



# Third Party Retail Request for Information

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Toll Operations Division

## **Request for Information**

The Texas Department of Transportation (department) is seeking information that may assist in the development and operation of retail options for third parties to offer basic account maintenance services to toll road customers by adding a web service interface. For this Request for Information (RFI), third parties must be able to provide account maintenance services including, but not limited to, accepting payments, updating license plate information, selling TxTags and registering TxTags. This RFI is issued solely to obtain information to assist the department in its planning process and to identify third parties that may be interested in responding to any future solicitation documents.

This RFI does not constitute a Request for Qualifications (RFQ), a Request for Proposals (RFP), or other solicitation document, nor does it represent an intention to issue an RFQ or an RFP in the future. This RFI does not commit the department to contract for any supply or service whatsoever, nor will any response to this RFI be considered in the evaluation of any response to a solicitation document. The department will not pay for any information or administrative cost incurred in response to this RFI.

### *1. Overview*

The department currently operates SH 130 (Segments 1-4), SH 45N, SH 45SE and Loop 1 in Austin, Texas. In addition, the department operates toll facilities in Laredo, Texas (SH 255), Baytown, Texas (SH 99, Segment I-2), and in Houston, Texas (Grand Parkway). The department is dedicated to providing a safe and efficient system of tolled highways while ensuring the highest possible level of service and efficiency to its customers. The department intends to provide customers with retail location options to conduct general account maintenance.

Currently, customers can obtain a TxTag or conduct account maintenance by visiting the TxTag Customer Service Center located at 12719 Burnet Road, Austin, Texas 78727, by calling 1-888-468-9824 or by visiting TxTag.org.

### *2. Information requested*

**Purpose** - The purpose of this RFI is to gauge industry interest in providing account maintenance services at retail locations.

**Objectives** - The department anticipates the third party agreement(s) will provide retail partners a standard interface with the department's back-office system that will contain predefined inputs and outputs to allow other projects to leverage this method of data

transfer as well as offer a standard method for vendors with the ability to perform specified functions.

The objectives of this RFI include:

- A. Identification of potential services that may be offered to toll road customers.
- B. Identification of potential risks or best practices.
- C. Identification of potential cost to customers.
- D. Areas of specific interest:
  - i. Added services that may attract or support additional customers.
  - ii. Added services that may improve customer experience.

### *3. Functional requirements*

This RFI is issued for the purpose of obtaining information that will be reviewed and evaluated by a team composed of staff from different functional areas within the department. It is the department's intent to analyze the responses to determine appropriate and suitable solutions to meet the department's requirements and to potentially develop specifications for a future solicitation.

### *4. Work Task Requirements*

This project may consist of the following components:

- A. Telecommunications elements or services**
- B. Contract Administration –**
  - i. Project management
  - ii. Design/development
  - iii. Coordination with the department and others (as needed)
  - iv. Miscellaneous
- C. Technical specifications**
- D. All that is necessary -** Provide any and all necessary services, equipment, and/or systems that are required for a complete and functional retail option as described herein.

### *5. Response Format*

Please number the answers to match the question numbers below. In addition, please provide a brief (no more than 3 page) summary of your organization and your previous experience with this type of service and other relevant qualifications.

Respondents are invited to provide a written summary, and any additional literature, of how best to address this RFI. The response should be organized with separate sections as follows:

### 1.1 Title Page

The title page should include:

(a) The following title & subtitle:

**ACCOUNT MAINTENANCE SERVICES**  
**Response to the Request for Information from**  
**the State of Texas**

(b) Company name, address, and point-of-contact name.

### 1.2 Company Overview

- (a) Company Profile – A statement describing your company, products, services, approaches, etc. including any relevant materials, documents, white papers, websites, etc. In addition, please provide the number of similar transactions per day your company generates with other entities and the cities where your services are offered.
- (b) Point-of-Contact – Identification of a single point of contact to respond to any questions regarding the response, including name, Email address, phone number, and address.

### 1.3 Solution Description

- (a) Proposed Services Overview – An overview of the proposed services you would anticipate providing should the department move forward with a solicitation, including a description of the business model(s) that would achieve the proposed objectives of this RFI.

### 1.4. Solution Approach

- (a) Project Management – A statement describing your approach to project management.

