

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
	c. unclaimed funds.		
489	Inform the CSC Services Contractor of Collections Accounts requiring escheatment services within ninety (90) days Business Days of the possible escheatment event.		
490	Upon notification to the CSC Services Contractor, identify the funds as sent to CSC Services Contractor for escheatment in the Collections System.		
491	Obtain status of escheatment from the CSC Services Contractor and note in the Collections Account.		
492	Reconcile all escheated funds in the financial system and Collections Accounts.		
6.5.13	Recall of Collections Placements		
	NJTA may Recall Collections Placements at any time during the Contract Term, for example when a Collections Account is in MVC/DMV Registration Suspension/Hold process or court. This will be communicated via Recall of the Collections Placement from the Collections Placement file. Additionally, upon termination or at the end of the Contract Term, the Contractor shall return all assigned Collections Placements to NJTA.		
493	For Collections Accounts Recalled during the Contract Term, the Contractor shall immediately cease collections activities.		
494	Upon termination or at the end of the Contract Term, return all Collections Placements no later than one (1) week from the date the of receipt of a termination or Agreement expiration and immediately cease collections activities.		
495	No payment shall be due the Contractor on Recalled Collections Placements unless collected by the Contractor within sixty (60) days after the Collections Placement Recall date.		
496	Upon termination or at the end of the Contract Term, the Recall of all Collections Placements with active Payment Plans shall include copies of all Payment Plan agreements with the Contractor.		
6.5.14	Bankruptcy		
497	Provide CSC Services Contractor and NJTA with a copy of any bankruptcy notices received by the Contractor within two days of receipt of bankruptcy notice.		
6.6	Training		
498	Conduct comprehensive training related to all aspects of the Collections System functionality, administration, and maintenance as well as operations.		
499	Ensure all Collections Agents are trained in a manner which ensures excellent Customer service in every Customer interaction as measured by the Performance Requirements.		
500	The training shall be hands-on and use the Collections System in the training environment on a Collections Agent workstation.		
501	Training on the phone system shall be hands-on, emulating actual calling scenarios.		
502	Provide training for the use of other 3rd-party systems and tools, such as the CSC Services Contractor portal and IVR/telephony system.		
503	All data used for the training database shall comply with PCI and PII Requirements.		
504	For Contractor's training of its own personnel, the Contractor shall provide all required systems and training facilities.		
505	All training materials shall reside in an online knowledge base that is accessible for all Contractor staff and Toll Agency staff and one (1) reproducible set of documentation in electronic form that may be used for future training sessions.		
506	Provide training to all Contractor staff on the FDCPA, CFPB guidelines and other requirements.		
507	Provide training to all Contractor staff on all state and federal guidelines related to debt collection.		
508	Provide training to all Contractor staff on all PCI and PII standards and regulations.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
509	Provide training to Toll Agency Authorized Users on the Collections System. Training should include general overview of the Collections System including a demonstration of user roles and associated functionality.		
6.7	Operational Quality Program		
	The operational quality program ensures that all Contractor departments adhere to the SOPs and provide high quality service to Customers through quality assurance reviews of all departments' Services. This program identifies and provides suggestions on process improvement as a part the enterprise-wide Continuous Improvement program.		
510	Establish and maintain an effective quality program that ensures quality throughout all areas of the Services.		
511	The quality program shall provide for the prevention and ready detection of discrepancies and for timely and positive corrective action.		
512	Make objective evidence of quality conformance readily available to NJTA.		
513	Provide the capability to record all conversations (including voice, chat, SMS, and direct message, as applicable) and associated screens, and allow the synchronized replay of selected conversations and screen captures with sensitive data elements such as credit card and bank account information redacted.		
514	Provide NJTA access to listen to both live and recorded calls for the purpose of NJTA quality review and Customer dispute resolution.		
515	Monitor and score the Contractor's outgoing communications for accuracy and timeliness.		
516	Monitor and score both live and recorded Collections Agent calls for accuracy, efficiency, professionalism, and courteousness.		
517	Review and score dispute resolution activities and outcomes for accuracy, efficiency, professionalism, and courteousness.		
518	Provide for review by NJTA all documentation related to the Contractor's quality program.		
519	Direct the Contractor's Continuous Improvement program.		
520	Support on-demand and batch/scheduled report generation, record review, analysis, and reporting requirements and after-the-fact investigations of incidents.		
6.8	Audits		
521	Provide support of all audits, including but not limited to an SSAE-18 Type II audit once every year, and provide all information required by the audit. The CSC Services Contractor is responsible for hiring the auditor.		
522	Correct all deficiencies related to Contractor Services discovered during any and all audits, including but not limited to an SSAE-18 Type II audit at the Contractor's cost.		
6.9	Financial Management		
	The Contractor is responsible for all financial operations, reconciliation and reporting necessary to successfully manage Collections Services.		
523	Develop and implement Approved financial reconciliation procedures to be instituted for Collections Services.		
524	Ensure that checks and balances are instituted to minimize errors and omissions.		
525	Perform monthly reconciliations of all financial accounts.		
526	Provide an annual written confirmation of the accuracy of financial reports signed by the Operations Manager and the Finance Manager.		
527	Provide financial information to the Toll Agencies or their designee(s) on an ad-hoc basis upon request.		
528	Provide information to auditors on a timely basis, in accordance with the audit schedules.		
6.10	Collections Services Performance Requirements		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
	The specific method of measuring the Contractor's performance will vary depending on the Performance Requirement, but will generally be measured on a per occurrence, daily or monthly basis. Non-compliance with the Performance Requirements for key performance indicators (KPIs) in Appendix T-3 Category C Collections Services Performance Requirements will result in assignment of an adjustment to the monthly invoice. Regardless of how a Requirement is measured, the Contractor shall provide monthly reporting for all Performance Requirements.		
529	Facilitate performance monitoring by reporting of performance in clearly measurable terms, including but not limited to those performance measurements and KPIs set forth in Appendix T-3 Category C Collections Services Performance Requirements.		
530	NJTA will conduct a review of the Contractor's performance on a monthly basis, utilizing an Approved combination of reports generated by the Collections System and the Contractor, to be determined during design.		
531	Performance reviews shall begin at the end of the first full calendar month following Go-Live.		
532	While the Contractor's performance is assessed monthly, performance will in many cases be measured continuously. The current status of all KPIs shall be available to NJTA for applicable Configurable periods within the report (for example, month, year, last three (3) months).		
6.10.1	Chargeable Failures		
	The Contractor shall meet the Performance Requirements documented in Appendix T-3 Category C Collections Services Performance Requirements.		
533	Chargeable failures are subject to monthly fee adjustment and include any performance at levels below the standards specified in Appendix T-3 that are not specifically identified as non-chargeable per the Agreement. Chargeable failures include but not limited to the following: a. a malfunction or defect which prevents the Collections System component (hardware or software) from performing its designated function; b. a malfunction that poses a threat to the safety and security of the Collections System components, Customers, employees, or others; c. an occurrence where data is not successfully transmitted between the New Jersey E-ZPass System and the Collections System, the Collections System, and external interfaces, or within the Collections System modules, unless such failure occurred on a device the Contractor was not responsible for; d. a failure of equipment or software that allows revenue loss to occur or causes loss of auditability that is not already accounted for as a separate performance failure; e. software anomalies and defects that affect the performance, accuracy, and operation of the Collections System; f. shutdown or unavailability of any element of the Collections System that impacts Customers, Authorized Users and external entities unless specifically directed by NJTA; g. failure to properly reconcile the Collections System; h. failure to comply with applicable legislation, and i. failure due to Contractor negligence.		
6.11	Corrective Actions		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
	Failure to meet a Performance Requirement does not relieve the Contractor of the Requirement to complete the activity associated with the Performance Requirement. The Contractor shall identify the failure condition, take immediate action to remedy the condition and ensure that corrective action is taken to prevent repeated failures in the future. This will be documented in a corrective action plan (CAP) that includes the schedule for the corrective action. NJTA will use the details provided in the CAP to determine if liquidated damages will be waived or paused for the specific impacted performance measure.		
534	Identify the failure condition, take immediate action to remedy the condition and ensure that corrective action is taken to prevent repeated failures.		
535	Develop a CAP for each failure to meet a Performance Requirement identifying the root cause(s), the extent of the problem and providing a plan to rectify the current situation and prevent future occurrences.		
536	Submit the CAP to NJTA for review and Approval in a format Approved by NJTA.		
537	Implement the corrective actions as documented in the Approved CAP.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
7	End of Agreement Transition		
	The Contractor acknowledges that the Services it provides under the Agreement are vital to the success of the New Jersey E-ZPass Program and that said services shall be continued without interruption. Upon expiration or earlier termination of the Agreement in accordance with the terms and conditions thereof the Contractor shall fully cooperate with the Toll Agencies to facilitate a smooth transition pursuant to the End of Agreement Succession Plan during any phase of the Services.		
538	Return all debt placements to NJTA and cease collections activity.		
539	Turn-over all records, both electronic and hardcopy to NJTA in compliance with NJTA retention policy.		
540	Generate Customer notifications and messaging as Approved by NJTA.		
541	Settle all payments with the Toll Agencies.		
542	Record any amounts owed to Customers that were not escheated.		
543	Provide NJTA with a current status of all active Collections Placements, including the reconciled debt and all backup data for Collections Placements, including, but not limited to: a. current outstanding balance; b. payments made by the Customer; c. details on any Customer interactions (calls placed, letters sent, inbound contacts), and d. status of associated Payment Plans.		

KPI No.	Performance Requirements	Measurement	Adjustment	Required Inputs	
				Compliance	Comments
				Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
1.1 Collections Services Performance Requirement					
	Collections Services performance shall be measured in categories that align with the primary functions of the Contractor's Services. The specific method of measuring the Contractor's performance will vary depending on the individual Performance Requirement, but will generally be measured either by event, per hour, per calendar/Business Day or on a monthly basis.				
1	Validation of compliance to Collections Services Performance Requirements and adjustments to the monthly fee, if applicable, shall begin at the commencement of the Collections Operations Services and shall continue through the Contract Term.				
2	Facilitate performance monitoring by reporting of Collections Services Performance Requirements in clearly measurable terms, including but not limited to those Collections Services Performance Requirements set forth in this section.				
3	While the Contractor's performance is assessed monthly, performance shall in many cases be measured continuously as shown in Table T-3-1.				
Table T-3 1: Performance Requirements					
1	Assure availability of the Collections System. The Collections System is considered available when the Collections application, all interfaces, network, IVR, mobile application and website are all properly functioning and available to receive and process files, issue collection notifications, collect payments, and provide Customers with self-service Account functions. The Collections System shall be considered unavailable (downtime) if any or all of the components listed above are not available or are severely degraded; causing loss of functionality; causing application errors for multiple users; interfaces are not operational and preventing access to Authorized Users, Customers, and external entities.	99.90% uptime Availability = (1 - [Total number of hours of downtime per month, excluding preventative maintenance and Software release activities preapproved by NJTA and/or other exclusions granted by NJTA / Total hours in the month]) * 100	A 3% adjustment to the monthly maintenance fee for availability between 99.50% and 99.90%, a 5% adjustment to the monthly maintenance fee for availability between 99.00% and 99.49%, and a 10% adjustment to the monthly maintenance fee for availability below 99.00%.		
2	Receive, Process, and respond to Skip Tracing File - Promptly and accurately perform Skip Tracing for all records New Jersey E-ZPass System and transmit results to New Jersey E-ZPass System.	100% processed within three (3) Calendar Day	\$1,000 per file per Calendar Day delay.		
3	Receive and Process Collections Placement File – Promptly and accurately process and update Collections Accounts.	100% posted/processed within one (1) Calendar Day	\$5,000 per file per Calendar Day delay. \$50 for each placement not processed.		
4	Prepare and Transmit Collections Updates – Transmit Collections Account updates.	a. Transmission: each Calendar Day by the times specified in the ICD or as agreed to during design b. Accuracy: 100% accurate and complete	a. Transmission: \$1,000 per file, per Calendar Day delay b. Accuracy: \$50 per occurrence		
5	Priority Event reporting a. Immediately inform NJTA, through Approved channel(s), of all Priority 1 events. b. In addition to respond and repair dates and times, record all relevant dates and times needed to demonstrate compliance for Priority 1, 2 and 3 events. c. Perform a Root Cause Analysis (RCA) of all Priority 1 events and other events as requested by NJTA and provide a detailed report to NJTA.	a. 100% within 4 hours b. 100% of required dates and times are stored c. within 5 Calendar Days	a. \$2,000 occurrence, plus \$2,000 for each additional hour delay b. \$1,000 per occurrence c. \$2,000 per occurrence plus \$2,000 for each additional 24-hour delay		
6	Acknowledge Priority 1, 2 and 3 events.	100% within 60 minutes	\$1,000 per event		
7	Respond to and Repair Priority 1 events if no software change is required.	100% within 24 hours	\$5,000 per event plus \$2,500 per each additional 24-hour delay		
8	Respond to and Repair Priority 1 events if software change is required a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action.	a. 100% within 4 hours b. 100% within 24 hours c. within 48 hours d. within 10 Calendar Days, in accordance with NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated and agreed to by NJTA and the Contractor	a. \$5,000 per event plus \$5,000 per each additional hour delay b. \$5,000 per event plus \$5,000 per each additional 24-hour delay c. \$2,000 per event plus \$2,000 per each additional 48-hour delay d. \$5,000 per event plus \$5,000 per additional 24-hour delay		
9	Respond to and Repair Priority 2 events if no software change is required.	100% within 48 hours	\$2,000 per event plus \$2,000 per each additional 24-hour delay		
10	Respond to and Repair Priority 2 events if software change is required a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action.	a. 100% within 8 hours b. 100% within 48 hours c. within 48 hours d. within 15 Calendar Days per NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated and agreed to by NJTA and the Contractor	a. \$2,000 per event plus \$2,000 per each additional 4-hour delay b. \$2,000 per event plus \$2,000 per each additional 48-hour delay c. \$1,000 per event plus \$1,000 per each additional 48-hour delay d. \$2,000 per event plus \$2,000 per each additional 24-hour delay		

KPI No.	Performance Requirements	Measurement	Adjustment	Required Inputs	
				Compliance	Comments
				Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
11	Respond to and Repair Priority 3 events if no software change is required.	100% within 48 hours	\$1,000 per event plus \$1,000 per each additional 24-hour delay		
12	Respond to and Repair Priority 3 events if software change is required	a. respond to event;	a. 100% within 24 hours	a. \$1,000 per event plus \$1,000 per each additional 12-hour delay	
		b. implement temporary corrective action to address the immediate impact of the event;	b. 100% within 48hours	b. \$1,000 per event plus \$1,000 per each additional 48-hour delay	
		c. provide proposed schedule to implement permanent corrective action;	c. within 5 Calendar Days	c. \$1,000 per event plus \$1,000 per each additional 24-hour delay	
		d. implement permanent corrective action.	d. Within 20 Calendar Days, per NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated and agreed to by NJTA and the Contractor	d. \$1,000 per event plus \$2,000 per each additional 24-hour delay	
13	Security Breaches (Agreement Section 22.0 Security Incident)	a. protect Collections System from security breach	a. 0 breaches	a. \$10,000 per occurrence	
		b. notification of incident in accordance with Agreement	b. within 24 hours of event	b. \$1,000 per hour delay	
		c. implementation of corrective action to prevent further intrusion, and to mitigate or rectify such Security Incident	c. within 24 hours of event	c. \$2,500 per hour delay	
		d. completion of remediation steps resulting from the security breach	d. within 5 days of event	d. \$5,000 per day delay	
14	Complete a comprehensive review of the Collections System compliance to the security standards required in the New Jersey Statewide Information Security Manual.	a. once every twelve (12) months after Go-Live	a. \$1,000 per occurrence plus \$1,000 for each additional 24-hour delay		
		b. submit a report detailing the findings of this review within 30 days of the Go-Live anniversary	b. \$1,000 for each additional 24-hour delay		
15	Maintain compliance with PCI Data Security Standards	a. conduct annual PCI audit	a. by October 31 each year	a. \$5,000 per occurrence of non-compliance plus \$1,000 per additional Business Day delay	
		b. provide annual Attestation of Compliance and Report on PCI compliance	b. within 15 Business Days of audit completion	b. \$5,000 per occurrence plus \$1,000 per additional Business Day delay	
16	Payment Transfers Processed – Transfer Toll Agency payments to Approved bank accounts for each type of Collection Placement	100% by 10:30 am each Business Day	\$10,000 per Business Day delay		
17	Reconciliation Reports Produced - Reconciliation reports with respect to each Toll Agency collections and payment transfers	100 percent within 10 Business Days from end of the month	\$1,000 per Business Day delay		
18	Monthly reporting – submission of monthly bank reconciliation and financial statements	reporting package reconciled and submitted electronically to CSC Services Contractor, NJTA, and Toll Agencies by the 10th Business Day of the month	\$1,000 per Business Day delay		
19	Key Personnel - Fulfilment of any vacated Key Personnel position as stated in Agreement Section 27.0 Key Personnel	60 days upon position being vacated	amount equal to the position hourly rate, applied in 8-hour increments per Business Day		
20	Response to Customers – Respond to Customer inquiries from all channels with resolution	within 3 Business Days of receipt of inquiry	\$5 per incident, per missed inquiry, plus \$5 per each additional Business Day delay		
21	Evidence Package Materials Provided	a. 100 percent of requested items must be ready by the Toll Agency-specified "Required Date"	a. \$5,000 per item, per missed deadline, plus \$1,000 per item, per each additional Business Day delay		
		b. 100 percent of requested items must be accurate and complete	b. \$100 per incorrect package, plus \$100 per incorrect package, per each additional Business Day delay in correcting		
22	Escheatments – Notify CSC Services Contractor of Collections Account eligible for escheatment	100 percent by required completion date	\$1000 per item, per missed deadline		

Exhibit Z-4:
Category D – Merchant Services
Requirements Conformance Matrix

Exhibit Z-4: Instructions for Completing the Category D - Merchant Services Requirements Conformance Matrix

