Request for Proposals 23-0067R
Tolling Back Office System (TBOS)
25-557THA-PROCU-B-47498

The Illinois Tollway ("Tollway") is currently soliciting Requests for Proposals ("RFP") for a new Tolling Back Office System ("TBOS") from qualified and experienced firms that can provide a new TBOS to replace the existing back office and host systems, combining the functionality to create one solution. The scope of services consists of furnishing all labor, equipment, tools, transportation, supplies, materials, services, and incidentals to provide a complete new TBOS.

The Tollway is seeking a solution that provides a modern, scalable, flexible, and cost-effective TBOS that delivers:
- Implementation of a commercial off-the-shelf (COTS) enterprise platform with built in connectors for application integration.
- Capability for high-volume, real-time transaction and payment processing.
- Integration with multiple customer experience and contact center technologies that support automation of self-service.
- Agile and rapidly scalable architecture capacity for fee for service and mobility payment options,
- Modular integration with multiple service-providers to support and enhance operations such as third-party payment services, fulfillment and distribution, license plate certification, vehicle owner registration look-up, etc.
- Advanced data visualization/analytics, comprehensive transactional auditing, and predictive AI modeling/monitoring tools.
- Support for machine learning and continuous improvement of applications and predictive approaches to system maintenance.
- Innovative customer-centric, value-added, and revenue enhancing program offerings; and
- Integration with next generation toll collection devices and/or apps including mobile/location aware products, Road Usage Charging (RUC), V2X payment and logistics services, etc.

Interested vendors must register with the Illinois BidBuy to obtain all RFP and procurement documents and to submit their complete proposal response to this solicitation (https://www.bidbuy.illinois.gov/bso/view/login/login.xhtml).