- (b) Requirements Gathering – A statement of your approach to discovery and documentation of the existing environment and validation of the business requirements.
- (c) Estimated Timeline - Estimate of implementation timeframe for the development and implementation of the services.

## *1.5 Attachments*

Any relevant materials, documents, white papers, websites, etc., that help describe the services, products, approaches, etc. involved in the proposed retail services.

## *6. Confidentiality/Public Information Act*

All written correspondence, exhibits, photographs, reports, other printed material, tapes, electronic disks, and other graphic and visual aids submitted to the department in response to this RFI are, upon their receipt by the department, the property of the State of Texas, may not be returned to the submitting parties, and are subject to the Government Code, Chapter 552, Public Information Act (the “Act”). Respondents should familiarize themselves with the provisions of the Act. In no event shall the State of Texas, the department, or any of their agents, representatives, consultants, directors, officers, or employees be liable to a respondent for the disclosure of all or a portion of the information submitted in response to this RFI.

If the department receives a request for public disclosure of all or any portion of a response, the department will use reasonable efforts to notify the applicable respondent of the request and give such respondent an opportunity to assert, in writing and at its sole expense, a claimed exception under the Act or other applicable law within the time period specified in the notice issued by the department and allowed under the Act.

If a respondent has special concerns about information which it desires to make available to the department but which it believes constitute a trade secret, proprietary information, or other information excepted from disclosure, such respondent should specifically and conspicuously designate that information **by placing “CONFIDENTIAL” in the center header of each page affected**. Blanket, all inclusive identifications by designation of whole pages or sections as containing proprietary information, trade secrets, or confidential commercial or financial information are discouraged and may be deemed invalid. Nothing contained in this provision shall modify or amend requirements and obligations imposed on the department by the Act or other applicable law, and the provisions of the Act or other laws shall control in the event of a conflict between the procedures described above and the applicable law.

The department will submit a request for an opinion from the Office of the Attorney General prior to disclosing any documents designated as “confidential.” The respondent shall then have the opportunity to assert its basis for non-disclosure to the Office of the Attorney General; however, it is the sole responsibility of the respondent to monitor such proceedings and make timely filings. The department may, but is not obligated to make, filings of its own concerning possible disclosure; however, the department is under no obligation to support the positions of respondent. Under no circumstances will the department be responsible or liable to a respondent or any other party as a result of disclosing any such labeled materials, whether the disclosure is deemed required by law, by an order of court, or occurs through inadvertence, mistake, or negligence on the part of the department or its officers, employees, contractors, or consultants.

The department will not advise a submitting party as to the nature or content of specific documents entitled to protection from disclosure under the Act or other Texas laws or as to the interpretation of such laws. Each respondent is advised to contact its own legal counsel concerning the effect of applicable laws to the submitting party’s own circumstances.

In the event of any proceeding or litigation concerning the disclosure of any material submitted by the respondent, the department will be a stakeholder retaining the material until otherwise ordered by a court or such other authority having jurisdiction with respect thereto, and the respondent shall be responsible for otherwise prosecuting or defending any action concerning the materials at its sole expense and risk; provided, however, that the department reserves the right, in its sole discretion, to intervene or participate in the litigation in such manner as it deems necessary or desirable.

## *7. General Information*

RFI Issuance Date: October 9, 2015

RFI Response Deadline: 3:00 PM on November 9, 2015

Format: Please submit 5 paper copies and one complete electronic copy of the response to this RFI to the Point of Contact listed below.

Questions: Questions regarding this RFI should be submitted in writing to the Point of Contact at the email address listed below. The department will post responses to questions on the RFI website without identifying the party(ies) submitting the questions. Respondents are encouraged to submit questions prior to October 23, 2015.

RFI Website and Addenda: The department will post any addenda to the RFI on the RFI website. It is the respondent’s responsibility to monitor the RFI website on a regular basis

for updates, questions and responses, addenda, and additional RFI documents and information. The RFI website is <http://txdot.gov/business.html>. The department reserves the right to modify the above anticipated schedule milestones at any time and for any reason. At its option, the department may also elect to follow-up directly with respondents with more detailed questions or to clarify submissions.

*Contracting Office Address:*

Texas Department of Transportation - Toll Operations Division  
12719 Burnet Road  
Austin, TX 78727

*Point of Contact:*

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