



Bridges and Tunnels

August 1, 2023

Subject: Request for Information, 23-01, Toll and Fee Payment Plan Administration Services

To: Interested Parties

I. INTRODUCTION:

The Triborough Bridge and Tunnel Authority, popularly known as MTA Bridges and Tunnels (hereinafter referred to as “MTA B&T,” “B&T” or the “Authority”), is seeking information from the marketplace on customized Toll and Fee Payment Plan Administration Services. Specifically, MTA B&T is seeking information, concepts, and solutions from vendors that can effectively implement MTA B&T’s anticipated Toll and Fee Payment Plan Administration Program (hereinafter “Program”). For more information on MTA B&T, please visit the following website: <https://new.mta.info/agency/bridges-and-tunnels>.

In the 3rd quarter of 2017, MTA B&T completed its elimination of gated tolling facilities and extended its gantry-based Open-Road (“Cashless”) Tolling at all its tolling facilities. Via the Cashless Tolling program, vehicle E-ZPass transponders are captured by the gantry-based system and toll customers’ E-ZPass accounts are charged for toll transactions. Where no E-ZPass transponder is detected, the system captures a license plate image and searches the tolling back-office account management system for an associated E-ZPass account. If a license plate is not associated with an E-ZPass account, a toll bill, via MTA B&T’s Tolls By Mail system, is sent by USPS mail to the registered vehicle owner at the address on file with the associated state motor vehicle department.

The elimination of gated toll facilities and the advent of Cashless Tolling ushered in the realization of toll transaction receivables and the potential for bad debt.

As the number of toll violators and the associated receivable bad debt increased, MTA B&T sought methods to encourage past due toll payments, including the potential ability to suspend motor vehicle registrations.

In January 2016, New York based public tolling authorities were granted the ability to utilize the suspension of motor vehicle registrations to enforce delinquent toll payments. *See* New York State Vehicle and Traffic Law §510(3)(d) and 15 NYCRR Part 127.

MTA B&T works in conjunction with the New York State Department of Motor Vehicles (“DMV”) to operate a suspension program for persistent toll violators (“PTVs”). PTVs are personal vehicle registrants who have failed to pay tolls, fees or other charges related to three or more toll violations committed within a five (5) year period, or commercial vehicle registrants who have failed to pay such tolls, fees, or other charges in the amount of \$200 or more accumulated within a five (5) year period.

Desiring to further encourage and facilitate the payment of past due tolls and fees, MTA B&T developed a payment plan program for customers whose vehicle registrations are suspended.

MTA B&T’s DMV Direct Payment Plan Program: MTA B&T’s DMV Direct Payment Plan Program is currently administered by a private collection agency contractor. Customer Service Center hotline staff are empowered to authorize payment plans for customers meeting specific criteria. In addition, payment plan approvals through MTA staff are offered for special cases escalated to them.

Since its November 2021 inception, approximately 5,000 DMV Direct Payment Plans have been offered, valued at \$50 million in tolls and agreed upon fees, of which approximately 55% have defaulted.

Considering the current volume of payment plans, the anticipated growth in payment plan demand, and the excessive default rate on current plans, MTA B&T realizes the need to procure the services of an independent professional payment plan administrator.

II. OBJECTIVES:

MTA B&T’s short-term goal for the Program is to better account for and manage the B&T payment plans that are currently active. The long-term goal is to establish best practices for offering, expanding, accounting for, and administering new payment plans.

III. SCOPE:

The following is a non-exhaustive list of minimum Program administration requirements:

- Offer toll customers the option to pay tolls and fees over time via structured payment plans.
- Payment plan administration system should be effective, professional, and scalable.
- Customers must have the ability to apply for a payment plan online via a user-friendly application and/or portal.
- Ability to document customer payment plan applications electronically or manually.