- 1) The Proposer shall complete and submit the Excel version of the Category D - Merchant Services Requirements Conformance Matrix. The Matrix covers each of the Requirements set forth in Attachment 4, Category D - Merchant Services Scope of Services.
- 2) The Requirements Conformance Matrix is password protected. Only those cells in which Proposers may enter data are unlocked for Proposers to enter data. Proposers shall not unlock or otherwise alter the spreadsheets.
- 3) The following are instructions for completion of **Tabs 2-4 and 6-7** of the Requirements Conformance Matrix associated with Project Implementation, Operations and Maintenance, and End of Agreement Transition Requirements:
 - a) There are four columns in **Tabs 2-4 and 6-7** as follows:
 - i. No. (Column A): A sequential number that matches the Requirement number in Attachment 4, Category D - Merchant Services Scope of Services.
 - ii. Requirements (Column B): A description of each Requirement.
 - iii. Compliance (Column C): Proposer must select ONLY one of the two (2) response codes for each Requirement and enter it in this column as further detailed in item "b)" below.
 - iv. Comments (Column D): This field must be completed if the Compliance code is entered as "N = no" for the particular Requirement in order to explain why the Proposer is not complying with the specific Requirement.
 - b) Proposers must complete the Compliance (Column C) in the following manner:
 - i. Yes = Y: Enter a "Y" in this column if the Proposer will comply with Requirement described when delivering the proposed Category D - Merchant Services.
 - ii. No = N: Enter an "N" if the Proposer will not meet the associated stated Requirement as part of its Proposal. If any row in the Compliance is completed as "N" then Proposer must provide an explanation in the Comments (Column D) in the corresponding row. The comment field may reference information that is included elsewhere in the Proposal.
- 4) The following are instructions for completion of **Tab 5** of the Requirements Conformance Matrix associated with Functional Requirements:
 - a) There are seven columns in **Tab 5** as follows:
 - i. No. (Column A): A sequential number that matches the Requirement number in Attachment 4, Category D - Merchant Services Scope of Services.
 - ii. Requirements (Column B): A description of each Requirement.
 - iii. Status (Column C): Proposer must select ONLY one of the four (4) response codes for each Requirement and enter it in this column as further detailed in item "b)" below.
 - iv. Customer Name and Location, If Applicable (Column D): Proposer must indicate the Customer Name and Location where the functionality was deployed or implemented if the Requirement is identified as Base Product or Base Modified. If the software was deployed at more than one customer, the Customer Name and Location is only required for a single most recent customer.
 - v. Source (Column E): Indicate who will be providing the functionality using ONLY one from drop-list; Proposer (P), subcontractor (S), third party (T), or not applicable (NA).
 - vi. Subcontractor Name and/or 3rd Party Product/Vendor, If Applicable (Column F): If the functionality is provided by a subcontractor or third party then please enter the name of the party or product.
 - vii. Comments (Column G): This field must be completed if the Status code is entered as "N = not provided" for the particular Requirement in order to explain why the Proposer is not complying with the specific Requirement.

b) Proposers must complete the Status (Column C) in the following manner:

- i. Base Product = B: Enter an "B" in this column if the Requirement described is already incorporated into the Proposer's baseline system and is provided in the proposed Merchant Services System.
- ii. Base Modified = M: Enter an "M" in this column if the functionality exists and is provided in the proposed Merchant Services System but needs to be modified to meet the Requirement.
- iii. New Development = D: Enter a "D" if the Proposer's baseline system does not currently have the required functionality but the functionality will be provided in the proposed Merchant Services System and will be developed to meet the Requirement.
- iv. Not Provided = N: Enter an "N" if the Proposer will not provide the functionality and will not meet the Requirement as part of its Proposal. If any row in the Status column is completed as "N" then Proposer must provide an explanation in the Comments (column G) in the corresponding row. The comment field may reference information that is included elsewhere in the Proposal.

5) The following are instructions for completion of the **Performance** tab of the Requirements Conformance Matrix associated with **Appendix T-4 Category D Merchant Services Performance Requirements**:

a) There are six columns in the **Performance tab** as follows:

- i. KPI No. (Column A): KPI number that matches the Requirement number in Appendix T-4 Category D Merchant Services Performance Requirements.
- ii. Performance Requirements (Column B): A description of each Performance Requirement.
- iii. Service Standard (Column C): The measurement for each KPI.
- iv. Adjustment (Column D): The fee adjustment assessed for not meeting the specific KPI for the measuring period.
- v. Compliance (Column E): Proposer must select ONLY one of the two (2) response codes for each Requirement and enter it in this column as further detailed in item "b)" below.
- vi. Comments (Column F): This field must be completed if the Compliance code is entered as "N = no" for the particular Requirement in order to explain why the Proposer is not complying with the specific Requirement.

b) Proposers must complete the Compliance (Column E) in the following manner:

- i. Yes = Y: Enter a "Y" in this column if Proposer will meet the Performance Requirement.
- ii. No = N: Enter an "N" if the Proposer will not meet the associated stated Requirement. If any row in the Compliance is completed as "N" then Proposer must provide an explanation in the Comments (Column F) in the corresponding row. The comment field may reference information that is included elsewhere in the Proposal.

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
2 Project Management Requirements			
	The Contractor shall employ a project management system that is sufficiently detailed to enable NJTA to review and ascertain that the Contractor has the necessary management, staff, and controls in place to meet the Requirements.		
	The Project is divided into two phases: The Implementation Phase (from Notice to Proceed until Go-Live) and the Operations and Maintenance Phase (after Go-Live through the end of the Agreement).		
2.1 Program Management Plan			
1	Develop and submit the Program Management Plan to NJTA for review and Approval.		
2	<p>The PMP shall at a minimum include the following elements:</p> <ul style="list-style-type: none"> a. Project scope and key deliverables; b. staffing plan that includes an organization chart for all Project staffing during the Implementation Phase and a separate chart for the Operations and Maintenance Phase, including location and level of commitment of all resources; c. Project team contact information and emergency contact list; d. a description of the Project planning, documentation and reporting methods to be utilized, including utilizing the Contractor-provided Electronic Document Management System (EDMS) that is accessible to the Project team by username and password; e. tools and products used to manage the Project including project controls, Software development and delivery lifecycle and the internal controls; f. approach to issue management, escalation and resolution of Project issues with NJTA; g. schedules for meetings with Toll Agencies, CSC Services Contractor and other entities including the format of the meeting; h. inclusion of the Project schedule and description of process for updating; i. approach to Software delivery, consistent with the Requirements, including a description of the process for managing and tracking the design and development process, schedule management, Software development, testing, integration, and delivery; j. approach to change management; k. approach to risk identification and management; l. approach to Quality Control and Quality Assurance; m. approach to operational readiness, including a transition check list; n. a section with all Approved Project forms including but not limited to, meeting agenda, meeting notes, action items tracking log, and o. description of the invoice submission process and format in accordance with the Agreement, including invoice backup information, verification, and Approval process. 		
2.2 Project Implementation Schedule			
3	<p>Develop a detailed Project Implementation Schedule in Microsoft Project format (Office 2020 or above) for the Implementation Phase that lists all tasks related to the design, development, Configuration, data migration, testing, installation, transition and deployment of the Merchant Services System. The Project Implementation Schedule shall include:</p> <ul style="list-style-type: none"> a. key intersection points/dependencies with the CSC Services Contractor; b. key intersection points/dependencies with NJTA; c. key intersection points/dependencies with external interfaces; d. coordination with the New Jersey E-ZPass System interface design and testing; e. internal and formal testing tasks and activities including delivery of test plans, test cases, procedures and conducting testing; 		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
	f. document development and delivery; g. communications infrastructure installation and Configuration of system; h. training; i. data migration and transition, and j. all ongoing Project activities throughout the Implementation Phase, such as scheduled meetings and their frequency/periodicity.		
4	The Project Implementation Schedule shall identify all critical path tasks and shall be used to manage the Project.		
5	The Project Implementation Schedule shall identify all milestones and tasks starting with the Notice to Proceed through the date of Merchant Services System Acceptance and shall align with relevant milestones identified in the Preliminary Milestone Schedule (Exhibit AH to the RFP).		
6	The Project Implementation Schedule shall be baselined upon Approval and the Contractor is required to update the Project Implementation Schedule on a monthly basis showing percent complete.		
7	The Project Implementation Schedule shall form the basis for all subsequent schedules and updates throughout the duration of the Project.		
8	Work closely with the CSC Services Contractor to ensure that all dependent tasks including Go-Live are synchronized.		
9	Submit all changes to the baseline Project Implementation Schedule for Approval by NJTA.		
10	Submit all changes to Approved milestones to NJTA in writing for Approval.		
2.3 Monthly Progress Report			
11	<p>The monthly progress report shall contain the following elements:</p> <ul style="list-style-type: none"> a. a summary, outlining progress, status and percentage of Services completed for each task, as compared to planned activities in the Project Implementation Schedule. Comments shall be included where appropriate. The summary also shall identify key milestones met and missed in the period; b. an analysis of all critical path tasks, potential risks associated with the tasks and proposed contingency/workaround plans to avoid or mitigate delays to the Project; c. a discussion of schedule compliance and an updated progress schedule showing status against the Approved Project Implementation Schedule. Any proposed changes from the Approved Project Implementation Schedule should also be identified and discussed; d. an updated action items list that tracks the status of all outstanding activities and issues that need decision/resolution; e. a payment request/invoice for completed and Approved milestones (payment requests will only be considered as a part of the monthly report package), and f. the previous monthly Project meeting's final meeting minutes for Approval. 		
2.4 Project Coordination and Meetings			
	The Contractor will be responsible for coordinating and attending a variety of meetings to ensure proper coordination, planning, issue tracking and resolution and Project progress reporting. This will include a combination of regularly scheduled meetings as well as ad-hoc Project meetings required during the course of the Project to address specific deliverables, work items and issues as they arise.		
2.4.1 Cooperation with Other Contractors and Providers			
12	Cooperate to the fullest extent with all external parties who are involved in the execution of this Agreement including NJTA, the CSC Services Contractor, and external entities.		
2.4.2 Contractor-Led Meetings			
13	Set-up, facilitate monthly project meetings, to coordinate the Services and meet the Requirements, during the Implementation Phase and year one of the Operations and Maintenance Phase.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
14	Set-up, facilitate quarterly Project meetings, to coordinate the Services and meet the Requirements, during year two (2) and all subsequent years of the Operations and Maintenance Phase.		
15	<p>Perform the following tasks related to all Contractor-led meetings, including but not limited to:</p> <ul style="list-style-type: none"> a. identify and notify other attendees as applicable; b. distribute notices of Project meetings in accordance with document control Requirements; c. prepare the agenda and meeting materials in coordination with NJTA and distribute at least two (2) Business Days prior to the meeting; d. host the meeting with all required staff in attendance; e. prepare draft minutes of the meeting and forward them to NJTA within five (5) Business Days after the day of the meeting, and f. maintain an action items list for each type of meeting identifying issues that need to be resolved at the project level and reported on in subsequent meetings. 		
16	<p>Conduct, at the discretion of NJTA, a quarterly in-person Quarterly Business Review (QBR) meeting with NJTA at NJTA's offices. Requirements of the QBR include:</p> <ul style="list-style-type: none"> a. the QBR meeting shall include, at a minimum, the Contractor's Account Relationship Manager and representatives from NJTA; b. Contractor's Account Relationship Manager shall attend the QBR meeting in person; c. other Contractor representatives may attend the QBR meeting by conference call, and d. Contractor's Account Relationship Manager is responsible for ensuring the appropriate parties/resources from Contractor are made available for the QBR meeting as needed for various issues, whether by phone or in-person. 		
2.4.3 Participation in CSC Services Contractor-led Meetings			
17	Participate in regular meetings with the CSC Services Contractor to ensure the Merchant Services Project Implementation Schedule is aligned with the New Jersey E-ZPass System Project Implementation Schedule, including but not limited to testing and Go-Live activities.		
18	Attend various workshops, comment reviews and design meetings as requested by the CSC Services Contractor.		
19	Facilitate as-needed coordination meetings related to the design, installation and testing of the interface between the Merchant Services System and the New Jersey E-ZPass System.		
2.4.4 NJTA Site Visit			
20	Facilitate NJTA CIO visit to data center prior to Go-Live, as well as annually during the Contract Term.		
2.5 Documentation			
2.5.1 Merchant Service System and Report Design Documentation			
21	Provide the appropriate technical documents, record formats, and definitions for the New Jersey E-ZPass System's interface with Merchant Services System, whenever applicable.		
22	Submit the Merchant Service System documentation that identifies and documents the functionality provided to support the New Jersey E-ZPass Program.		
23	Document changes and Configurations required to meet the Requirements.		
24	Document reconciliation reports used to reconcile CSC Services Contractor files, transactions, authorizations, and settlements.		
2.5.2 Disaster Recovery Plan/Operations Business Continuity Plan			
25	Submit a combined Disaster Recovery Plan/Operations Business Continuity Plan that ensures business continuity for the Merchant Services supporting the New Jersey E-ZPass Program.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
26	<p>The Disaster Recovery Plan/Operations Business Continuity Plan shall provide for full seamless continuation of Payment Processing in the event of any disaster affecting either the primary or secondary location and the resumption of the Merchant Services System and operational processes after unplanned disruptions, including but not limited to:</p> <ul style="list-style-type: none"> a. roles and responsibilities of all parties involved in the implementation of the Disaster Recovery Plan/Operations Business Continuity Plan; b. how the Toll Agencies and CSC Services Contractor will be notified in the event of a disaster; c. how the New Jersey E-ZPass Program data is secured in the event of a disaster; d. how payment processing will be seamlessly perpetuated in the event of a disaster; e. how often New Jersey E-ZPass Program data is backed up and a data backup schedule; f. description of scenarios that would require system restoration from backup and processes/resources required to minimize the time required for such restoration; g. a schedule for exercising the Disaster Recovery Plan/Operations Business Continuity Plan, and h. a description of the Toll Agencies' and CSC Services Contractor's participation in Disaster Recovery Testing. 		
27	Provide an updated Disaster Recovery Plan/ Operations Business Continuity Plan annually to NJTA.		
28	Provide a detailed annual report describing Disaster Recovery Test results and remedies.		
2.5.3	System Security Plan		
29	<p>Provide, at Go-Live and annually thereafter, a System Security Plan, which shall comprehensively cover (detailed design or procedures may be referenced in other documents) the Contractor's general approach to meeting all Requirements in Section 5.11 Data Security of this Scope of Services and other relevant Requirements, including but not limited to:</p> <ul style="list-style-type: none"> a. key design aspects of Merchant Services System security; b. access control approach for every type of Merchant Services System user; c. approach to protection of Confidential Personal Information; d. approach to safeguarding data in the Merchant Services System; e. Merchant Services System design approach to monitor, prevent and combat unauthorized access and other Merchant Services System vulnerabilities and potential security breaches; f. Merchant Services System administration approach to continuously monitor, prevent, and combat unauthorized access and other Merchant Services System vulnerabilities and potential security breaches; g. third-party services to monitor and scan the Merchant Services System for vulnerabilities in compliance with PII Requirements and the Contractor's best practices; h. processes for escalation, mitigation, and corrective action, including notification to NJTA and customers, and i. a summary of the Contractor's Cybersecurity Incident Response Plan (CISRP). 		
2.6	Staffing		
30	Provide all management, project controls, supervisory and operations staff, including qualified management, professional, technical, and administrative personnel, to provide the Merchant Services and in a manner that meets all Performance Requirements.		
31	Provide the resources, organizational structure and staffing required to meet these Requirements for each phase of the Project.		
32	Key Personnel for this Project shall include, at a minimum, those defined in Table 2-1.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
33	The Account Relationship Manager shall be available for Project questions and/or issues between 8:00 A.M. and 5:00 P.M. (ET), Monday through Friday via work and mobile telephone numbers, and via email, and is the primary point of contact for NJTA's program manager and the CSC Services Contractor's designated primary point of contact. The Account Relationship Manager shall identify to NJTA and the CSC Services Contractor a backup for the Account Relationship Manager, who is familiar with the New Jersey E-ZPass Program and has the same availability, that NJTA or CSC Services Contractor may contact whenever the Account Relationship Manager is not available.		
34	All Key Personnel shall be subject to the Secure Workers Access Consortium (SWAC) http://secureworker.com/default.asp screening and membership process. All Key Personnel shall complete the SWAC screening process and receive the appropriate tier of membership ID.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
3	Testing Requirements		
3.1	Testing		
	The Requirements described in this section detail the labor, materials, facility, environments, and support services necessary to test the Merchant Services System, its integration to the New Jersey E-ZPass System and other external entities, and production readiness. The Contractor shall perform all formal tests with NJTA as a witness and subject to NJTA's Approval. The Contractor shall provide NJTA access and the ability to test the Merchant Services System and all defects identified, and NJTA comments provided shall be documented similar to formal testing. Approval of any aspect of testing shall not relieve the Contractor's responsibility in meeting the full Requirements or fixing defects.		
35	Testing shall be conducted in various phases and stages as detailed below to validate the Contractor's provision of all Merchant Services as required by this Scope of Services.		
36	Coordinate with CSC Services Contractor to integrate the non-production environments for the purposes of testing and training. The integrated non-production environments shall be maintained for the Contract Term.		
37	The test environment and system that is independent of the production system shall be used to test Software and payment gateways for Tokenization, authorization, settlements and changes including regression testing and testing required by the CSC Services Contractor.		
38	The test environment shall support functionality that substantially mirrors the production environment, including all Software, external connections.		
39	The test environment shall be capable of interfacing with the New Jersey E-ZPass System's test environment for as-needed usage throughout all Project phases.		
40	Categorize anomalies and defects identified during testing by severity and priority and track as a Punch-list.		
41	Utilize a defect tracking system, or mechanism, to document and track all defects identified as part of Merchant Services System testing and any subsequent actions taken to correct those defects. Reporting on the status of the related defects shall be made available to NJTA. The Toll Agencies shall have the ability to record a problems or request through a web interface and generate reports from the system. This same defect tracking system is to be used during the Operations and Maintenance Phase.		
42	During all test phases, when testing a Software or Configuration change, perform comprehensive regression testing to ensure the changes have not introduced new faults and to assure the change does not have unexpected impact on other parts of the Merchant Services System or the New Jersey E-ZPass System.		
43	Create a Software Release at the fifty (50) percent development cycle and conduct a formal test witnessed by the Toll Agencies. Test cases shall be submitted to NJTA for review and Approval. Upon the completion of the test, submit test results for NJTA review and Approval. Software Release testing shall continue until NJTA deems fifty (50) percent development has been completed and tested successfully.		
44	Conduct formal testing in accordance with the CSC Services Contractor's testing schedule, which shall include, in the following order: a. Token Migration Test; b. System Integration and Interface Test (SIIT); c. User Acceptance Test (UAT); d. Production Readiness Test (PRT), and e. Acceptance Test.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
45	The Token Migration Test shall include testing the migration of existing Tokens and primary account number (PAN) data to the Contractor's repository, testing retrieval of transactions that occurred using the old Token, and performing actions on transactions that occurred prior to Token migration, for example a refund on a transaction created with the old Token.		
46	The SIIT shall include end-to-end integration testing of all Merchant Services and reporting including the interface to the New Jersey E-ZPass System using test scripts/test cases. The SIIT shall validate all interfaces, security, and Merchant Services System performance.		
47	The UAT shall verify all elements of the Contractor's conformance with the New Jersey E-ZPass Business Rules, and technical, functional, and operational Requirements, including disaster recovery.		
48	The PRT shall verify that the Contractor is ready for Go-Live, and the Merchant Services System can be transitioned to revenue operations.		
49	The Acceptance Test shall verify that the Merchant Services System operates in a production environment processing transactions, reconciling, and settling in compliance with the Requirements for a period of sixty (60) days.		
50	Provide test credit cards, debit cards, tester accounts for Google Pay/Apple Pay/PayPal, and ACH test account information to be used for end-to-end testing throughout the Contract Term.		
51	Credit and debit cards used for testing shall: a. include Visa, MasterCard, American Express, Discover, and gift test cards; b. include cards with the ability to test online (using personal identification number (PIN)) debit card transactions; c. have the ability to generate all type of transactions (e.g., one-time payments, recurring payments, refunds, reversals, voids, and charge backs); d. have the ability to generate all type of transaction responses (e.g., validate, verify authorize, settle, and declined, with reason codes as applicable) and payments shall go through to settlement; e. have the ability to be used for card present and card-not-present transactions; f. be capable of Europay, MasterCard, and Visa (EMV) chip, contactless near-field communication (NFC) transactions; g. have a magnetic strip for testing magnetic stripe readers, and h. include sufficient information to enable the ability to test all authorization and settlement features.		
52	Provide access to an online system, to validate card balances and limits, and monthly card statements for use in reconciling the test cards.		
53	Work with the CSC Services Contractor to ensure the test cases for each test include validation of all Merchant Services provided by the Contractor.		
54	Test scenarios shall include, but are not limited to, end-to-end testing demonstrating real-time transactions flowing through Tokenization, authorization, chargeback, refunds, settlement, bank deposit and reporting for all types of accepted credit and debit cards as well as ACH transactions.		
55	Support volume and stress testing in accordance with the CSC Services Contractor's stress testing.		
56	Prior to Go-Live, submit certification of successful completion of DR/Business Continuity test. If deficiencies were revealed in the testing, track as Punch-list items and provide to NJTA the timeline and plan to correct deficiencies and submit certification. NJTA reserves the right to observe the DR/Business Continuity testing, at NJTA's expense.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
57	Prior to Go-Live, and every year thereafter, submit any certifications that are required by the Card Organizations, Debit Networks, RTP Networks, National Automated Clearing House Association (NACHA), Payment Card Industry Data Security Standards (PCI DSS) and all licenses, registrations, and certifications required by federal, state and local government, that are required for Contractor to provide its Services to the Toll Agencies.		
58	Upon completion of the PRT, migrate Tokens and original PAN data from the existing Tokenization Services provider.		
59	If testing reveals a possible interruption of service or loss of data, changes shall be made within twenty-four (24) hours of identified deficiencies.		
3.2 Merchant Services System Acceptance			
	After a minimum of two (2) complete monthly audit cycles, the closure of all Punch-list items, and completion and submission of all required documents as set forth in the Section 2.5 Documentation of this Scope of Services and in the Agreement, the Contractor shall be given the Acceptance for the Merchant Services System.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
4 Training			
60	Train Contractor staff to provide Merchant Services in accordance with this Scope of Services and any future modifications throughout the Contract Term.		
61	<p>Provide training materials, initial on-site training and, as needed and appropriate, training via online, webinar and other means for the Toll Agencies' and CSC Services Contractor's staff forty-five (45) Calendar Days prior to Go-Live. Training shall include, but not be limited to:</p> <ul style="list-style-type: none"> a. Tokenization b. pre-authorization; c. payment settlement; d. recurring billing; e. chargeback disputes; f. Reporting; g. Reconciliation; h. administration, and i. and any applicable regulations of which NJTA should be aware. 		
62	Provide training as requested by NJTA, up to a maximum of six (6) times per year, to keep NJTA and CSC Services Contractor staff informed and up-to-date on current credit/debit Card Organization regulations, PCI DSS, and state and federal e-Payment regulations. This training may be accomplished via online media and may be scheduled by the Contractor or made available on demand.		
63	All training materials, videos and manuals used for training NJTA and CSC Services Contractor shall reside online and be accessible to NJTA.		
64	Retain individual training records in accordance with State and agency specific records retention requirements.		

