



**WASHINGTON STATE DEPARTMENT OF  
TRANSPORTATION**

**REQUEST FOR PROPOSALS FOR  
Customer Service Center & Toll Collection System  
Vendors**

**Summary of Expert Review Panel Comments**

**Presentation to  
Joint Transportation Committee**

**July 7, 2009**



## Toll Collection System Vendor RFP

- Has WSDOT considered the benefit of allowing vendors to submit a combined TCS/CSC proposal?
- Has WSDOT evaluated the long-term benefit of requiring vendors to comply with dual standards such as ASTM for active tags (currently used for commercial vehicles) and ISO 18000 6C for passive tags (“Good to Go”), as opposed to the current protocol utilizing proprietary TransCore technology (ISO 18000 6B enhanced)?
- Has WSDOT considered the benefits of incorporating all civil infrastructure improvements associated with the tolling system into the scope of work for the TCS contract as opposed to self-performing this work?
- Has WSDOT performed an evaluation of technology to determine capabilities and limitations which will impact upon functional requirements (for example: 99.95% transponder accuracy and 90% OCR accuracy)?

If so, does this evaluation reflect actual conditions (fogging, misting, possible interference from steel structure)?

- Has WSDOT evaluated the benefit of creating a simplified “two tiered” vehicle classification system as opposed to requiring multiple classifications for vehicles over two axles?
- Has WSDOT evaluated the need for redundancy of OCR processing, requiring image capture and recognition at both the lane level and Customer Service Center level?
- Has WSDOT developed a data interface control document that establishes the standard data transfer formats (file types, data layouts, encrypted, non-encrypted, etc) and exchange requirements (pushed and/or pulled, transmit times, error checking, guaranteed deliveries, etc) for all of the necessary data transfers between the TCS and CSC?

If available, this document should be provided in both RFPs.

- Is it WSDOT’s intention to perform system testing in a “real” traffic environment prior to moving into the revenue service phase?

If this is WSDOT’s intent, this should be made clear in the RFP.

- What is WSDOT’s rationale for requiring a detailed “customized” software design for the TCS as opposed to a pre-packaged system configured to meet the RFP performance requirements?

- How is the DVAS to be used in testing the TCS system?

This should be prescribed in the RFP?

**Customer Service Center Vendor RFP**

- Does WSDOT have data showing the relative distribution of TNB and SR 167 customers based on frequency of use (daily, weekly, bi-monthly, etc)? If available, please provide.

If not, it is suggested that WSDOT implement a video test program (i.e., "Video Shoot-Out") with the dual purpose of documenting accuracy of alternative camera technologies and establishing baseline "frequency of use" data.

- Has WSDOT evaluated the benefit of eliminating or reducing the number of permanent customer store fronts in favor of kiosks (in partnership with retailers) and/or mobile customer service vans?
- Has WSDOT considered the benefits of eliminating cash (legal tender) as a payment option at the service centers (this does not preclude having cash accounts)?
- WSDOT's RFP relies heavily on transponder penetration as the primary metric for reducing the overall cost of transaction. Has WSDOT fully evaluated distribution and "frequency of use" considerations in making this decision?
- Has WSDOT evaluated the impact of future Transportation Commission price setting policy on customer account type (transponder, pre-paid license plate, post-paid license plate)?
- What rationale has WSDOT applied in requiring the CSC vendor, as opposed to the TCS vendor, to validate transaction transmission and OCR accuracy?

In making this determination, has WSDOT considered appropriate risk allocation strategies, including requiring the TCS vendor to provide images and data for each transaction to the CSC?

- Has WSDOT evaluated the benefit of including License Plate "Fingerprinting" as a system feature to identify partially obstructed OCR images?
- Has WSDOT developed Performance Measures & Liquidated Damages for the CSC vendor, similar to what has been developed/provided for the TCS vendor?

If available, these should be provided as part of the RFP.

- How has WSDOT determined the number of transponders to be purchased?
- What pricing strategies has WSDOT evaluated for the various transaction and account types that will be permitted?
- To what extent will license plate accounts and day passes be used to attract the infrequent customer?

## General Comments on both RFPs

- Is it possible to reduce some of the detailed documentation requirements of the RFP in favor of a performance based approach?
- Would it be possible to estimate a best and worst case operating cost analysis to be used in evaluating the proposals?
- Is it possible to reduce the time required for procurement to allow more time for the vendors to deliver?
- There is no mention of a steering committee to guide the project and assist with business rule and legal framework development nor WSDOT administration of the contract.

From whom in the Department does the vendor take direction?

- There is no language in the RFP supporting the development of a partnership between WSDOT and the vendor.
- Has WSDOT considered the fact that this system will only be in service for about five years before replacement?

Are there simpler and more cost effective approaches that can be taken to put this interim system in place?

- Is it possible to modify business rules to simplify the electronic collections process?

For example, what would be the net revenue effect of collecting the same fare for all vehicles, regardless of classification, using only license plate recognition rather than transponders?