 1, 2024, the Authority publicly issued a Request for Qualifications (RFQ) for Pay By Mail services on CIVCAST. The Authority also advertised a public notice in the Austin American-Statesman. One addendum was subsequently issued. In response to the RFQ, the Mobility Authority received eleven Statements of Qualifications ("submissions"). Submissions were received from the following Proposers, listed alphabetically:

1. Conduent
2. Emovis

3. Global Agility Solutions
4. Indra USA
5. InteLogix
6. Neology
7. Professional Account Management
8. Quarterhill
9. SWC Group
10. TTEC
11. ViaPlus

Each submission was reviewed for compliance with the Mobility Authority's stated criteria including company references, past contract performance, projects and client listings, financial ability to implement the project, and compliance with providing SOC 1 Type 2 audits, Level 1 PCI Compliance, as well as insurance and bonding requirements.

All submissions received were reviewed by the Pass/Fail Committee and conveyed to evaluation team members for consensus scoring. The resultant ranking and shortlist recommendation was then presented to the Mobility Authority's Executive Director. The outcome of this process was a recommended shortlist. Per the RFQ, this shortlist of Proposers is eligible to receive and respond to the Request for Proposals (RFP), which signifies the beginning of step two of the two stage procurement process.

Next Steps: Should the board approve this item, staff will release the Request for Proposal to the pre-qualified respondents in November or December 2024. Vendor responses will be due February or March 2025. Staff expects to present its recommendation for the selected vendor at the July 2025 board meeting and request approval for the Executive Director to negotiate and execute a contract with the selected vendor.

Previous Actions: In December 2018 the CTRMA Board of Director approved the first amendment to the Agreement with Cofiroute USA outlining CUSA's expected recompense for processing and collecting Pay By Mail toll transactions paid from post-paid accounts, overpayments and prior to notice generation (*Pay Item #1*). The amendment also added pay items related to insufficient funds (*Pay Item #9*) and out of state license plate lookups (*Pay Item #10*).

In July 2019 the Board approved Amendment No. 2 to the Agreement with Cofiroute USA to add a new pay item to support habitual violator program, additional customer service hours, and additional support for the qualified veteran program. A third amendment was approved in February 2023 to allow for a vendor incentive if certain customer service and collection metrics are met.

Financing: FY25 Operating Budget

Action Requested/Staff Recommendation: Staff recommends approving a shortlist of vendors to receive the Request for Proposals for back-office services supporting the Authority's customer service, payment processing, collections, enforcement, and account management operations functions as determined through the Request for Qualification (RFQ) process.

Backup provided: Draft Resolution

**GENERAL MEETING OF THE BOARD OF DIRECTORS
OF THE
CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY**

RESOLUTION NO. 24-0XX

**APPROVING A SHORTLIST OF PROPOSERS TO RECEIVE
THE REQUEST FOR PROPOSALS FOR VIDEO TOLLING, PAYMENT PROCESSING,
COLLECTIONS, ENFORCEMENT SUPPORT, AND CUSTOMER SERVICES**

WHEREAS, by Resolution No. 18-005, dated February 28, 2018, the Board approved an agreement with Cofiroute USA, LLC (now known as ViaPlus by VINCI Highways or “ViaPlus”) for pay by mail, violations processing, collections and customer services (the “ViaPlus Agreement”); and

WHEREAS, in anticipation of the March 8, 2027 expiration of the ViaPlus Agreement, the Mobility Authority issued a request for qualifications (RFQ) from firms interested in providing video tolling, payment processing, collections, enforcement support, and customer services to the Mobility Authority on May 1, 2024;

WHEREAS, the Mobility Authority received eleven responses by the June 28, 2024 deadline which were evaluated and ranked in accordance with the terms of the RFQ; and

WHEREAS, an evaluation committee analyzed and scored each submittal based on the criteria set forth in the RFQ in order to develop a short-list of the most qualified firms to participate in the request for proposals phase of the procurement process; and

WHEREAS, the Executive Director reviewed the evaluation committee’s findings and recommends that the Board approve the short-list of firms identified by the evaluation committee which is set forth in Exhibit A hereto.

NOW THEREFORE, BE IT RESOLVED, that the Board hereby approves the short-list of firms identified and listed on Exhibit A to receive the Request for Proposals for Video Tolling, Payment Processing, Collections, Enforcement Support, and Customer Services to support the Mobility Authority’s Pay By Mail Program.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 25th day of September 2024.

Submitted and reviewed by:

Approved:

James M. Bass
Executive Director

Robert W. Jenkins, Jr.
Chairman, Board of Directors

Exhibit A

(To be provided at the Board Meeting)