No.	Requirements		Required Inputs			Comments
		Status	If Applicable	Source	If Applicable	
		B-Base Product M-Base Modified D-New Development N-Not Provided*	Customer Name and Location	P-Proposer S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	
5 Functional Requirements						
65	Provide all Services and activities necessary for the Contractor to provide accurate and timely transaction processing for the New Jersey E-ZPass Program.					
5.1 Compliance to Standards						
66	Possess and maintain the certifications and any other comparable requirements that are required by the Card Organizations, Debit Networks, RTP Networks, National Automated Clearing House Association (NACHA), Payment Card Industry Data Security Standards (PCI DSS) and, as applicable, any other participating components of the payment processing industry, and all licenses, registrations, and certifications required by federal, state and local government, that are required for Contractor to provide its Services to the Toll Agencies.					
67	Make applicable compliance reports and certifications available to Toll Agency Authorized Users, including PCI Certification and SOC 2 reports for Services provided.					
68	No more than three (3) months after the Go-Live Date, provide a complete Report on Compliance (ROC), including details about the System environment and the assessment methodology, as well as documentation regarding the Merchant Services System and operations compliance status for each PCI DSS requirement. The ROC shall outline a clear plan and schedule (in writing) to achieve full PCI compliance no more than six (6) months after Go-Live.					
69	Remedy any identified vulnerabilities and provide a ROC and an updated AOC prior to System Acceptance.					
70	Maintain any e-Payment mandated certifications that may become relevant to the New Jersey E-ZPass Program's transaction processing in the future, including certification resulting from standards promulgated by the Payment Card Industry Security Council.					
5.2 Core Platform						
71	Provide a redundant Core Platform with primary and secondary locations (at a minimum), as part of the Merchant Services System, both located within the continental United States, operating in a hot-hot configuration.					
72	Provide 24/7/365 availability to process e-Payments, without interruption and create Alerts when error and failures occur or are detected.					
73	The primary and secondary locations shall be in different cloud regions (if cloud-based) or in separate time zones with a minimum of 500 miles geographic separation (if hosted).					
74	Provide a single layer, POP that integrates with the New Jersey E-ZPass System and manages the entire payment process. The POP shall be designed to allow for flexibility in future payment service providers and payment gateways.					
75	Provide the ability to accept payments from the CSC Services Contractor through the following e-Payment channels: a. New Jersey E-ZPass System-initiated real-time single transaction; b. New Jersey E-ZPass System-initiated batch file transfer; c. Point of Sale terminal; d. automated Interactive Voice Response (IVR) phone prompts; e. Self-Service Website, and f. Mobile Application.					
76	Accept and process transaction data from the New Jersey E-ZPass System, including but not limited to: a. credit/debit card validation; b. bank account verification; c. payments; d. refunds; e. returns, chargebacks; f. reversals, voids, cancellations, and g. credits.					

No.	Requirements		Required Inputs			Comments
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		B-Base Product M-Base Modified D-New Development N-Not Provided*	Customer Name and Location	P-Proposer S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	
77	Support transactions submitted from Point of Sale terminals provided by the CSC Services Contractor, that include both card-present (swipe, insert, or tap) and card-not-present (including data key entry) transactions.					
78	Authorize, verify and validate credit card, debits cards and bank account information in real-time 24/7/365.					
79	Accept, authorize, process, and settle all Visa, MasterCard, American Express, and Discover brand credit cards, both PIN-based and PIN-less debit cards, gift cards.					
80	Accept, authorize, verify, process, and settle all types of ACH transactions.					
81	Accept and settle customer RTP from participating U.S. banks.					
82	Continuously monitor the latency (i.e., round-trip time starting with the receipt of a transaction request and ending with output of the result from the Merchant Services System) for each transaction and create Alerts when average latency is outside acceptable threshold of less than or equal to five (5) seconds (Configurable). The average will be calculated by dividing, for each Processing Day, the total time in seconds of all New Jersey E-ZPass Program transactions by the number of New Jersey E-ZPass transactions submitted for processing.					
83	Implement logic to assist in preventing duplicate, erroneous, or invalid payments from being processed and create Alerts for investigation when such transactions are detected.					
84	Authorize, process and settle, and clear all US dollar denominated transactions submitted by the New Jersey E-ZPass System that are initiated by the New Jersey E-ZPass System and cardholders.					
5.3 Transaction Processing Management						
85	Manage and Configure transaction processing, including routing of payments to find the best payment route to send electronic transactions.					
86	Manage and Configure transaction processing to ensure the lowest rate for which the transaction is qualified by abiding by the following:					
	a. Design and manage electronic payment processing to maximize authorized transactions and settled funds, including working with NJTA, CSC Services Contractor, and other entities involved with transaction processing, to define and implement validation rules, authorization data requirements, formats, communication protocols and related processes, to provide coding and monitoring procedures that are sufficient to ensure that, for each rate applicable to an individual transaction, the New Jersey E-ZPass Program receives the best available rate, to assist with transaction declines from Card Issuers and banks, and provide such Services as are required to keep card accounts for recurring payments up-to-date for the Card Organizations that provide an account update service.					
	b. Design and manage its Services so that each cost of transaction processing is the lowest lawful cost, including: (i) the qualification of a transaction to obtain the lowest possible credit or debit interchange applicable to such transaction; (ii) the application of network access and all other fees imposed by the Payment Networks to ensure application is valid; (iii) compliance with 15 U.S.C. 1630o-2 and 12 C.F.R 235 routing requirement for debit transactions to ensure compliance therewith; (iv) the timely notification to NJTA that the New Jersey E-ZPass Program's transactions have been downgraded by a Payment Network and timely investigating the downgrade and designing and implementing a solution; and (v) the timely notification to NJTA of a reduction in fees for which the New Jersey E-ZPass Program may be eligible.					
87	Program the Merchant Services System to ensure that a New Jersey E-ZPass debit card transaction is routed through the network that is least total cost to the E-ZPass Program.					
88	Incur, on behalf of NJTA, and pass through the relevant interchange and other fees from the Card Organizations, banks, and other third parties (as necessary).					
5.4 Payment Authorization and Fraud Prevention						
89	Provide, at a minimum, the authorization methods and error-checking listed below to assist with fraud prevention and guarantee payments.					
	a. support Address Verification Service Provider and Card Verification Value (CVV) data in authorization requests and require such data from the New Jersey E-ZPass System;					

No.	Requirements	Required Inputs				
		Status	If Applicable	Source	If Applicable	Comments
		B-Base Product M-Base Modified D-New Development N-Not Provided*	Customer Name and Location	P-Proposer S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	Comment required if "Not Provided**", optional otherwise.
	b. reject match failures based on data provided by the e-Payment channel, including but not limited to: · CVV – rejecting charges without a CVV match; · Customer name on payment card – rejecting charges with a name mismatch, and · full address or zip code verification – rejecting charges with an address or zip code mismatch;					
	c. on-screen field-level verification to ensure that credit/debit card numbers are not entered into any fields other than the designated ones;					
	d. double key requirement for routing and bank account numbers;					
	e. populated bank name based on routing number;					
	f. ACH account verification using bank routing and account number to provide real-time account status;					
	g. ACH account authentication to confirm identity/account owner;					
	h. automatic detection and avoidance of duplicate authorizations, refunds, and settlements;					
	i. refunds verified against original authorization (existence and amount);					
	j. automatic detection of high-risk activity (multiple authorizations on the same day and high dollar amounts);					
	k. same-day voids to reverse payments or correct payment amounts prior to settlement;					
	l. validation of customer's payment method and payment details prior to processing payments;					
	m. automated settlement notification (error checking and Alerts);					
	n. real-time credit/debit card authorization, and					
	o. authorization of credit/debit card transactions with the option to cancel individual transactions prior to an end-of-day file being processed for settlement; the end-of-day file must include any cancellations processed in order to remove authorization holds placed on associated credit/debit cards.					
90	Provide Early Warning Services, which provides real-time verification of the validity of bank account numbers for accounts held with participating banks.					
91	Provide detailed information for all declined payments and support automated reprocessing of transactions based on the decline reasons and type of decline.					
92	Provide capability to conduct additional real-time verification on transactions identified as high fraud risk, such as a 3-D Secure layer or multi-factor authentication.					
5.5 Account Updater Services						
	The Contractor shall provide credit card account update services to support the maintenance of account information, specifically changes in, or expiration of, cardholder information.					
93	Provide Account Updater Services to the New Jersey E-ZPass Program.					
94	The Account Updater Services shall include, but not be limited to: a. updated credit/debit card expiration date; b. updated name on the credit/debit card; c. updated address on the credit/debit card, and d. updated credit/debit card number.					
95	Send updated credit and debit card information, including updated Tokens, to the New Jersey E-ZPass System via the method of transmission and formatted to the specifications that Contractor provides to the CSC Services Contractor, or which are developed during design.					
5.6 Payment Gateway Services						
	NJTA is seeking a payment gateway that allows for flexibility in payment methods, that can easily be modified and scaled through an open API. The vendor should be prepared to design a gateway that meets current needs and also provide a means for integration of future payment methods in the marketplace and industry.					
96	Provide and manage a fully-hosted electronic gateway messenger system ("Payment Gateway Service").					
97	The Payment Gateway Service shall include secure Tokenization and e-Payment processing for all transactions submitted by the New Jersey E-ZPass System.					

No.	Requirements		Required Inputs			Comments
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		B-Base Product M-Base Modified D-New Development N-Not Provided*	Customer Name and Location	P-Proposer S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	
5.7 Tokenization Services						
5.7.1	Migration of Tokens					
98	Migrate Tokens from previous merchant services provider; ensure that actions performed using the old Token can be modified using the new Token, for example a refund can be processed using the new Token for a payment that occurred using the old Token.					
5.7.2	Tokenization Services					
99	Provide and manage comprehensive Tokenization Services, mitigating the need for the New Jersey E-ZPass System to store credit card, debit card, and bank account numbers and to store only Tokens.					
100	The Tokenization Services shall include, but not be limited to, the following use cases: a. securitization of card-present transactions for all payment channels; b. securitization of card-not-present and recurring transactions for all payment channels; c. securitization of bank account transactions for all payment channels, and d. securitization of recurring ACH transactions.					
101	Issue Tokens that have a format-preserving value that enables, and shall not limit, necessary business processes, including but not limited to: a. settlement; b. chargeback disputes; c. Customer service inquiries; d. refunds; e. Customer self-service (via Self-Service Website, Mobile Application, etc.); f. fraud detection, and g. reporting/analytics.					
102	Provide the capability to integrate seamlessly with the New Jersey E-ZPass System's internal and Customer-facing applications/self-service channels so that card and bank account numbers are entered into the Merchant Services System rather than the New Jersey E-ZPass System, permitting, for example, the Customer Contact Center System to immediately and securely perform "PAN to Token matching" to retrieve applicable Token value when an agent enters a PAN without the agent being aware that the number was entered into the Merchant Services System instead of the New Jersey E-ZPass System.					
103	Provide the creation, management, and processing of Tokens and the secure storage of all card and bank account information with mapping to Tokens assigned to the New Jersey E-ZPass System in a secure location separate from the New Jersey E-ZPass System, and the location and applicable Token storage security standards shall be identified to NJTA.					
104	The Tokenization Service (including Token creation, Token security, Token access control and key management) shall meet applicable industry standards, and best practices and guidelines for securing sensitive payment data using Tokenization and encryption, including any updates to such standards throughout the Contract Term. This includes, but is not limited to: a. the standards and guidelines of the PCI Security Standards Council, b. EMVCo, and c. any standards issued by recognized standard-setting entities such as the American National Standards Institute Accredited Standards Committee X9, NACHA, and the National Institute of Standards and Technology (NIST).					
5.8 Merchant and Terminal Identification Numbers						
105	Provide for the timely set up, maintenance, and closure of Merchant Identification Numbers ("Merchant IDs"), Terminal Identification Numbers ("Terminal IDs"), and any other required account structure upon NJTA's request.					
106	Maintain and process an unlimited number of Merchant IDs and Terminal IDs for the Toll Agencies, for all sales channels combined.					
5.9 Retrievals and Chargeback Management						

No.	Requirements		Required Inputs			Comments
		Status	If Applicable	Source	If Applicable	
		B-Base Product M-Base Modified D-New Development N-Not Provided*	Customer Name and Location	P-Proposer S-Sub T-Third Party NA-Not Applicable	Subcontractor Name and/or 3rd Party Product/Vendor	
	NJTA seeks a vendor that will partner in the chargeback management process, providing fraud prevention methods to limit chargebacks that result from fraud. In addition, the vendor should provide the appropriate notifications and a means for NJTA to provide a timely response to chargeback inquiries and dispute, if applicable.					
107	Adhere to all chargeback rules and regulations published by the credit/debit Card Organizations accepted by the New Jersey E-ZPass Program for e-Payments.					
108	Provide a solution that will accept electronic signatures and support files for chargeback, retrieval and reversal inquiry, merchant response, and attaching of documentation.					
109	Provide an electronic chargeback system for receipt of requested chargeback information from the New Jersey E-ZPass System via online tools.					
110	Forward chargeback information received from the New Jersey E-ZPass System immediately to the applicable Payment Network and/or cardholder bank as necessary.					
111	Immediately notify NJTA and the CSC Services Contractor, by e-mail and/or other electronic means, about any and all retrievals and chargebacks that have been initiated by a cardholder's issuing bank. Notification shall include, but not be limited to, the following information: a. original transaction date; b. merchant name; c. Merchant ID; d. transaction number; e. cardholder account number and/or Token (as applicable); f. amount (in US dollars); g. reason code for the chargeback; h. letters or other documents from the cardholder, and i. other available information.					
112	Provide the capability for a response and dispute process for chargebacks that follows card issuer requirements.					
113	Provide an electronic system for handling ACH disputes.					
114	Maintain a record of all related communications, inquiries, and responses for each chargeback issued.					
5.10 Payment Settlement						
115	Ensure settlement for e-Payment transactions will provide for next Business Day funding.					
116	Complete next Business Day deposits after settlement, for each Merchant ID, to NJTA-specified bank accounts.					
117	Debit or credit chargebacks and adjustments from NJTA-specified bank account to which the original transaction settled.					
118	Debit ACH returns from NJTA-specified bank accounts to which the original transaction settled.					
119	For each Merchant ID, reconcile daily gross settlement, by credit/debit Card Organization or ACH bank, transferred to the bank accounts designated by NJTA for the New Jersey E-ZPass Program.					
5.11 Data Security						
	Contractor shall comply with the latest version of the New Jersey Statewide Information Security Manual at the time of Go-Live. In any circumstance of conflict between requirements, standards or statutes, the Contractor shall adhere to the most stringent requirement.					
120	The Merchant Service System shall comply with the most current version of all state and federal security standards and guidelines including all comprehensive state and federal data privacy acts such as the California Consumer Privacy Act and Connecticut State Data Privacy Law, where applicable. Compliance to security and privacy requirements also applies to similar laws enacted in Mexico and Canada.					
121	The Contractor's approach and compliance to the Core Platform and user security shall include, but not be limited to: a. cloud infrastructure and/or hosting data centers meet the Federal Risk and Authorization Management Program (FedRAMP) standards;					