- Ability to document payment plan agreements electronically or manually.
- Payment plan agreements should include all terms, conditions, notices, and other attributes required of a payment plan for it to be legally enforceable and binding, including, but not limited to, the amount owed, the payment schedule, a definition of terms, a description of what constitutes default, the consequences of default, and customer and B&T execution (signature/e-signature).
- Payment plan agreements should be transparent and easy to understand.
- Payment plans should not be revolving credit agreements.
- The payment plan administration system should securely maintain an individual customer account for each payment plan established.
- The system shall track customer payments.
- The system shall maintain the current balance due for each customer.
- Payment plan customers should have the ability to easily view their payments and current balances due via a user-friendly online application.
- The system should have reporting capabilities for B&T such as payment plan metrics (i.e., number of plans; customer account demographics; payment/default status; financial details).
- Payment plan customers should have the ability to securely make payments online via a user-friendly application (payment portal) via credit card, ACH, or e-check.
- Payment portals must be PCI compliant.
- Lockbox availability for customers who desire to pay via check sent through USPS mail.
- Payment/Information reminders by text, email, and/or USPS mail sent at key intervals such as: before the due date, after a missed payment, at default etc.
- The system should have the ability to interface with MTA B&T's tolling back-office account management system so that payment plan payments can be accurately applied to customer toll accounts (payment file interface/transfer).
- An operational customer call center to provide payment plan customers with information about the particulars/status of their payment plan accounts, payments, balance, etc.
- In the event of payment plan default, the system should have the ability to:
 - Automatically notify the customer of the default.
 - Automatically notify B&T of the default (for re-suspension of DMV registration; commencement/re-instatement of collections actions; litigation/garnishment, etc.).
 - Preclude new payment plans for customers who have defaulted.
- New toll violations that occur after the establishment of a payment plan are not to be added to existing payment plans (as noted above, the payment plan should not be a revolving credit agreement).

IV. SUBMISSION:

MTA Bridges and Tunnels (Triborough Bridge and Tunnel Authority)
is an agency of the Metropolitan Transportation Authority, State of New York

Responses to this RFI may include, but are not limited to, the following:

- A vendor's standard literature
- File, payment, and security specifications
- A vendor's qualifications and business model
- Previously completed or current related work or proof of concept
- Sample payment plans

B&T may also request that respondents provide a technical presentation and a product demonstration to further describe their submissions.

The deadline for submissions is **August 24, 2023 at 3:30PM.**

All responses are to be submitted via e-mail to the address set forth below:

Triborough Bridge and Tunnel Authority
ATTN: Robin Golubow
rgolubow@mtabt.org
RFI 23-01, Toll and Fee Payment Plan Administration Services

V. TERMS AND CONDITIONS:

If MTA B&T determines, in its sole discretion, that it is necessary or desirable to modify terms, conditions or requirements of this RFI, MTA B&T will do so by issuing addenda. Vendors are responsible for ensuring that they receive all addenda in full.

This RFI does not commit MTA B&T to contract for any material or services and MTA B&T will not pay for any information or be held liable for any pre-contract activities and/or costs incurred in responding to this RFI.

MTA B&T reserves all rights at law and in equity, including the right to reject and/or accept any and/or all comments submitted in response to this RFI. No respondent shall have any rights against MTA B&T arising from the contents of this RFI, the receipt of information, or the incorporation or rejection of comments in any final procurement that may be issued.

No respondent will be allowed a competitive advantage by reason of its submission or failure to submit information in response to this RFI. If MTA B&T issues Requests for Proposals ("RFPs")/Invitation for Bids ("IFBs") relating to the information requested by this RFI, each RFP/IFB will be evaluated on its own merits and no weight will be given or withheld due to submissions or failure to submit information for this RFI.

MTA B&T may use any information submitted in response to this RFI without obligation or compensation, including for the development of future procurement documents. Information provided in response to this RFI becomes records which may be subject to the Freedom of Information Law ("FOIL") of New York State. MTA B&T may deny public access to such documents or applicable portions thereof which

are trade secrets or otherwise proprietary and confidential which if disclosed would cause substantial injury to the competitive position of respondent, or are otherwise exempted from disclosure under FOIL. Responders should mark as confidential and proprietary only those portions of their submissions which they believe are not required to be disclosed under FOIL and explain to MTA B&T the basis for such exemption. In responding to a request for confidential or proprietary information, MTA B&T will follow the procedures set forth in such law for the treatment of requests for information identified as confidential. MTA B&T is, however, obligated to disclose information consistent with the requirements of FOIL notwithstanding any such markings made by respondents.

Respondents must comply in all respects with all applicable federal and state legal and regulatory requirements in connection with this RFI.

If you have any questions, please contact Robin Golubow @ rgolubow@mtabt.org.

Sincerely,



Lynn Gore
Deputy Chief Procurement Officer