

NEW JERSEY TURNPIKE AUTHORITY



REQUEST FOR PROPOSAL FOR NEW JERSEY E-ZPASS SERVICES

NOTICE TO PROPOSERS

NOTICE is hereby given that Proposals will be received by the New Jersey Turnpike Authority for:

NEW JERSEY E-ZPASS SERVICES

The New Jersey Turnpike Authority ("NJTA" or the "Authority") is seeking a contractor(s) to provide, implement, and maintain an integrated New Jersey E-ZPass System, and operate New Jersey E-ZPass customer service centers and provide associated services, namely, license plate review services, collections services and merchant services (collectively, the "New Jersey E-ZPass Services"), for the seven (7) members of the New Jersey E-ZPass Group, as further described in Attachments 1 – 4 of this Request for Proposals for New Jersey E-ZPass Services (RFP). The New Jersey E-ZPass Group consists of: New Jersey Turnpike Authority (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).

NJTA is the lead agency for the New Jersey E-ZPass Group pursuant to a Memorandum of Agreement dated October 18, 2016, First Amendment dated January 18, 2018, and Second Amendment dated June 1, 2019, entered into among the New Jersey E-ZPass Group members. As lead agency, NJTA is authorized and empowered to procure the New Jersey E-ZPass Services on behalf of the New Jersey E-ZPass Group.

The New Jersey E-ZPass Services to be provided under this RFP are divided into four (4) separate categories (“Category of Services”) and Proposers may submit Proposals covering one or more of the following Categories:

- **Category A** – Customer Service Center Services (“CSC Services”): provide, implement, maintain and operate a System containing all required functionality to support the provision of customer service and the processing/payment of tolls for the New Jersey EZ-Pass Group, which shall include best-in-class Customer Contact Center System, customer self-service tools, system architecture and environments, redundancy, reporting and Data Warehouse capabilities, interfaces, interoperability and security; and customer contact facilities and services, including labor, for effective and efficient ongoing customer contact, customer service, payment processing, financial and operational reconciliation, and other services further described in the detailed Requirements. In addition, CSC Services include System Maintenance, Administration, Software Support Services, and CSC Operations Services required to meet System and Operations Performance Requirements, and to keep the System current, up-to-date, and continuously improved.
- **Category B** – License Plate Review Services: provide image review services, including automated image processing and manual image review services, for Image-Based Transactions, and perform Gross Class Mismatch review for the Toll Facilities. NJTA, in its sole discretion, may opt-in or opt-out of these Services or part of the Services for all New Jersey E-ZPass Group members or selected New Jersey E-ZPass Group members, including itself, at any time during the Contract Term, all as more fully described in Attachment 2: Category B – License Plate Review Services Scope of Services.
- **Category C** – Collections Services: provide debt collection services, including skip tracing, for collection of outstanding tolls and fees. NJTA plans to procure the services of two contractors for the Collection Services.
- **Category D** – Merchant Services: provide a Payment Orchestration Platform (POP) that integrates with the New Jersey E-ZPass System and provides payment gateway for CSC Customers, allowing for multiple payment service providers, including credit card and automated clearinghouse (ACH) payment processing. Provide payment Tokenization and hosted third-party storage for all payment processing.

NJTA reserves the right to award one or more Agreements to a single Proposer based on its evaluation of the Proposals received.

This RFP will be available through **Bid Express** on **November 29, 2023 after 11:00 AM EST** from the website set forth below. Proposals must be submitted electronically through the Bid Express platform and are due by **5:00 PM EST, February 23, 2024**, except that the Proposal Security must be hand delivered or mailed in a sealed envelope to 1 Turnpike Plaza, Woodbridge, New Jersey 07095 (Attn: Janet Rzepka, Director of Procurement and Materials Management) by the date and time set forth above.

****Important Note:** NJTA will receive Proposals only via electronic submission through the Bid Express electronic bidding portal. If you are not already registered for electronic submissions, please visit www.infotechinc.com/bidexpress/ in order to submit a Proposal to NJTA. To subscribe, follow the directions on the website. Any Proposal emailed, mailed or hand delivered to NJTA will not be accepted and/or will be returned to the Proposer unopened.

Notice of this RFP and all procurement opportunities are listed on NJTA's website at www.njta.com, under the "Doing Business" tab, "Goods & Non-Engineering Services," "Current Solicitations."

A non-mandatory pre-proposal meeting is scheduled for Friday, December 15, 2023 at 10:00 AM EST and will be conducted remotely via Cisco WebEx. Proposers and Subcontractors or Subconsultants who intend to attend the pre-proposal meeting must register at <https://njta.webex.com/weblink/register/rf783369176bf8bd42a13e1d99ecc3e38> prior to the pre-proposal meeting providing Proposer's name and email address of the Proposer's representative who will be attending the pre-proposal meeting. A return email will be sent to the Proposer's email address containing the pre-proposal meeting link. Proposers are strongly encouraged to attend the pre-proposal meeting.

Proposal submissions must be accompanied by Proposal Security, as follows, depending upon the Category(ies) being proposed upon:

Category A – Customer Service Center Services: \$100,000;

Category B – License Plate Review Services: \$10,000;

Category C – Collections Services: \$5,000; and

Category D – Merchant Services: \$5,000.

Note that a Proposer proposing on more than one (1) Category must submit the Proposal Security required for each Category upon which Proposer is submitting a Proposal; e.g., if proposing on Category A – CSC Services; Category B – License Plate Review Services; Category C – Collections Services, and Category D – Merchant Services, the Proposal Security for each Category shall be submitted.

Additionally, all Proposals shall be accompanied by a Consent of Surety stating that the Surety will provide the Contract Bonds or a Certificate of Bank stating that an Eligible Bank will provide the Letters of Credit in lieu of Contract Bonds, as required by the RFP if the Proposer is awarded an Agreement, all as described in the RFP.

Proposers are required to comply with the requirements of N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 Mandatory Equal Employment Opportunity Regulations.

No Proposals will be received after the time and date specified above, and no Proposer may withdraw its Proposal within ninety (90) Calendar Days after Proposal opening.

NJTA reserves the right, pursuant to applicable law, to waive any informalities or to reject any or all Proposals.