No.	Requirements		Required Inputs			Comments
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	b. compliance with the New Jersey Statewide Information Security Manual and all updates to this manual throughout the life of the Agreement. The manual is provided as Attachment 5: The most recent copy of which can be found at https://www.nj.gov/it/docs/ps/NJ_Statewide_Information_Security_Manual.pdf . Initially, the contractor will develop the System to comply with the Attachment 5 New Jersey Statewide Information Security Manual. NJTA plans to develop NJTA-specific security policies, which will supersede the use of the New Jersey Statewide Information Security Manual upon completion New Jersey New Jersey;					
	c. compliance with PCI DSS;					
	d. compliance with the Federal Information Processing Standards (FIPS), including FIPS 199 (Standards for Security Categorization of Federal Information and Information Systems) and FIPS 200 (Minimum Security Requirements for Federal Information and Information Systems);					
	e. protecting the confidentiality of Personally Identifiable Information (PII) in accordance with the recommendations in publication 800-122 from the NIST, and					
	f. conformance to applicable best practices for information security management as described by the International Organization for Standardization/International Electromechanical Commission 27000-series (ISO/IEC 27000) standards.					
122	Certify annually that the Core Platform is in compliance with the security standards required in the current version of the New Jersey Statewide Information Security Manual (or superseded policy).					
123	If the Core Platform employs cloud computing, ensure information assets are secure and that security and privacy are maintained using de facto best practices aligned with FIPS as well as NIST Publications. Those best practices include, but not be limited to:					
	a. NIST 800-144: Guidelines on Security and Privacy in Public Cloud Computing;					
	b. NIST Special Publication 800-146: Cloud Computing Synopsis and Recommendations, and					
	c. Cloud Security Alliance: Cloud Controls Matrix Version 3.0 (CCMv3).					
124	Make the necessary Software changes required to ensure compatibility with the evolving technologies and the latest Software vendor and best practices for security and protection of PII.					
125	Design the Merchant Services System to anticipate that, during the Implementation and Operations Maintenance Phases, the Merchant Services System will become subject to more restrictive digital privacy laws and regulations (for example, similar to European Union General Data Protection Regulation and the California Consumer Privacy Act). During design within the Implementation Phase, the Contractor shall provide documentation (within applicable deliverables) and demonstrate (during testing) the System's compliance with all such laws and regulations in effect including similar laws and regulations in Mexico and Canada, and preparedness to anticipate more restrictive privacy Requirements including the capability to purge specific but not all Account information, specific file types related to Customers based on Account-specific triggering events, and transactional field-level data while retaining other information within the data record.					
126	Restrict access to Confidential Personal Information by location. Individuals and entities outside of the U.S. shall only have access to the development environments with no Confidential Personal Information or Toll Agency data.					
127	Prevent any Authorized User, system, or database administrator from viewing encrypted payment-related information in unencrypted form, while providing the capability for Authorized Users with a particular user role, Approved by NJTA, to view encrypted information in unencrypted form. An audit trail will be created each time unencrypted information is viewed.					
128	Ensure no PII, PCI, or bank account information is present in any non-production environments unless specifically requested and Approved by NJTA.					
129	Provide comprehensive user credential controls that are compliant with PCI standards, including but not limited to:					

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	a. prevent the creation of 'generic' Authorized User accounts – all Authorized User accounts shall be associated to a specific person. For example, use the unique employee ID as a required field for each Authorized User account. Duplicate IDs would be rejected, and b. prevent an Authorized User (role-based) from logging in at two different machines at the same time, while allowing a single Authorized User on a single machine to have multiple sessions open at the same time.					
130	Provide the capability for multi-factor authentication for all System access including Customers, Third-party Service Providers and Authorized Users. Multi-factor authentication to include secret key via email, SMS verification (user selectable), push or call.					
131	Provide the capability to manage registration for multi-factor authentication. Deliver a registration code or notice of proofing through an out-of-band channel (e.g., delivery to business email address or business mobile telephone number on file) to ensure that the individual associated with an address of record is the same individual that participated in the registration.					
132	Obtain and maintain compliance with all applicable regulatory and contractual responsibilities with regard to cybersecurity and privacy in accordance with the Requirements, based on the data processed and function of the Core Platform.					
133	Comply with NIST 800-53 for Security and Privacy Controls for Information Systems and Organizations and at a minimum, comply with the security control baselines for a "Moderate-Impact" information system.					
134	Comply with and follow the NIST Risk Management Framework (RMF).					
135	Provide strong end-to-end encryption for all sensitive information, including Confidential Personal Information stored within databases (at rest) and being transmitted (in-motion).					
136	Ensure that Merchant Services System processes are not co-mingled with other of Contractor's Customers and/or merchants to enable processes for forensics and incident response.					
137	Implement authentication, authorization, data validation, and encryption for all application program interfaces (APIs) and transport communications.					
138	Ensure full and ongoing compliance with the New Jersey Statewide Information Security Manual, latest version that will be available upon Go-Live. Areas of required compliance detailed in this manual include, but are not limited to: a. physical and environmental security; b. access control; c. configuration management; d. identity and authentication; e. planning; f. personally identifiable information processing and transparency; g. media protection; h. contingency planning; i. information security and privacy program; j. organizational security; k. personnel security; l. security and awareness training; m. risk assessment; n. system and information integrity; o. system and communications protection; p. system and services acquisition; q. supply chain risk management; r. assessment, authorization, and monitoring; s. audit and accountability; t. maintenance, and u. incident response.					

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139	Provide interface to NJTA Security Information and Event Management (SIEM) to transmit all security related incidents and Alerts as Approved.					
140	Limit network connection for remote access sessions to no more than eight (8) consecutive hours without requiring the Authorized User to re-authenticate.					
141	Prohibit remote activation of collaborative computing devices without providing explicit indication of use to Authorized Users physically present at the devices.					
142	Terminate network connection after a 30-minute period of inactivity, and require Authorized Users to re-authenticate to resume or establish a new session.					
5.12 Data Management						
	NJTA is a public agency and is, therefore, subject to the law governing the retention and disposition of information considered as public record. The Contractor shall maintain compliance with data retention standards as they evolve over the Contract Term.					
	The Requirements for archiving and purging include Requirements for automating these activities in a way that maintains compliance with the data retention standards and all applicable state and federal laws, while providing NJTA a method to Approve the disposition of records before they are deleted.					
143	Comply with all applicable federal and State of New Jersey laws pertaining to the retention period for financial information. At a minimum, the Contractor shall maintain the Toll Agencies' transaction processing data records, whether electronic or hard copy, for at least seven (7) years from the expiration date or termination date, as the case may be, of the Agreement. Initially, the Contractor will develop the System to comply with the Appendix E State of New Jersey General Records Schedule. NJTA plans to develop NJTA-specific retention policies, which will supersede the use of the State of New Jersey General Records Schedule upon completion. Said records shall be maintained in accordance with State of New Jersey regulations and the Toll Agencies' policies, including the Attachment 5 New Jersey Statewide Information Security Manual.					
144	Maintain all records, including transaction and billing records, pertaining to the delivery of Merchant Services under the Agreement in auditable form that allows the Toll Agencies to verify that billed, net settled and/or any credit or debit adjustment amounts are consistent with the transactions processed and Contractor's pricing, including the Payment Network and Card Issuer pass-through fees, occurring as part of Contractor's delivery of Merchant Services in accordance with the provisions of the Agreement.					
145	Provide access to view processed transactions during the Contract Term.					
146	Provide Authorized Users, including the Toll Agencies and CSC Services Contractor, the ability to track an individual transaction from authorization to settlement.					
147	Provide access to the Toll Agencies and CSC Services Contractor to view all historical information regarding sales, transactions, settlements, refunds, chargebacks, adjustments, billing and fees generated during the Contract Term.					
148	Provide online portal access to Authorized Users, as Approved by NJTA, which includes, but is not limited to, the most recent twenty-four (24) months of data detailing, at a minimum: a. transaction type; b. transaction reference number; c. authorization number for transaction; d. authorization reject reason (if applicable); e. dollar amount of transaction with any associated identified code; f. date and time of transaction; g. date of settlement; h. daily subtotal by transaction type; i. authorization number for transaction; j. Token, and k. access to the full Customer credit card or bank account number to Authorized Users, but only in exception situations where NJTA requests access to view the full number and has a valid business reason.					

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149	Maintain an audit log of all online portal access, and a secondary audit log of all online portal access for which access to full Customer credit card or bank account number was granted to Authorized Users.					
150	Maintain an audit log when any original transaction data fields are modified and include in the log the following data, including but not limited to: a. the name of the person performing the change; b. date, time (prior and updated data field values); c. description of the change performed; d. reason for the change, and e. the name of the person who requested the change.					
151	Preserve and make available to Authorized Users, including the Toll Agencies and CSC Services Contractor, the following, including but not limited to: a. data files; b. records of Configuration settings; c. automated problem tickets; d. audit logs; e. merchant notifications, and f. internal notifications.					
5.13 Logging and Audit Mechanisms						
152	Ensure that the Merchant Services System includes systemwide logging capabilities that comply with data retention policies. All Authorized User access shall be logged.					
153	Provide logging of all access and changes to Authorized User accounts and customer Accounts.					
154	Provide System audit reports, including but not limited to: a. reports of logged activity by Authorized User; b. reports of logged activity by activity type, and c. reports of logged activity by Authorized User accounts.					
5.14 Interfaces						
5.14.1 New Jersey E-ZPass System Interface						
	The CSC Services Contractor is responsible for establishing the interface between the New Jersey E-ZPass System and the Merchant Services System (primary and secondary). If a standard interface control document (ICD) does not exist defining the data transmission requirements, either the Contractor's ICD will be used (if available) or the CSC Services Contractor is responsible for developing the ICD in coordination with the Contractor.					
155	The Merchant Services System (primary and secondary) shall interface with the primary and secondary New Jersey E-ZPass System.					
156	Provide the appropriate technical documents, record formats, and definitions for the New Jersey E-ZPass System interface with Merchant Services System, whenever applicable.					
157	The Merchant Services System shall send Configurable Alerts to the New Jersey E-ZPass System to facilitate monitoring of rejections, returns and chargebacks.					
158	The information the New Jersey E-ZPass System needs to receive from the Merchant Services Contractor includes, but is not limited to: a. Tokens; b. credit/debit card validation; c. real-time verification of the validity of bank account numbers; d. credit/debit card authorizations; e. credit/debit card authorization responses; f. Address Verification Service Provider responses; g. credit/debit card updates (expiration date, card number, name, address); h. credit/debit card detailed payments; i. ACH detailed payments;					

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	j. Real-Time Payments (RTP); k. reference numbers that, for credit card transactions, tie back to Customers' credit card statements; l. credit/debit card summaries; m. ACH summaries; n. credit/debit card refunds, reversals, voids, and adjustments; o. ACH refunds, reversals, voids, and adjustments; p. credit/debit card settlements; q. RTP settlements; r. ACH settlements, and s. chargebacks.					
5.14.2	Other Interfaces					
	The Contractor will develop the Core Platform that includes a flexible POP that allows for future payment technologies, such as new digital wallets and/or interface with retailers, car manufacturers, or other third parties.					
159	Provide all other interfaces, both internal and external, necessary to provide the Merchant Services required in this Scope of Services.					
5.15	Reports					
	The Contractor shall deliver robust reporting and query tools that assist the Toll Agencies and CSC Services Contractor with Customer service, and accounting and reconciling transactions. The reporting and query tools shall permit selection from a full array of delivered and ad-hoc reports that can be tailored to fit individual needs and are downloadable. The Contractor shall also provide monthly and quarterly reports summarizing processing statistics.					
5.15.1	On-Demand Reporting					
160	Provide the Toll Agencies and CSC Services Contractor with secure access to an online real-time Dashboard that includes information and reports that are timely, available on-demand and accurate to support: (i) NJTA in overall management of the electronic payment processing costs and performance of Contractor under the Agreement and (ii) the CSC Services Contractor in its day-to-day management of card acceptance and electronic payment activity, including Account reconciliation, settlement, chargeback dispute management, and Customer service.					
161	Allow Authorized Users to promptly obtain reports through self-service that are general and customized by content, availability and method of delivery.					
162	Provide scheduled or on-demand user-generated reports are available to view, retrieve or be e-mailed in real-time immediately upon processing.					
163	Provide, via the online portal, data and report export capabilities to Microsoft Excel, PDF, and CSV file format (comma delimited), as well as support for big data exports (such as JSON and Parquet files) that can be interfaces to NJTA Tableau.					
164	Through prompts, the online portal shall provide the ability to select any combination of data for viewing and/or download, including but not limited to: a. any combination of date range and times; b. individual Card Organizations; c. transaction type; d. Card Issuer banking identification numbers; e. EMV transactions; f. contactless transactions; g. source, and h. terminal and/or location.					
165	Standard reports shall include Calendar Day transaction data, both financial and statistical, and calendar month reporting. These shall be available for each Merchant ID and Payment Network. The information in these reports shall include but not be limited to:					

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	a. transaction validation/verification summary and detail, including reporting on high-risk transactions; b. transaction authorization summary and detail; c. transaction settlement summary and detail; d. chargeback summary and detail; e. deposit totals and batch totals; f. processing fee details, including interchange and other processing rates, and g. monthly invoice supporting documentation.					
166	Provide daily reports for viewing and download by the next Calendar Day after the authorization date.					
167	Provide standard reports with sufficient details to reconcile the Toll Agencies bank statement activity to the Contractor's activity.					
168	Provide standard reports with sufficient details to reconcile to the New Jersey E-ZPass System reports.					
169	Provide the Toll Agencies with custom reports, as requested, and the first fifteen (15) reports in the first two years of the Agreement shall be at no additional charge.					

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
6	Operations and Maintenance Services		
	The Requirements described in this section detail the Contractor's responsibility for providing Maintenance, Administration, and Software Support Services, and operational support services for the Merchant Services. These Services will commence at Go-Live and extend through the Contract Term and such Services will be provided at no additional cost to the Toll Agencies beyond the amounts shown in the Price Proposal.		
6.1	Maintenance Services		
	The Contractor shall provide Maintenance, Administration, and Software Support Services, including but not limited to:		
	· Merchant Services System hardware and network maintenance;		
	· Merchant Services System monitoring and administration;		
	· Merchant Services System adherence to security, PCI and PII best practices, standards and certifications, and		
	· Software Support Services including Continuous Improvements.		
	The Contractor shall stay current with new technologies and process for payment processing in order to improve Customer payment options and reduce cost for the New Jersey E-ZPass Program throughout the Contract Term.		
170	Provide corrective maintenance and support, and periodic preventive maintenance and support that avoids the risk of any interruption to Contractor's ability to deliver its Merchant Services.		
171	Support, operate and maintain, the Merchant Services System for any time period in which the Merchant Services System is installed, but in which Go-Live has not occurred.		
172	Provide maintenance of the Merchant Services System including but not limited to all equipment, hardware, network, Software and systems provided.		
173	Perform 24/7/365 monitoring and general trouble shooting of Merchant Services System operations to verify its functional processes are being executed correctly and according to the required processing timeframes, and the Merchant Services System are operating in accordance with Performance Requirements.		
174	Maintain, and provide documentation to the Toll Agencies upon request, all licenses, registrations, and certifications required by federal, state and local government, as well as the payment industry, that are required for Contractor to provide its Services to the Toll Agencies.		
175	Ensure the System and all Services by the Contractor complies with the New Jersey Statewide Information Security Manual and all updates to this manual throughout the life of the Agreement.		
176	Complete, at Go-Live and a minimum of once every twelve (12) months, a comprehensive review of the Merchant Services System compliance to the security standards required in the New Jersey Statewide Information Security Manual. Submit a report to NJTA detailing the findings of this review within thirty (30) days of the Go-Live anniversary.		
177	Restrict access to Confidential Personal Information to any individuals or entities outside of the U.S. Individuals and entities outside of the U.S. shall only have access to the development environments with no PII information.		
178	Provide notice of access failures, attempted unauthorized access, access violations and attempted security breaches and incidents (Security Incidents) to NJTA in accordance with the Agreement, including Section 22 Security Incident. Take all actions to mitigate and address a Security Incident as identified in the Agreement.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
179	<p>Provide Software Support Services to include administrative, monitoring and corrective action to ensure Merchant Services System performance is in accordance with the Requirements. This shall include but is not limited to:</p> <ul style="list-style-type: none"> a. investigation and analysis of errors and exceptions and taking corrective action including correcting the problem and reprocessing the data; b. updates to Merchant Services System to support upgrades to hardware or third-party software; c. updates to Merchant Services System to support upgrades and changes to interfaces; d. updates to Merchant Services System to support the addition of new Payment Methods and channels as Approved by NJTA; e. updates to Merchant Services System and application to support changes to ensure continued compliance to updated PCI and PII Requirements and other privacy regulations; f. updates to the Merchant Services System to support changes to ensure continued compliance to updated regulatory, Card Organizations, Debit Networks, Real-Time Payments network and National Automated Clearinghouse Association ("NACHA") requirements and standards, and g. updates to Merchant Services System and applications to support legislative and statutory changes. 		
180	Support changes in the Toll Agencies' acceptance of a Payment Network's credit and/or debit cards, including the Toll Agencies' decisions to accept or to no longer accept such cards. Any such change shall be implemented by Contractor only pursuant to NJTA's written authorization.		
181	Continuously monitor the Merchant Services System for latency Alerts and performance degradation and take corrective action to restore the performance to meet latency threshold.		
182	Perform any maintenance that will disrupt service within scheduled maintenance windows, which will be on a Sunday between the hours of 12:00 AM and 6:00 AM ET.		
183	Provide an updated annual calendar of scheduled maintenance which may occur once per quarter. If the Contractor anticipates any downtime during any maintenance activity, it shall provide notice to NJTA and the CSC Services Contractor no less than fourteen (14) Calendar Days prior to conducting such maintenance. Failure to provide any notification prior to the performance of the maintenance activity shall result in the downtime being considered unapproved and subject to fee adjustments pertaining to availability.		
184	In the event that the Contractor's scheduled maintenance windows change after execution of this Agreement, the Contractor shall submit a notice to NJTA and the CSC Services Contractor in writing no less than (14) Calendar Days prior to the change, and the proposed window shall not be during normal Business Hours.		
185	All data center components supporting the Core Platform shall be concurrently maintainable (the capability to perform planned and unplanned emergency maintenance without disrupting the Core Platform functionality or availability).		
6.1.1 System Configuration and Release Management			
	Recording, tracking, and managing the changes to the Merchant Services System after Go-Live resulting from improvements, defects, deficiencies, updates, and upgrades is critical and shall be part of the Contractor's quality assurance and change control process.		
186	Utilize tools to document all categories of changes submitted from various sources.		
187	Submit all changes for categorization, prioritization and Approval by NJTA and the CSC Services Contractor.		
188	Submit the change tracking list to NJTA monthly and provide list as part of the monthly status meetings during the Operations and Maintenance Phase of the Project.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
189	Perform security tests, including penetration tests and vulnerability scans, immediately after each Software Release is deployed.		
190	Prepare a checklist and documentation prior to each Software Release and submit to NJTA for Approval. The checklist and the documentation shall be used to assure readiness for the Software Release.		
191	Upon completion of the Software Release, conduct the necessary control runs to confirm accurate operations of the Merchant Services System.		
6.1.2 Maintenance Priorities, Response and Repair Times			
192	<p>Response and repair time is defined as the time from failure to repair/correction with the Merchant Services System being returned to normal operations. Response and repair times shall also be applied to all Software Support Services changes, improvements and change orders. Response and repair times are noted in the Merchant Services Performance Requirements according to the following priority levels:</p> <p>a. Priority 1: Defined as any change/improvement or defect, malfunction, or fault that will result in the loss of revenue; negative financial impact to customers; security breach; loss of audit data; loss of redundancy in any redundant Merchant Services System component; degradation in Merchant Services System performance; has potential legal impacts for the Toll Agencies; loss of functionality that impacts New Jersey E-ZPass System operations. Priority 1 will also be assigned to any change/improvement that, once implemented, will prevent such actions from occurring.</p> <p>b. Priority 2: Defined as any change/improvement or defect, malfunction, or fault, for which no workaround is available that is acceptable to NJTA, that will degrade the Merchant Services System performance; result in inaccurate audit data; inaccurate reporting; inability to reconcile revenue; or result in loss of Merchant Services System functionality that impacts Authorized User access to data. Priority 2 will also be assigned to any change/improvement that, once implemented, will prevent such actions from occurring.</p> <p>c. Priority 3: Defined as any change/improvement or defect, malfunction, fault, action or event that has the potential to result in a malfunction or degrading of the Merchant Services System performance but has not impacted performance and is not anticipated to immediately impact performance; will not significantly affect operations or Authorized Users; and that has a workaround approved by NJTA. Priority 3 will also be assigned to any change/improvement that, once implemented, will prevent such actions from occurring and to preventive maintenance activities.</p> <p>d. Priority 4: Assigned to preventive maintenance activities and Alerts created when implementing Approved activities that impact Merchant Services System operations.</p>		
193	Any downtime that is a part of scheduled and approved preventive maintenance, including scheduled new Software Releases not associated with a maintenance event shall not affect the Merchant Services Performance Requirements calculation. However, in this event the Contractor does not make the Merchant Services System available and/or fully restore Merchant Services operations within the approved schedule window, the resulting downtime shall be included in the Merchant Services Performance Requirements calculations.		
194	Response and repair times for every Merchant Services System maintenance event shall be recorded and reported by the Contractor, and such reports shall be provided to NJTA.		
195	No incident shall be closed by a technical staff before the equipment or software service has logged a recovery, for example if a service is degraded because of a loss of a redundant component, the incident cannot be closed until the redundant component has been replaced and service has returned to normal. Closure of all tickets shall be Approved by NJTA.		
6.2 Operations Support Services			

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
	The Contractor shall provide Merchant Services operational support which include providing appropriate staffing, facilities and equipment as well as instituting appropriate processes, training, and quality assurance programs to ensure debt the Merchant Services meet the Requirements and are in compliance with applicable laws.		
196	Provide operations team, led by an Account Relationship Manager, to assist with overall management of the Merchant Services, billing and fee related issues, and to provide support for all transaction related research.		
197	Provide an escalation list (personnel) and timeframe or cause when an issue is to be escalated to the next person on the escalation list. For all individuals on the escalation list, Contractor shall provide an e-mail address, and work and mobile telephone numbers where available.		
198	Provide a help/service desk for chargeback assistance and/or other processing and reconciliation matters at minimum Monday through Friday during normal business hours, for which NJTA and CSC Services Contractor shall be periodically notified of the days and hours of operation, and any changes thereto.		
199	Provide the support needed to research fraudulent charges including notification to CSC Services Contractor and Toll Agencies, and propose preventive and corrective actions.		
200	Provide support to reduce chargebacks resulting from cardholder claims of unrecognized transactions on recurring billing accounts, such as through communications with Card Issuers to increase Card Issuers' understanding and support for the New Jersey E-ZPass Program transaction environment, and through advice to the Toll Agencies on best practices for terms and conditions for a Customer recurring account program.		
201	Provide toll-free telecommunications access for the New Jersey E-ZPass Program for submission of authorization requests, key exchanges, batch inquiry and batch releases for settlement of authorized transactions.		
202	Assist NJTA and the CSC Services Contractor with analyzing the impact of changes in any Card Organization, Debit Network, RTP Network, or NACHA rules, or alleged violation of any rules; and with actions the Toll Agencies, with or without Contractor's participation, decide to take in response to the changes or alleged violations, including advocacy with the applicable Payment Network, research, investigation, dispute of fines, appeals and waiver or variance requests.		
203	On a continuing basis, proactively advise and assist the Toll Agencies to identify and implement opportunities to lower its electronic payments processing costs and risks, and to improve the Services of the Contractor, Card Issuers, and Payment Networks. In addition, provide advice with respect to all aspects of electronic payments acceptance operations, including but not limited to: <ol style="list-style-type: none"> improved transaction security including the protection of PII; reduction of New Jersey E-ZPass System network that is in PCI compliance scope; new and improved payment and payment fraud technologies; Merchant Services Systems; current, revised and pending relevant payments industry rules, rates, regulations, and best practices. 		
204	Promptly alert and notify NJTA of innovations or trends in the e-Payment industry that may be of interest to the New Jersey E-ZPass Program.		
205	Promptly notify NJTA of any change in the Key Personnel and, to the extent possible, provide for a reasonable transition for the change which includes the new person working with and obtaining a knowledge transfer from the outgoing person.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
206	Invite the Toll Agencies to educational and training events that Contractor provides for its merchant Customers that may be relevant to the Toll Agencies, such as but not limited to events that cover upcoming changes to or new Card Organization operating rules, fraud, fraud analysis and new fraud prevention tools. Events may include but are not limited to webinars and live and recorded courses and seminars for which attendance is in person or remote.		
207	For projects requested by NJTA, prepare a clearly delineated process that specifies the steps, timeframes, and Contractor approvals required for Contractor to respond to the request.		
6.3 Operations and Maintenance Phase Meetings	The Contractor's performance on the program will be reviewed and opportunities for improvement discussed during regular coordination meetings. The meetings will occur at a cadence of weekly during year one (1) of the Operations and Maintenance Phase and monthly thereafter.		
6.3.1 Coordination Meetings			
208	Facilitate monthly coordination meetings with the Toll Agencies and CSC Services Contractor during year one (1) of the Operations and Maintenance Phase.		
209	Facilitate monthly coordination meetings with the Toll Agencies and CSC Services Contractor after year one (1) of the Operations and Maintenance Phase through the Contract Term.		
210	As part of the coordination meetings, respond to and resolve current issues or inquiries the Toll Agencies or CSC Services Contractor may have with respect to Contractor's provision of Merchant Services. Regular updates shall be provided, as needed, for inquiries and projects identified by either NJTA or the CSC Services Contractor as requiring the Contractor to research or take action.		
211	As part of the coordination meetings, review with NJTA the Contractor's performance for the quarter including opportunities for improvements.		
212	Maintain and distribute an open issues log to NJTA at least three (3) Business Days prior to the coordination meeting, and update after each quarterly meeting or at any time the status of an open item has changed in a significant way.		
6.3.2 Operations Reporting Requirements			
213	No later than the 7 th Calendar Day following the end of a month, provide a monthly analysis statement showing detailed charges for all account Services for each Merchant ID, including a combined statement analysis, for the prior month.		
214	No later than the 30 th Calendar Day following the end of a month, provide a monthly analysis statement showing all data inaccuracies for each Merchant ID, including a combined analysis, for the prior month.		
215	No later than the 60th Calendar Day following the end of a calendar quarter, provide to NJTA a Quarterly Business Review (QBR) for the preceding calendar quarter just completed.		
216	Each QBR documentation shall include, at a minimum, monthly, quarterly and year-over-year comparative processing statistics for each Merchant ID provided in an easy-to-read format using text and graphical presentation to provide summary data showing analysis and trends and highlighting any concerns and the status of any matter that was reported as unresolved during the prior quarterly coordination meeting.		
217	For fourth quarter QBRs, additionally include annual data. Such processing statistics shall include but not be limited to: a. gross bank card sales volumes and quantities, by payment type (e.g., Card Organization, PIN debit, ACH); b. interchange qualification information detailed by card type and rates charged, and the gross sales and transactions and net sales and transaction counts and dollar volumes that fell under the respective rates for the year;		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
	c. analysis of transactions that experienced downgrades with suggestions on how downgrades on similar transactions can be mitigated in the future; d. effective interchange rates and analysis of changes from prior years; e. chargeback data, including (i) gross chargeback volume, and (ii) broken down by chargeback reason code, the break out of chargebacks received from issuer, chargebacks reversed to issuer, chargebacks resubmitted/reversed to issuer, and chargebacks debited to merchant. Include comparison to industry metrics/averages, where applicable; f. fraud rates and analysis (e.g., changes in fraud rates, types and levels over reporting period; comparison to peers in same merchant category code or other merchant industries with similar sales channels and volumes) Include comparison to industry metrics/averages, where applicable; g. fees billed broken out by interchange, network fees and acquirer fees, compared to industry averages (where applicable), and h. industry updates highlighting changes in the payments industry, especially changes in the Payment Networks' operating rules or regulatory environment that could impact the New Jersey E-ZPass card acceptance and transaction processing.		
6.3.3	Incident and Revenue Loss Reporting		
218	Prior to Go-Live, the Contractor shall work with NJTA and the CSC Services Contractor to develop a communications protocol for incident and revenue loss reporting (e.g., communications procedures based on incident and priority level) due to an operational or Merchant Services System incident. The protocol shall include, but not be limited to, the following types of incidents: a. Security Incident; b. detection of fraud; c. compliance issues; d. incidents caused by Contractor personnel mistakes or negligence; e. loss or failure in transaction processing Services, and f. declaration of disaster and implementation of the Disaster Recovery/Operations Business Continuity Plan.		
219	Immediately notify Toll Agencies of any incident or event where the inaccuracies in operational processes impacting multiple Customers, a data breach, a fraudulent activity was detected, or a security breach has occurred or potentially has occurred or could occur.		
220	Perform immediate actions to mitigate any incident resulting in revenue loss or inaccuracies in operational processes and to support a return to normal operations.		
221	In the event of a loss or potential loss of revenue or data, glitches impacting Customers, or a Security Breach, a Root Cause Analysis (RCA) shall be provided to NJTA within five (5) Business Days of the incident with details, including but not limited to: a. identification of the issue and a detailed account of the incident; b. cause of the issue; c. duration; d. Corrective Action Plan (CAP) that details resolution or planned resolution; e. a quantification of actual or potential lost revenue or data or security breach, and f. actions that have been or will be taken to prevent the incident from happening in the future.		
222	Provide regular updates to NJTA until the issue has been fully resolved and closed including implementation of the CAP.		
223	Detail the incident, its impacts and CAP in the subsequent QBR.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
224	The Contractor shall be held responsible for all lost revenue and data and Customer impacts, including remediation, notifications to Customers, and any credits, in accordance with the Agreement.		
6.3.4	Maintenance and Policy Change Notification		
225	<p>Communicate to NJTA and to the CSC Services Contractor promptly after Contractor has initial knowledge of the matter the following:</p> <ul style="list-style-type: none"> a. scheduled maintenance affecting the processing of one-time Point of Sale, Self-Service Website, Mobile Application, or other API transactions and/or recurring billing; b. outages occurring on external processing networks/platforms; c. if a recurring billing batch file is unable to be processed; d. significant events and updates to significant events in the electronic payment processing, payment data security, Card Issuer, bank, and Payment Network industries; e. Card Organization, Debit Network, RTP Network and NACHA releases for network rule changes, security program changes, guideline changes and other changes to the respective Payment Network operating rules and policies, and f. Payment Card Industry Security Standards Council releases for new standards and revisions to existing standards, including PCI DSS, Payment Application Data Security Standard and PIN Transaction Security requirements. 		
226	Provide a clearly delineated process that specifies the Contractor's procedures to timely notify NJTA and the CSC Services Contractor of projects involving changes or enhancements to Merchant Services System initiated by Contractor on a platform that, to any extent, is utilized to provide the New Jersey E-ZPass Program with Merchant Services.		
227	If Card Organization or other Payment Network rule changes require technical changes in the New Jersey E-ZPass Program merchant network or its rules, notify NJTA and the CSC Services Contractor of the change promptly after the Contractor is initially informed of the change but, in any event, sufficiently in advance to enable the Toll Agencies, CSC Services Contractor, and Contractor, as applicable, to develop, test and implement the change. The notification shall include a detailed description of the change and a plan and schedule for implementing the change prior to any applicable deadline. Contractor shall assist NJTA to define and timely implement the change and, to the extent applicable, to avoid or mitigate any adverse financial or operational consequences to the Toll Agencies that would result if the change was not implemented in a timely manner.		
228	Provide prompt written advance notice of Payment Network rate or other fee changes which Contractor intends to pass through to the Toll Agencies. Such notice shall include (1) an explanation of the change(s), (2) an explanation of the basis on which the fee, if it is a fee set by the Payment Network to be paid by a merchant's acquirer (which in the case of the Toll Agencies is the Contractor), will be passed through to the Toll Agencies, and (3) the opportunity for the Toll Agencies to comment. The Contractor, with the participation and consultation of NJTA, shall use commercially reasonable efforts to represent the Toll Agencies' interests with such Payment Networks and third-parties to (1) maximize the Toll Agencies' right to avoid, or decrease and minimize the Toll Agencies' obligation for, increases and (2) the Toll Agencies' rights to any reductions.		
229	Notify NJTA in writing twenty-four (24) months in advance of any modifications or replacements to the Core Platform required by the Contractor that will require substantial programming or processing changes to the New Jersey E-ZPass Program including testing.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
230	In the event the Contractor changes their Core Platform, provide NJTA with a new Project Management Plan that includes transition of the New Jersey E-ZPass Program to the new Core Platform within sixty (60) Calendar Days of notification of the Core Platform change. Changes to Core Platform shall not require changes to the New Jersey E-ZPass System other than testing.		
231	Notify NJTA in writing twelve (12) months in advance of changes to technology or Software, other than the Core Platform, that is utilized by the New Jersey E-ZPass Program. Additionally, if the Contractor knows the technological changes are of a nature that will impact the New Jersey E-ZPass Program, the notice shall so indicate.		
6.4	Merchant Services Performance Requirements		
	The Contractor shall meet the Performance Requirements documented in Appendix T-4 Category D Merchant Services Performance Requirements. For the purposes of determining adherence to Merchant Services Performance Requirements, Severity 1, 2 and 3 events are defined in Section 6.1.2 Maintenance Priorities, Response and Repair Times. Severity 4 is used for events that serve as informational alerts which are not subject to a Monthly Fee Adjustment.		
	The specific method of measuring the Contractor's performance will vary depending on the Performance Requirement, but will generally be measured on a per occurrence, daily or monthly basis. Non-compliance with the Performance Requirements for key performance indicators (KPIs) in Appendix T-4 Category D Merchant Services Performance Requirements will result in assignment of an adjustment to the monthly invoice, as defined in the table. Regardless of how a Requirement is measured, the Contractor shall provide monthly reporting for all Performance Requirements.		
232	Facilitate performance monitoring by reporting performance in clearly measurable terms, including but not limited to those Merchant Services Performance Requirements set forth in Appendix T-4 Category D Merchant Services Performance Requirements.		
233	Provide, on a monthly basis beginning at the end of the first full calendar month following Go-Live, an Approved combination of reports generated by the New Jersey E-ZPass System and the Contractor, to be determined during design, to facilitate NJTA's monthly review of all Merchant Services Performance Requirements.		
234	Provide access to the current status of all Merchant Services Performance Requirements to NJTA for applicable Configurable periods within the report (for example, month, year, last three (3) months).		
6.4.1	Corrective Actions		
	Failure to meet a Merchant Services Performance Requirement does not relieve the Contractor of the Requirement to complete the activity associated with the Merchant Services Performance Requirement. The Contractor shall identify the failure condition, take immediate action to remedy the condition and ensure that corrective action is taken to prevent repeated failures in the future. This will be documented in a CAP.		
235	When a failure occurs, identify the failure condition, take immediate action to remedy the condition and ensure that corrective action is taken to prevent repeated failures.		
236	Develop a CAP for each failure to meet a Merchant Services Performance Requirement identifying the root cause(s), the extent of the problem and providing a plan to rectify the current situation and prevent future occurrences.		
237	Submit the CAP to NJTA for review and Approval, in a format Approved by NJTA.		

No.	Requirements	Required Inputs	
		Compliance	Comments
		Y - Yes N - No	If "Compliance = N" then Proposer must provide an explanation in this column
8	End of Agreement Transition		
	The Contractor acknowledges that the Merchant Services it provides under the Agreement are vital to the successful operation of the New Jersey E-ZPass Program and that said Merchant Services must be continued without interruption. Upon expiration or earlier termination of the Agreement, in accordance with the terms and conditions thereof, the Contractor shall fully cooperate with NJTA to facilitate a smooth transition to NJTA's selected successor for the Merchant Services. All transition support shall be provided at no additional cost to NJTA.		
238	During the transition from the Contractor to a new contractor, and upon NJTA's written notice of transition, provide transition services for a period of up to 365 Calendar Days, or until all transition activities are completed.		
239	During the transition period, continue to provide Merchant Services at the established Agreement rates in accordance with these Requirements.		
240	Within thirty (30) calendar days of NJTA's request, provide NJTA an extract of the recent and applicable data to NJTA in the Contractor's standard format to assist NJTA with transitioning to a new contractor.		
241	Participate in Token Migration (or similar future technology) Testing with the new contractor.		
242	Facilitate full Token Migration (or similar future technology) to the new contractor.		

KPI No.	Performance Requirements	Service Standard	Adjustment	Required Inputs	
				Compliance	Comments
				Y - Yes	If "Compliance = N" then Proposer must provide an explanation in this column
1.1 Merchant Services Performance Requirement					
	Merchant Services performance shall be measured in categories that align with the primary functions of the Contractor's Services. The specific method of measuring the Contractor's performance will vary depending on the individual Performance Requirement, but will generally be measured either by event, per hour, per calendar/Business Day or on a monthly basis.				
1	Validation of compliance Merchant Services Performance Requirements and adjustments to the monthly fee, if applicable, shall begin at the commencement of the Merchant Services Operations Services and shall continue through the Contract Term.				
2	Facilitate performance monitoring by reporting of Merchant Services Performance Requirements in clearly measurable terms, including but not limited to those Merchant Services Performance Requirements set forth in this section.				
3	While the Contractor's performance is assessed monthly, performance shall in many cases be measured continuously as shown in Table T-4-1.				
Table T-4-1: Merchant Services Performance Requirements					
1	Assure availability to process e-Payments. Merchant Services are considered available when the Core Platform, all interfaces, and the network are all properly functioning and available to process e-Payments, receive and process data, reconcile the data, transmit data, perform scheduled jobs, and provide accurate data.	100% uptime Availability = (1 - [Total number of hours of downtime per month, excluding preventative maintenance and Software release activities preapproved by NJTA and/or other exclusions granted by NJTA / Total hours in the month]) * 100	\$10,000 for every .05% below target		
2	Transaction Latency	a. 5 seconds or less for 100% of transactions per calendar month b. material performance degradation shall be restored within eight (8) hours of notification by NJTA or CSC Services Contractor	a. \$1,000 for every 0.05% below target b. \$1,000 per occurrence plus \$1,000 per additional 8-hour delay		
3	Accuracy of e-Payment transactions processed or transmitted	a. 99.9999% accuracy of data fields and payment attributes b. notification within five (5) Business Days	a. \$1,000 for every 0.00005% below target b. \$1,000 per occurrence plus \$1,000 per additional Business Day delay		
4	Settle e-Payments into NJTA-designated accounts	100% of all e-Payments settled within one (1) Business Day	\$1,000 per 1,000 payments, or portion thereof, for each Business Day delay the Contractor is unable to settle payments		
5	Priority Event reporting a. Immediately inform NJTA, through Approved channel(s), of all Priority 1 events. b. In addition to respond and repair dates and times, record all relevant dates and times that are needed to demonstrate compliance for Priority 1, 2 and 3 events. c. Perform a Root Cause Analysis (RCA) of all Priority 1 events and other events as requested by NJTA and provide a detailed report to NJTA.	a. 100% within 1 hour b. 100% of required dates and times are stored c. within 5 Calendar Days	a. \$2,000 occurrence, plus \$2,000 for each additional hour delay b. \$1,000 per occurrence c. \$2,000 per occurrence plus \$2,000 for each additional 24-hour delay		
6	Acknowledge Priority 1, 2 and 3 events.	100% within 30 minutes	\$1,000 per event		
7	Respond to and Repair Priority 1 events if no software change is required.	100% within 4 hours	\$5,000 per event plus \$2,500 per each additional hour delay		
8	Respond to and Repair Priority 1 events if software change is required a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action.	a. 100% within 2 hours b. 100% within 8 hours c. within 48 hours d. within 10 Calendar Days, in accordance with NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated and agreed to by NJTA and the Contractor	a. \$5,000 per event plus \$5,000 per each additional hour delay b. \$5,000 per event plus \$5,000 per each additional hour delay c. \$2,000 per event plus \$2,000 per each additional 48-hour delay d. \$5,000 per event plus \$5,000 per additional 24-hour delay		
9	Respond to and Repair Priority 2 events if no software change is required.	100% within 8 hours	\$2,000 per event plus \$2,000 per each additional 4-hour delay		
10	Respond to and Repair Priority 2 events if software change is required a. respond to event; b. implement temporary corrective action to address the immediate impact of the event; c. provide proposed schedule to implement permanent corrective action; d. implement permanent corrective action.	a. 100% within 4 hours b. 100% within 16 hours c. within 48 hours d. within 15 Calendar Days per NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated and agreed to by NJTA and the Contractor	a. \$2,000 per event plus \$2,000 per each additional 4-hour delay b. \$2,000 per event plus \$2,000 per each additional 48-hour delay c. \$1,000 per event plus \$1,000 per each additional 48-hour delay d. \$2,000 per event plus \$2,000 per each additional 24-hour delay		
11	Respond to and Repair Priority 3 events if no software change is required.	100% within 48 hours	\$1,000 per event plus \$1,000 per each additional 12-hour delay		

KPI No.	Performance Requirements	Service Standard	Adjustment	Required Inputs	
				Compliance	Comments
				Y - Yes	If "Compliance = N" then Proposer must provide an explanation in this column
12	Respond to and Repair Priority 3 events if software change is required				
	a. respond to event;	a. 100% within 24 hours	a. \$1,000 per event plus \$1,000 per each additional 12-hour delay		
	b. implement temporary corrective action to address the immediate impact of the event;	b. 100% within 48hours	b. \$1,000 per event plus \$1,000 per each additional 48-hour delay		
	c. provide proposed schedule to implement permanent corrective action;	c. within 5 Calendar Days	c. \$1,000 per event plus \$1,000 per each additional 24-hour delay		
	d. implement permanent corrective action.	d. within 20 Calendar Days, per NJTA's Release standards described in the System Configuration and Release Management section of this Scope of Services, unless otherwise negotiated and agreed to by NJTA and the Contractor	d. \$1,000 per event plus \$2,000 per each additional 24-hour delay		
13	Security Breaches (Agreement Section 22.0 Security Incident)				
	a. protect from security breach	a. 0 breaches	a. \$10,000 per occurrence		
	b. notification of incident in accordance with Agreement	b. within 24 hours of event	b. \$1,000 per hour delay		
	c. implementation of corrective action to prevent further intrusion, and to mitigate or rectify such Security Incident	c. within 24 hours of event	c. \$2,500 per hour delay		
	d. completion of remediation steps resulting from the security breach	d. within 5 days of event	d. \$5,000 per day delay		
14	Failure causation reporting for failures impacting Customers	provide Root Cause Analysis Report to NJTA within five (5) Business Days of the operational incident	\$1,000 per occurrence plus \$1,000 per additional Business Day delay		
15	Online Reporting	online daily standard reports shall be available no later than the next Business Day (after transaction date).	failure to provide reports for three (3) consecutive Business Days in any calendar month result in a \$100 adjustment per Calendar Day until issue is corrected		
16	Technical Support	24/7/365	\$1,000 per Calendar Day during which service was not available for any portion of the day		
17	New User Access to the Contractor's Reporting System.	provide access to each individual for whom NJTA requests such access in writing within three (3) Business Days of NJTA's written request	\$1,000 per Calendar Day per user if access is not provided within three (3) Business Days.		
18	Fraud Monitoring				
	a) failure to detect and be alerted of fraudulent activity	a) within 24 hours of fraudulent activity	a. \$5,000 per day delay		
	b) inform NJTA and CSC Services Contractor immediately upon occurrence of fraud activity	b) notification to NJTA and CSC Services Contractor within twenty-four (24) hours of fraud activity	b. \$10,000 per incident for failure to notify		
	c) perform research and take corrective action	c) completion of corrective action within 24 hours of NJTA Approval of corrective action	c. \$10,000 for failure to complete corrective action		
19	Key Personnel - Fulfilment of any vacated Key Personnel position as stated in Agreement Section 27.0 Key Personnel	immediately upon position being vacated	amount equal to the position hourly rate, applied in 8-hour increments per Business Day		

Exhibit AA:
Acknowledgment
New Jersey Statewide Information Security Manual

Complete a separate SBE Program Form for each Category of Services for which a Proposal is being submitted.

Check one: **Category A:** **Category B:** **Category C:** **Category D:**

The undersigned, on behalf of the Proposer, hereby acknowledges having reviewed, and agrees to be guided by, the New Jersey Statewide Information Security Manual at Attachment 5 hereof.

Name of Proposer

Signature of Authorized Representative

Date

Exhibit AB: **Subcontractor List**

Complete a separate Subcontractor List for each Category of Services for which a Proposal is being submitted.

Check one: Category A: Category B: Category C: Category D:

Please duplicate this page as necessary to provide the requested information.

	SUBCONTRACTOR	SUBCONTRACTOR	SUBCONTRACTOR
Legal Name of Company			
Company Contact Name			
Company Address			
City, State, Zip Code			
Company Telephone No.			
Company Fax Number			
Company E-mail address			
Legal Name of Principal(s)			
Address of Principal(s)			
City, State, Zip Code			
Telephone No. of Principal(s)			
Fax Number of Principal(s)			
E-mail address of Principal(s)			
Corporate Number (if applicable)			
License Number (if applicable)			

	SUBCONTRACTOR	SUBCONTRACTOR	SUBCONTRACTOR
Status of License (if applicable)			
Work to be Performed			
Committed Dollar Amount of Total Work			
Committed Percentage of Total Work			
Reference Project 1 Title			
Reference Project 1 Contact Name			
Reference Project 1 Contact Address			
Reference Project 1 Contact Phone Number			
Reference Project 1 Contact Email Address			
Reference Project 1 Contact Name			
Reference Project 2 Title			
Reference Project 2 Contact Name			
Reference Project 2 Contact Address			
Reference Project 2 Contact Phone Number			
Reference Project 2 Contact Email Address			

Name of Proposer

Signature of Authorized Representative

Date

Exhibit AC:
Submission of Questions Form

Proposers' Questions and/or Requests for Clarifications Regarding the RFP		RFP for NJ E-ZPass Services -- Submit a separate form for each Category of Services for which a Proposal is being submitted. Check one: Category A: <input type="checkbox"/> Category B: <input type="checkbox"/> Category C: <input type="checkbox"/> Category D: <input type="checkbox"/> <i>Enter: Proposer Name/Date of Submission</i>			
#	RFP PDF Page No	Specifically Identify Proposer's Questions RFP Section, Exhibit, or Attachment #	Section, Exhibit, or Attachment Name	Proposer Question	Authority Response
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					

Exhibit AD:
Proposed Modifications to Form of Agreement

Complete a separate Form for each Category of Services for which a Proposal is being submitted.

Check one: **Category A:** **Category B:** **Category C:** **Category D:**

The undersigned, having read the Form of Agreement at Exhibit Y hereof relevant to the Category of Services for which this Proposal is being submitted, hereby proposes the below modifications to the draft Agreement for the Category of Services checked above. Any proposed modification must be identified by reference to the specific Section of the relevant draft Agreement to which it relates. If proposing additional terms, identify those terms as "new proposed terms." Use additional pages, if required. **This Proposed Modifications to Form of Agreement Form must be submitted on or before the date set forth in Section 1.4 of this RFP.** If any proposed modifications are accepted by the NJTA, a formal written addendum will be issued to all Proposers revising the relevant Form(s) of Agreement, prior to Proposal submissions. Proposers are cautioned that any exceptions taken or proposed modifications to Exhibit Y, Form(s) of Agreement, or to any other material provisions of the RFP that are submitted with a Proposal, will subject the Proposal to rejection in accordance with applicable law.

Name of Proposer

Signature of Authorized Representative

Date

Exhibit AE-1: **Proposer Reference Form – Category A**

Proposer shall use this Form to clearly demonstrate how Proposer meets the minimum qualification requirements for the Category A – CSC Services for which Proposer is submitting a Proposal, based on Proposer's experience. Each reference provided may be contacted by the NJTA. Copy this form as needed to comply with the requirements outlined in the RFP for the Implementation and Maintenance Phase minimum qualifications.

Proposer's Name:

Please check off which qualifications requirement this reference is intended to address (you may check more than one box to cover multiple requirements as long as the explanation below is sufficiently detailed).

- Implementation Operations and Maintenance Phase

Reference Company/Agency Name:		
Address:		
City:	State:	Zip Code:
Phone Number:		
Project Manager Reference:		
E-mail:		
Alternate Reference*:		
Phone Number:		
E-mail:		
Alternate Reference Role on Reference Project:		
* Must be completed in addition to the Project Manager reference		
Proposer's role on project and years of participation (mm/dd/yy to mm/dd/yy):		

Project location, scope, cost, start / end dates:
Description of project functions and operations including size (minimum 500,000 full-service customer Accounts and 75 million annual transactions):
Relevant hardware, Software and systems used:
Comparison to Requirements of CSC Services.
Installed System or Maintenance documented performance, as applicable:

Exhibit AE-2: **Proposer Reference Form – Category B**

Proposer shall use this Form to clearly demonstrate how Proposer meets the minimum qualification requirements for the Category B – License Plate Review Services for which Proposer is submitting a Proposal, based on Proposer's experience. Each reference provided may be contacted by the NJTA. Copy this form as needed to comply with the requirements outlined in the RFP for the Implementation and Maintenance Phase minimum qualifications.

Proposer's Name:

Please check off which qualifications requirement this reference is intended to address (you may check more than one box to cover multiple requirements as long as the explanation below is sufficiently detailed).

Implementation

Operations and Maintenance Phase

Reference Company/Agency Name:		
Address:		
City:	State:	Zip Code:
Phone Number:		
Project Manager Reference:		
E-mail:		
Alternate Reference*:		
Phone Number:		
E-mail:		
Alternate Reference Role on Reference Project:		
* Must be completed in addition to the Project Manager reference		
Proposer's role on project and years of participation (mm/dd/yy to mm/dd/yy):		

Project location, scope, cost, start / end dates:
Description of project functions and operations including size:
Relevant hardware, Software and systems used:
Comparison to Requirements of License Plate Review Services.
Installed System or Maintenance documented performance, as applicable:

Exhibit AE-3: **Proposer Reference Form – Category C**

Proposer shall use this Form to clearly demonstrate how Proposer meets the minimum qualification requirements for the Category C – Collections Services for which Proposer is submitting a Proposal, based on Proposer's experience. Each reference provided may be contacted by the NJTA. Copy this form as needed to comply with the requirements outlined in the RFP for the Implementation and Maintenance Phase minimum qualifications.

Proposer's Name:

Please check off which qualifications requirement this reference is intended to address (you may check more than one box to cover multiple requirements as long as the explanation below is sufficiently detailed).

- Implementation Operations and Maintenance Phase

Reference Company/Agency Name:		
Address:		
City:	State:	Zip Code:
Phone Number:		
Project Manager Reference:		
E-mail:		
Alternate Reference*:		
Phone Number:		
E-mail:		
Alternate Reference Role on Reference Project:		
* Must be completed in addition to the Project Manager reference		
Proposer's role on project and years of participation (mm/dd/yy to mm/dd/yy):		

Project location, scope, cost, start / end dates:
Description of project functions and operations including size (minimum \$10 million monthly total debt placed):
Relevant hardware, Software and systems used:
Comparison to Requirements of Collections Services.
Installed System or Maintenance documented performance, as applicable:

Exhibit AE-4: **Proposer Reference Form – Category D**

Proposer shall use this Form to clearly demonstrate how Proposer meets the minimum qualification requirements for the Category D – Merchant Services for which Proposer is submitting a Proposal, based on Proposer's experience. Each reference provided may be contacted by the NJTA. Copy this form as needed to comply with the requirements outlined in the RFP for the Implementation and Maintenance Phase minimum qualifications.

Proposer's Name:

Please check off which qualifications requirement this reference is intended to address (you may check more than one box to cover multiple requirements as long as the explanation below is sufficiently detailed).

- Implementation Operations and Maintenance Phase

Reference Company/Agency Name:		
Address:		
City:	State:	Zip Code:
Phone Number:		
Project Manager Reference:		
E-mail:		
Alternate Reference*:		
Phone Number:		
E-mail:		
Alternate Reference Role on Reference Project:		
* Must be completed in addition to the Project Manager reference		
Proposer's role on project and years of participation (mm/dd/yy to mm/dd/yy):		

Project location, scope, cost, start / end dates:
Description of project functions and operations including size (minimum \$100 million monthly transactions)
Relevant hardware, Software and systems used:
Comparison to Requirements of Merchant Services.
Installed System or Maintenance documented performance, as applicable:

Exhibit AF: **Key Personnel Reference Forms Work**

Complete a separate form for each Key Personnel team member. For each form being submitted, select the applicable Category of Services below:

Check one: Category A: Category B: Category C: Category D:

Proposer shall use this form to clearly show how Proposer meets the requirements set forth in the RFP for Key Personnel team members related to the Category of Services checked above for which Proposer is submitting a Proposal. Each reference provided may be contacted to determine the Proposer's ability to meet the Proposal requirements.

Key Project Team Member - Proposed Position

Reference Company/Agency Name:		
Address:		
City:	State:	Zip Code:
Phone Number:		
Project Manager:		
E-mail:		
Number of total years' experience of Key Personnel team member in similar role to one proposed for the NJ E-ZPass Services, specifically with respect to the Category of Services checked above for which Proposer is submitting a Proposal:		
Reference Project:		
Key Personnel team member role on reference project, including dates of participation and job description:		
Description of reference project location, scope, cost, start / end dates, etc.:		
Operational functionality and size of operations (Accounts, transactions; notices, images...):		
Key Personnel team member's major contributions and highlights:		

Exhibit AG:
Recent Projects List

Complete a separate Form for each Category of Services for which a Proposal is being submitted.

Check one: Category A: Category B: Category C: Category D:

Use additional sheets as necessary.

#	Name of Client	Project Name	Project Description	Start Date
001				
002				

Exhibit AH:
Preliminary Milestone Schedule

Major Milestone Description**	Projected Start***	Projected End***
Agreement Effective Date		Months from Agreement Effective Date
Preliminary Project Planning	0	3
Project Management Plan Approved		
Project Implementation Schedule Approved		
Quality Assurance Plan Approved		
Software Development Plan Approved		
Facility Design	0	3
Facility Design Inputs Provided		
System Design and Development Meetings and Workshops	1	18
System Requirements Review Completed		
Business Rules Workshops Completed		
Phase 1 Sprint Cycle Design Workshops		
Reports Design Workshops Completed		
Data Warehouse and ETL Workshops Completed		
Performance Reporting Workshops Completed		
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Master Test Plan Approved		
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Requirements Traceability Matrix Approved		
Business Rules Approved		
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Data Migration Plan Approved		
Transition Plan Approved		
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Operations End-to-End Validation Plan Approved		
System Maintenance, Administration and Software Support Plan Approved		
Operations Business Continuity Plan Approved		
SOPs Approved		
Operations Staffing and Human Resources Plan Approved		
Operations Quality Assurance Plan Approved		
Training Plan Approved		

Major Milestone Description**	Projected Start***	Projected End***
Manuals Approved (New Jersey E-ZPass CSC Software Support and System Administration Service Manual, Users Manuals, CSC Finance and Audit Manual)		
Remaining System and Operations Documentation Approved		
Testing and Installation	22	30
System Integration and Interface Testing - Test Plan and Procedures Approved		
System Integration and Interface Testing Approved		
User Acceptance Testing - Test Plan and Procedures Approved		
User Acceptance Testing Approved		
Final Testing and Transition Activities	30	36
CSC and WIC Facilities Build-Out Complete		
Approval of all Training Materials and Manuals		
CSC Staff Hired and Training Complete		
Production Readiness Testing - Test Plan and Procedures Approved		
Production Readiness Testing Approved		
Agency Testing in Agency UAT Environment Complete		
Go-Live*****	36	
Phase 1 System Operational Acceptance Testing	25	30
Phase 1 As-built Documentation		
Phase 1 System Acceptance		36
Phase 2 Implementation	36	48
Phase 2 UAT		
Final System Acceptance		54

* Not all milestones will apply to Category B – License Plate Review Services; Category C – Collections Services, and Category D – Merchant Services. The Project Implementation Schedule for Category B – License Plate Review Services; Category C – Collections Services, and Category D – Merchant Services shall align with relevant milestones.

** Calendar Year

*** Schedule dates shown are planned dates and are subject to change by the Authority.

**** Contractor's schedule shall allow for the preliminary submittals, and Authority's reviews as described in the Requirements.

***** Go-Live date may be adjusted as described in the Agreement, Section 8.0.

Exhibit A1:
Affidavit of Moral Integrity

STATE OF _____

Ss:

COUNTY OF _____

I, _____, the _____ (Pres., Vice Pres., Owner/Partner)
of _____

_____ (Proposer), being first duly sworn, deposes and says:
*

1. That Proposer wishes to demonstrate moral integrity in accordance with the services to be rendered/goods to be provided in accordance with Proposer's proposal.

2. That as of the date of signing this Affidavit, neither Proposer nor any of its Principals, Owners, Officers, or Directors are involved in any Federal, State or other Governmental investigation concerning criminal or quasi-criminal violations, except as follows: (**If NONE, so state**): _____

3. Proposer further states that neither Proposer, nor any of its Principals, Owners, Officers or Directors, has ever engaged in any violation of a Federal or State Criminal Statute; or ever been indicted, convicted, or entered a plea of guilty, non vult or nolo contendere to any violation of a Federal or State Criminal Statute; or ever engaged in violation of any nature regarding work on agreements performed by it, except as follow: (**If NONE, so state**): _____

4. That Proposer authorizes any depository or other agency later named to supply the New Jersey Turnpike Authority with any information necessary to verify any statement made in this Affidavit of Moral Integrity.

5. That as of the date of signing this Affidavit, outstanding liens filed against Proposer are as follows: (**If NONE, so state**): _____

6. That the undersigned, being authorized to act on behalf of Proposer certifies that I am personally acquainted with the operations of Proposer, have full knowledge of the factual basis comprising the contents of this Affidavit of Moral Integrity and that the same are true to my knowledge.

7. That if a corporation, the corporation (**is, is not**) _____ incorporated in the State of New Jersey. If not a New Jersey Corporation, the Corporation (**is, is not**) _____ authorized to do business in the State of New Jersey. If not a corporation, please indicate if a partnership or sole proprietorship or limited liability company: _____ and the State of formation: _____ (**indicate State**). (**Attach copy of New Jersey Business Registration Certificate**).

8. That as of the date of signing this Affidavit, Proposer has not been disqualified from future bidding/proposing on any State of New Jersey projects/work/agreements, including but not limited to,

projects/work/agreements of any State Agency, the New Jersey Turnpike Authority or any other independent authority, by reason of claiming its rights to withdraw a bid/proposal because of unilateral mistake, and has not been disqualified from future bidding/proposing on any State of New Jersey projects/work/agreements, including but not limited to, projects/work/agreements of any State Agency, the New Jersey Turnpike Authority or any other independent authority, for any other reason, except as follows:
(IF NONE, so state) _____

9. That this Affidavit of Moral Integrity is made to induce the New Jersey Turnpike Authority to accept Proposer as a qualified provider of goods and/or services, knowing that the New Jersey Turnpike Authority relies upon the truth of the statements herein contained.

Name of Corporation, Partnership, Sole Proprietorship or
LLC _____

By:

Name/Title

(Corporate Seal, if applicable)

Sworn and subscribed to before me this

day of _____ 20_____

Notary Public

*Attach additional sheets as necessary.

Attachment 1:
Category A – Customer Service Center Services
Scope of Services



NEW JERSEY E-ZPASS SERVICES RFP

ATTACHMENT 1: CATEGORY A –CUSTOMER SERVICE CENTER SERVICES SCOPE OF SERVICES

November 2023

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1 INTRODUCTION

The New Jersey Turnpike Authority (“NJTA”) operates and maintains the New Jersey Turnpike (“NJTP”) and Garden State Parkway (“GSP”). The New Jersey E-ZPass Group includes NJTA (lead Toll Agency), South Jersey Transportation Authority (“SJTA”), the Delaware River Port Authority (“DRPA”), the 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”). Each participating Toll Agency operates and maintains its independent toll collection system(s) and Toll Agency Host System/Host and Image Capture Systems that interface with the New Jersey E-ZPass System. The Toll Agencies use the New Jersey E-ZPass System to collect payments from Customers using their Toll Facilities. NJTA, as lead Toll Agency, holds and manages the current contract with the existing New Jersey E-ZPass Services Contractor to perform back-office and Customer service support for the New Jersey E-ZPass Program and will continue under this procurement.

1.1 New Jersey E-ZPass Toll Agencies

The following provides a brief description of the participating Toll Agencies and their Toll Facilities.

1.1.1 New Jersey Turnpike Authority

NJTA operates and maintains toll plazas on the New Jersey Turnpike (NJTP) and the Garden State Parkway (GSP). The NJTP is a closed tolling system where vehicles are detected at entry and exit, and a vehicle trip is created. Tolls are charged for the distance traveled and are assessed when the vehicle exits the NJTP. Plazas 6A, 17 and 19w are barrier plazas and tolls are charged at the plazas. NJTP accepts cash (for tickets) and E-ZPass methods of payment. In a manual cash lane, motorists can request an insufficient fund slip and make a payment later. NJTP has five (5) plazas with open road tolling (ORT) lanes. GSP is a barrier system, and a toll is charged at each toll plaza. Both cash (automatic coin machine (ACM) and manual) and E-ZPass are accepted methods of payment. In a manual cash lane, motorists can request an insufficient fund slip and make a payment later. GSP has seven (7) toll plazas with ORT lanes. NJTA may move to All Electronic Tolling (AET), eliminating cash payments on all Toll Facilities on GSP, and possibly moving to AET or continuing to collect cash on the NJTP, over the Contract Term.

1.1.2 South Jersey Transportation Authority

The SJTA operates and maintains the toll plazas on the Atlantic City Expressway (ACE) and parking facilities at the Atlantic City International Airport and other locations in Atlantic City where E-ZPass Plus is accepted as a form of payment for parking. ACE is a barrier system and tolls are charged at each toll plaza and both cash and E-ZPass are accepted methods of payment. SJTA is expected to move to All Electronic Tolling (AET) in a phased deployment before Phase 1 Go-Live, eliminating cash payments on the ACE.

1.1.3 Delaware River Port Authority

The DRPA is a regional transportation agency serving Southeastern Pennsylvania and Southern New Jersey. DRPA operates and maintains the Benjamin Franklin; Walt Whitman; Commodore Barry, and Betsy Ross bridges. A toll is charged for traveling across the bridges from New Jersey to Pennsylvania and both cash and E-ZPass are accepted methods of payment. All four bridges are part of the E-ZPass network.

1.1.4 Delaware River and Bay Authority

The DRBA owns and operates the Delaware Memorial Bridge that connects New Jersey to Delaware as well as other transit related facilities. A toll is charged for traveling across the bridge from New Jersey to Delaware and both cash and E-ZPass are accepted methods of payment. The bridge is part of the E-ZPass network.

1.1.5 Delaware River Joint Toll Bridge Commission

The DRJTBC owns and operates twenty (20) bridges, eight (8) of which are tolled. A toll is charged for traveling across the bridges from New Jersey to Pennsylvania and both cash and E-ZPass are accepted methods of payment at all but Scudder Falls Bridge, which is AET. The Commission plans to transition to All Electronic Tolling (AET), eliminating cash payments on its Toll Facilities during 2024 and 2025.

1.1.6 Burlington County Bridge Commission

The BCBC maintains and operates two (2) major bridges, the Tacony-Palmyra Bridge and Burlington-Bristol Bridge, as well as six (6) small bridges. A toll is charged for traveling across the bridges from New Jersey to Pennsylvania and both cash and E-ZPass are accepted methods of payment. BCBC is part of the New Jersey E-ZPass System through an agreement with DRPA.

1.1.7 Cape May County Bridge Commission

CMCBC is responsible for five (5) toll bridges on Ocean Drive from Cape May to Ocean City within the county. The Grassy Sound and Corsons Inlet bridges have tolls in the northbound direction, while the Middle Thorofare, Townsends Inlet, and Ocean City-Longport bridges have southbound tolls. Both cash and E-ZPass are accepted at the bridges. CMCBC is expected to move to All Electronic Tolling (AET) in a phased deployment before Phase 1 Go-Live, eliminating cash payments on the CMCBC's Toll Facilities.

1.1.8 Facility Overview

The following provides a summary of the Toll Facilities described in the previous section.

Table 1-1: Overview of Toll Facilities – Current Operations

Toll Agency	Facility	Facility Type	Payment Accepted
New Jersey Turnpike Authority	Garden State Parkway	Toll Road	Cash and E-ZPass ¹
	New Jersey Turnpike	Toll Road	Cash and E-ZPass ¹
South Jersey Transportation Authority	Atlantic City Expressway	Toll Road	Cash and E-ZPass ²
	Atlantic City International Airport and other parking locations	Parking	Cash and E-ZPass
Delaware River Port Authority	Benjamin Franklin Bridge	Bridge	Cash and E-ZPass
	Walt Whitman Bridge	Bridge	Cash and E-ZPass

Toll Agency	Facility	Facility Type	Payment Accepted
	Commodore Barry Bridge	Bridge	Cash and E-ZPass
	Betsy Ross Bridge	Bridge	Cash and E-ZPass
Delaware River and Bay Authority	Delaware Memorial Bridge	Bridge	Cash and E-ZPass
Delaware River Joint Toll Bridge Commission	Delaware Water Gap (I-80)	Bridge	Cash and E-ZPass ³
	Easton-Phillipsburg (Route 22) Bridge	Bridge	Cash and E-ZPass ³
	I-78 Bridge	Bridge	Cash and E-ZPass ³
	Milford-Montague Bridge	Bridge	Cash and E-ZPass ³
	New Hope-Lambertville Bridge	Bridge	Cash and E-ZPass ³
	Portland-Columbia Bridge	Bridge	Cash and E-ZPass ³
	Trenton-Morrisville (Route 1) Bridge	Bridge	Cash and E-ZPass ³
	Scudder Falls Bridge	Bridge	E-ZPass and TOLL-BY-PLATE
Burlington County Bridge Commission	Burlington-Bristol Bridge	Bridge	Cash/Credit Card and E-ZPass
	Tacony-Palmyra Bridge	Bridge	Cash/Credit Card and E-ZPass
Cape May County Bridge Commission	Grassy Sound Bridge	Bridge	Cash and E-ZPass ²
	Corsons Inlet Bridge	Bridge	Cash and E-ZPass ²
	Middle Thorofare Bridge	Bridge	Cash and E-ZPass ²
	Townsend's Inlet Bridge	Bridge	Cash and E-ZPass ²
	Ocean City-Longport Bridge	Bridge	Cash and E-ZPass ²

¹May convert to AET over the Contract Term²Will convert to AET before Phase 1 Go-Live³Will transition to AET in 2024-2025

1.2 Customer Service Center

Currently, the main New Jersey E-ZPass CSC is located in Newark, NJ, and includes a Walk-in Center (WIC). A second WIC is located in Camden, NJ. DRBA also operates a WIC at its facility in New Castle, DE.

1.3 New Jersey E-Z Pass System Statistics

Table 1-2 provides the transaction volume breakdown by Toll Agency. Additional statistics on the New Jersey E-ZPass operations are provided in Appendix A New Jersey E-ZPass Program Volumes.

Table 1-2: Transaction Statistics

Toll Agency	Average Monthly Transaction Volumes (2023)		Potential Future (2028) Monthly Volumes	
	Image-Based Transactions	Transponder-Based Transactions	Image-Based Transactions	Transponder-Based Transactions
NJTP	1,000,000	19,000,000	4,200,000	19,000,000
GSP	1,100,000	29,000,000	5,800,000	27,000,000
SJTA ¹	250,000	4,400,000	1,000,000	3,200,000
DRPA	125,000	3,100,000	150,000	3,600,000
DRJTBC (AET)	99,000	538,000	150,000	970,000
DRJTBC (non-AET)	323,000	2,500,000	0	0
DRBA	50,000	1,300,000	60,000	1,500,000
BCBC	25,000	700,000	30,000	900,000
CMCBC	2,000	400,000	2,000	400,000
Total	2,974,000	60,938,000	11,392,000	56,570,000

¹Volumes may vary with the implementation of trip building

1.4 Future Plans

NJTA has discussed plans to potentially move towards AET on the NJTP and GSP and, if implemented, the conversion would occur in phases which would overlap the Contract Term. As such, the Contractor may need to support the transition of NJTA Toll Facilities to AET at varying Phases of the Contract Term. Additionally, to serve New Jersey E-ZPass Customers, DRJTBC plans to establish three (3) WICs in Pennsylvania that will be operated by the Commission and SJTA plans to establish and operate a WIC at the Farley Service Plaza. If the estimated call volumes handled by the New Jersey E-ZPass CSC Contractor reduces by ten percent (10%) consistently over six (6) months, then price adjustments will be evaluated.

1.5 Project Overview

NJTA's contract with the Existing New Jersey E-ZPass Services Contractor for the New Jersey E-ZPass System and New Jersey E-ZPass System support and operations expires on October 16, 2025. At its sole discretion, NJTA can extend the contract for an additional two (2) one (1) year extensions. Through this RFP, NJTA is procuring the contractors to provide, implement, and maintain an integrated New Jersey E-ZPass System, and operate New Jersey E-ZPass Customer Service Centers (CSCs) and provide associated CSC services, namely, license plate review services, collections services and merchant services (collectively, the "New Jersey E-ZPass Services").

NJTA is seeking best-in-class solutions for the New Jersey E-ZPass Program that provides Customers optimized self-service options, streamlines operations, supports technology growth, has Configurable and flexible application program interfaces (APIs) for third-party interfaces and improves revenue collection. The Requirements included in this Scope of Services are to provide a framework for the solution while providing Customers and Toll Agencies features they currently have in production and new features which will enhance the program, over the Contract Term. NJTA encourages innovation as well as the use of industry available tools within the proposed solution.

The New Jersey E-ZPass Program services will be split into four (4) Categories of Services, as described below:

- a. **Category A** – Customer Service Center services ("CSC Services"): provide, implement, maintain and operate (1) 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 (2) 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. The Successful Proposer for Category A Services will be referred to herein as the Contractor.
- b. **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 reviews. The Successful Proposer for Category B Services will be referred to herein as the License Plate Review Services Contractor.
- c. **Category C** – Collections Services: provide debt collection services, including Skip Tracing, for collection of outstanding tolls and fees. The Authority plans to procure the services of two contractors for the Collection Services. The Successful Proposers for Category C Services will be referred to herein as the Collections Services Contractor(s).

- d. **Category D – Merchant Services:** provide a Payment Orchestration Platform (POP) that integrates with the New Jersey E-ZPass System and provides the payment gateway for CSC Customers, allowing for multiple payment service providers, including credit card and automated clearinghouse (ACH), payment processing. Provide Tokenization and hosted third-party storage for all payment processing. The Successful Proposer for Category D Services will be referred to herein as the Merchant Services Contractor.

The E-ZPass Program will be supported by and will require the coordination with a variety of entities, including the Toll Agencies, IAG/Interoperable Agencies, Third-party Entities, Third-party Service Providers, Subcontractors, Toll Agency Host System/Host and Image Capture Systems contractors and other contractors. The following diagram provides a high-level overview of the responsibilities between these entities and serves as an example of functional responsibilities between the different Categories of Services.

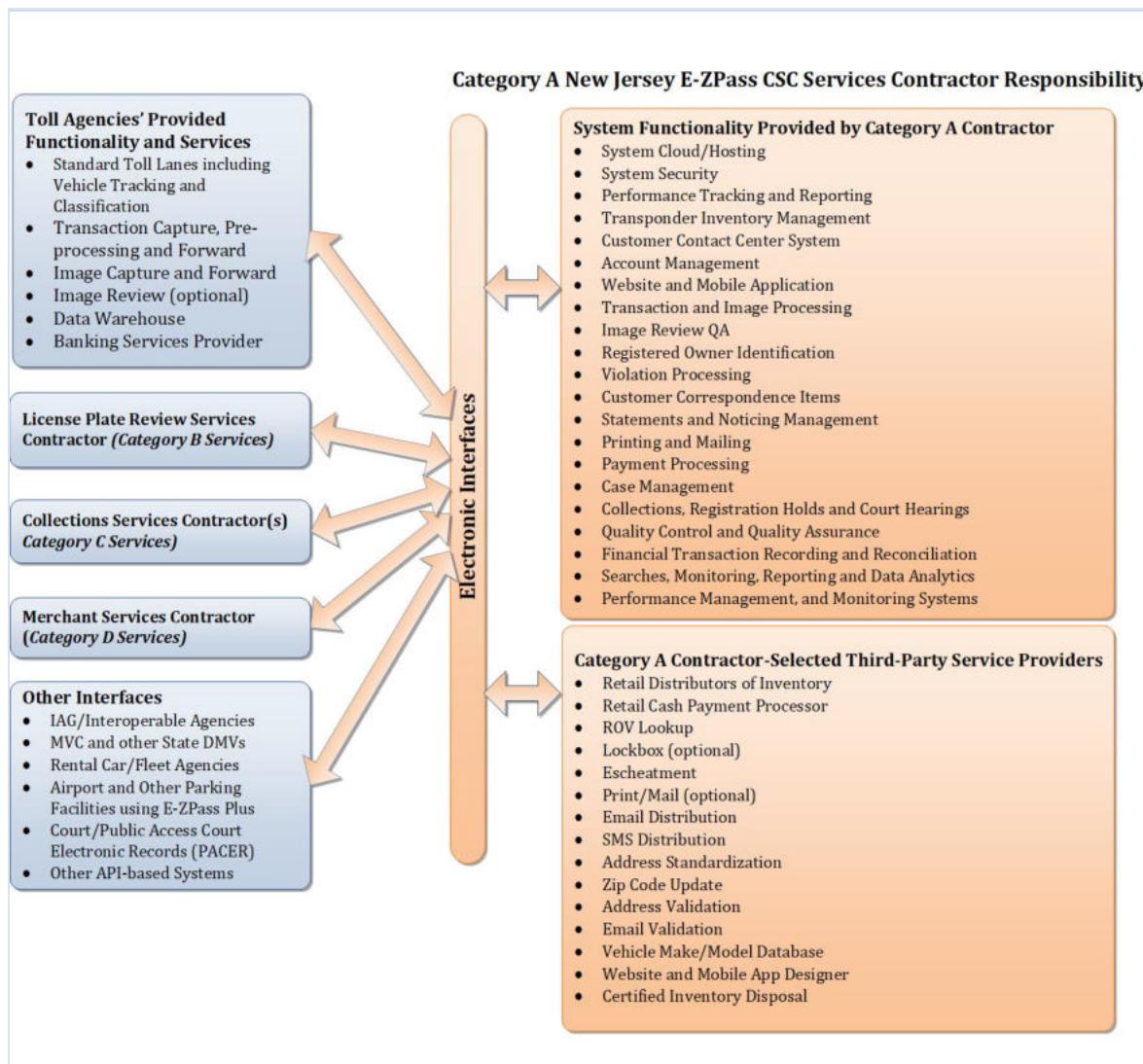


Figure 1-1: New Jersey E-ZPass CSC Functional Responsibilities Diagram

1.6 Category A New Jersey E-ZPass CSC Services

This Scope of Services describes the Requirements for the Category A New Jersey E-ZPass CSC Services. The Contractor shall implement a new New Jersey E-ZPass System for Account management, Toll Bill management, Violation Notice processing and Customer service, and shall migrate and transition the Customers to the new System. The System should use a scalable microservices-based architecture to allow for integration of future functionality.

The Contractor will provide design, implementation, testing, training, and all Services necessary to transition to the new New Jersey E-ZPass System. The Services include the transition of the existing video billing program for the Toll Agencies that have AET into a Post-paid License Plate Account management program, the New Jersey E-ZPass Program wide AET, during the Contract Term. In addition to these transitions, the Contractor will provide ongoing maintenance and Software Support Services and will be responsible for operating the CSC which provides Customer service to the Toll Agencies and their Customers on a daily basis.

The following items are included in this Scope of Services:

- The Contractor shall be responsible for purchasing, installing, Configuring, and maintaining the required network interface equipment to connect the primary and secondary New Jersey E-ZPass Systems to each Toll Agency's primary and secondary (if available) Host and Image Capture systems and to the IAG Regional Hub. A high level diagram of existing network connections is included as Appendix B New Jersey E-ZPass Network Diagram.
- Maintenance and support network services for the wide area network (WAN) as required for the CSC.
- A diagram of the New Jersey E-ZPass System with functional connection similar to the example in Figure 1-1.
- A fully integrated Performance Management and Monitoring System (PMMS) that supports the New Jersey E-ZPass hardware, software, other System components and operations.
- A fully integrated security access system for the CSC facilities, including but not limited to swipe card access and cameras. Security access controls shall be provided to all areas where Confidential Personal Information data is displayed or stored and locations where equipment, such as transponders are stored. Such security access system shall be integrated to the New Jersey E-ZPass System.
- Communications from the location of the primary and secondary New Jersey E-ZPass Systems to each Toll Agency's primary and secondary/disaster recovery (if available) Host System/Host and Image Capture Systems, IAG Regional Hubs and operations center, IAG/Interoperable Agencies, Third-party Entities, CSCs and WICs.

- Monitoring, System Maintenance, Administration and Software Support of the New Jersey E-ZPass System and all associated systems and hardware required to support operations including the network, the interfaces and the CSC hardware and support systems.
- Provision of the New Jersey E-ZPass CSC facilities and services that provide support, manage Customer Accounts and process Image-Based Transactions for NJTA, SJTA, DRPA, DRBA, DRJTBC, BCBC and CMCBC.

1.7 Requirements of Scope of Services

The Requirements in this Scope of Services are being specified on a functional level. It is the intent of these Requirements to permit the Contractor the flexibility in the design and development of the New Jersey E-ZPass System to reflect innovation and incorporate the latest technology and services that are fully capable of meeting the performance, operational and contractual Requirements.

The Contractor shall be responsible for furnishing and mobilizing all required equipment, facilities, and resources to carry out this Scope of Services and to meet the Requirements, at no additional cost. This includes but is not limited to mobilization, demobilization, all permits, licenses, fees, insurance, and bonds; coordination and cooperation with third-parties, the Toll Agencies, IAG/Interoperable Agencies, Third-party Entities, Regional Hub providers, and NJTA procured contractors; development and production of plans, documentation, and manuals; schedules; training; testing; safety and quality assurance (QA) and quality control (QC).

Requirements are organized into functional categories. If there is a conflict between a numbered Requirement and the descriptive text, the numbered Requirement takes precedence.

2 PROJECT MANAGEMENT REQUIREMENTS

The Contractor shall employ a project management system that is sufficiently detailed to enable NJTA to review and ascertain that the Contractor has the necessary management, staff, and controls in place to meet the Requirements.

The Project is divided into three overlapping phases: The Phase 1 Implementation Phase (from Notice to Proceed until the Phase 1 System Acceptance), the Operations and Maintenance Phase (after Cut-Over to the new CSC Operations through the end of the Agreement), and Phase 2 Implementation Phase that may straddle the Phase 1 Implementation Phase and the Operations and Maintenance Phase. Phase 1 and Phase 2 functionality will be identified within the Conformance Matrix.

1	Provide all management, project controls, supervisory, financial and operations staff, including qualified management, professional, technical, and administrative personnel, to professionally design and implement the System, and maintain, operate, and administer the New Jersey E-ZPass Program in a manner that meets all required performance criteria.
2	Provide the resources, organizational structure and staffing required to meet these Requirements for each phase of the Project.

3	Identify the tools and products used to manage the Project including project controls, software development and delivery lifecycle and the internal controls instituted by the Contractor to guarantee successful delivery of the Project.
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2.1 Project Management Plan

The Contractor shall develop and employ a Project Management Plan (PMP) in accordance with Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) latest edition that is sufficiently detailed to enable NJTA to review and confirm that the Contractor has the necessary management, staff, and controls in place to meet the Requirements of this Scope of Services.

The PMP describes how the Contractor shall deliver, implement, and manage the Project, including staffing, scheduling, communication procedures for controlling all workshops, meetings, demonstrations, testing, data migration and transition activities, submittals, communications between the Contractor and the Toll Agencies, and communications with Third-party Service Providers. The PMP shall be in accordance with system engineering methodology wherever applicable.

4	Develop and submit the PMP to NJTA within fifteen (15) Business Days of Notice to Proceed (NTP) for review and Approval.
5	<p>The PMP shall at a minimum include the following elements:</p> <ul style="list-style-type: none">a. Project scope and key deliverables;b. a description of the management and organization of the program, organization chart for each phase of the Project, identification of Key Personnel and their responsibilities, percentage commitment to the Project, product and tasks leads for each functional area and location and identification of the resources to be used to meet the Requirements;c. Project team (Contractor staff, the Toll Agencies, NJTA representatives, and existing CSC vendor) contact information;d. a description of the Project planning, documentation and reporting methods to be utilized, both for use within the Contractor's staff and externally to NJTA, Toll Agencies, and other entities;e. approach to issue management, escalation, and resolution of Project issues with NJTA;f. schedules for meetings with NJTA, Toll Agencies and other entities including the format of the meeting;g. resourcing needs, including estimated staff time, for Toll Agency staff for administrative and technical coordination;h. format of the Implementation Phase monthly progress report;i. inclusion of the Project Implementation Schedule;

	<ul style="list-style-type: none"> j. a description of the process and template used for reporting, updating, and tracking the Project Implementation Schedule and Project performance; k. approach to software delivery, consistent with the Requirements, including a description of the process for managing and tracking the Sprint cycles for each phase of the Project, Sprint schedule management, software development, testing, integration, and delivery; l. approach to change management, consistent with the Requirements, including a description of the process for documenting and submitting change requests, the Approval process and how the change management approach will be integrated into day-to-day Project management; m. approach to document control, including utilizing the Contractor-provided Electronic Document Management System (EDMS) that is accessible to the Project team by username and password (the Toll Agencies shall have the capability to download documents using this Software); n. approach to risk identification and management; o. approach to quality assurance and quality control; p. approach to operational readiness, including a transition and Cut-Over checklist; q. documenting the invoice submission; invoice backup information; verification, and Approval process; r. a section with all Approved Project forms, including but not limited to, meeting agenda; meeting notes; action items tracking log; monthly progress report, and invoices; s. an emergency contact list as described further below, and t. a communications matrix.
6	Multiple draft versions of the PMP shall be submitted that reflect the updates made to address NJTA comments. A Final PMP shall be submitted with all previously received comments addressed and closed to the satisfaction of NJTA.

2.2 Project Implementation Schedule

7	<p>Develop a detailed Project Implementation Schedule for Phase 1 and Phase 2 in Microsoft Project format (Office 365 or above) for the New Jersey E-ZPass System Implementation that lists all tasks related to the design, development, testing, installation, transition, and deployment of the New Jersey E-ZPass System, including but not limited to:</p> <ul style="list-style-type: none"> a. staffing; b. key intersection points/dependencies with the Existing New Jersey E-ZPass Services Contractor;
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	<ul style="list-style-type: none">c. key intersection points/dependencies with the Toll Agencies Host System/Host and Image Capture Systems contractors;d. key intersection points/dependencies with the Toll Agencies;e. key intersection points/dependencies with Third-party Service Providers and external interfaces including type of resource required;f. key intersection points/dependencies with IAG/Interoperable Agencies and Third-party Entities;g. software development process including workshops, submission of use cases, user stories and other required meeting materials, internal testing, demonstrations, integration and delivery of each Sprint and Release cycle;h. Trial Data Migration Testing;i. formal testing tasks and activities including delivery of test plans, test cases, procedures, conducting testing and submitting each test report for Approval;j. document development and delivery including multiple draft document deliveries, comment period, comment resolution meetings, delivery of the Final Document for Approval and Approval of the document by NJTA;k. payment milestone that indicates submission of required document for request for payment;l. build out of the CSC and WIC facilities;m. fit-out/installation (including communications infrastructure installation and Configuration) of System server environments, hosting and or cloud, CSC, and WIC facilities;n. enterprise telephony Systems, Customer Contact Center, Interactive Voice Response (IVR) and automated call distribution (ACD) Systems;o. training;p. all Cut-Over readiness activities;q. data migration and transition;r. System and operational transition and Cut-Over, ands. all ongoing Project activities throughout the Implementation Phase, such as scheduled meetings and their frequency/periodicity.
8	All Sprints for each Phase of the Project shall be clearly identified including the functionality included in each Sprint and all tasks and activities needed to integrate and deliver each Sprint.

9	The Project Implementation Schedule shall identify all milestones and tasks starting with the Notice to Proceed through the date of Phase 1 and Phase 2 Acceptance as identified in the Preliminary Milestone Schedule (Exhibit AH to the RFP).
10	The Project Implementation Schedule shall be resource loaded and shall include all draft submissions and review cycles and shall include all tasks required of the Toll Agencies.
11	The Project Implementation Schedule shall identify all critical path tasks and shall be used to manage the Project.
12	Multiple draft versions of the Project Implementation Schedule shall be submitted that reflect the updates made to address NJTA comments. A Final Project Implementation Schedule shall be submitted with all previously received comments addressed and closed to the satisfaction of NJTA.
13	The Project Implementation Schedule shall be baselined upon Approval and the Contractor is required to update the Project Implementation Schedule on a weekly basis showing percent complete and addition of new tasks reflecting draft document deliveries and software development and delivery.
14	This Project Implementation Schedule shall form the basis for all subsequent schedules and updates throughout the duration of the Project.
15	All changes to the baseline Project Implementation Schedule must be Approved by NJTA.
16	All changes to Approved milestones must be submitted to NJTA in writing for Approval.

2.3 Monthly Progress Report

17	The form of the monthly progress report shall be agreed to as one of the initial project tasks upon NTP and shall be incorporated into the PMP.
18	<p>The report shall include the following components:</p> <ul style="list-style-type: none"> a. summary outlining progress and status, and percentage of Services performed for each task as compared to planned activities in the Project Implementation schedule. All Sprint cycles shall be tracked and statused. Comments shall be included where appropriate. The summary shall also identify key milestones met and missed in the period; b. analysis of all critical path tasks, potential risks associated with the tasks and proposed contingency/work around plans to circumvent or mitigate delays to the Project; c. identification of any Approved changes to Approved milestone dates and Approved Project Implementation schedule, clearly noting the details and identifying the Agreement amendment;

	<ul style="list-style-type: none"> d. discussion of schedule compliance and an updated Project Implementation schedule showing current status against the baseline Approved Project Implementation schedule. Past due tasks shall be updated to show impact on the overall schedule, and actual dates shall be recorded for completed tasks; e. updated action items list that tracks the status of all outstanding action items, activities and issues that need decision/resolution; f. updated deliverables list showing submission dates, current version, current review status, responsible party and due date; g. payment request, if applicable. Payment requests must identify the payment milestone, number and dollar amount. Payment requests shall be made for completed and Approved milestone payments only; h. list of change requests (Contractor and NJTA initiated) and their status including changes to Requirements; i. previous monthly meeting final minutes, and j. six (6) week look-ahead schedule.
19	No more than five (5) Business Days after the meeting, the Contractor shall submit the final monthly progress report and draft meeting minutes for review and Approval.

2.4 Weekly Progress Report

20	The form of the weekly progress report shall be agreed to as one of the initial Project tasks upon NTP and shall be incorporated into the PMP. The weekly progress report shall be a Dashboard format providing an overview of Project progress with focus on missed milestones, corrective action and two-week look ahead.
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2.5 Project Coordination and Meetings

The Contractor will be responsible for coordinating, scheduling, and attending a variety of meetings to ensure proper coordination, planning, issue tracking and resolution and project progress reporting. This will include a combination of regularly scheduled meetings as well as ad-hoc Project meetings required during the course of the Project to address specific deliverables, Service items, and issues as they arise.

21	Cooperate to the fullest extent with all external parties who are involved in the execution of this Agreement including the Toll Agencies, Third-party Service Providers, Existing New Jersey E-ZPass Services Contractor, and external entities.
22	Set-up, facilitate, and participate in meetings during the Implementation Phase, including but not limited to: <ul style="list-style-type: none"> a. Project Reporting and Progress Meetings, occurring weekly;

	<ul style="list-style-type: none"> b. Sprint Release review meetings, occurring as required, but no less than every two weeks or per the Project Management Plan; c. data migration and transition workshops with the Toll Agencies and Existing New Jersey E-ZPass Services Contractor; d. Token migration and transition workshops with the Toll Agencies and Merchant Services Contractor; e. various workshops, demonstrations, comment reviews and System design related meetings as required in Section 3 Product Design and Development Requirements and throughout the Scope of Services; f. Coordination meeting with Third-party Service Providers, IAG/Interoperable Agencies, Third-party Entities, Subcontractors and Toll Agencies; g. technical coordination meetings with Toll Agencies, License Plate Review Contractor, Collections Contractor, and Merchant Services Contractor, as needed; h. Monthly Executive Coordination Meetings, and i. Quarterly Senior Executive Meetings.
23	<p>Set-up, facilitate and participate in meetings during the Operations and Maintenance Phase, including but not limited to:</p> <ul style="list-style-type: none"> a. Change Control Board Meetings, occurring no less than monthly; b. Innovations and Program Improvement Meetings, occurring quarterly; c. Toll Enforcement Coordination Meetings, occurring monthly; d. Operations Update Meetings, occurring weekly; e. ad-hoc operations meetings, occurring as needed; f. defects/change/issues/ticket tracking and review meetings, occurring weekly; g. Software post Release validation meeting, occurring one (1) week after Software Release; h. Continuous Improvements discussions on operational status, occurring weekly; i. technical and operations meetings with Toll Agencies, License Plate Review Contractor, Collections Contractor, and Merchant Services Contractor, as needed; j. technical and operations meetings with Toll Agencies, Third-party Service Providers, IAG/Interoperable Agencies, Third-party Entities, and Subcontractors, as needed; k. Finance Meetings, occurring bi-weekly; l. Reports Review Meetings, occurring at least every two months;

	m. System and Maintenance Active Management Meetings, occurring monthly; n. Active Management Meetings regarding operations, occurring monthly; o. Monthly Performance Review Meetings, and p. Quarterly Senior Executive Meetings.
24	Perform the following tasks related to all meetings, including but not limited to: a. develop and coordinate the Project meeting schedule; b. distribute notices of Project meetings in accordance with document control Requirements; c. prepare the agenda and meeting materials in coordination with NJTA and distribute at least two (2) Business Days prior to the meeting; d. host the meeting with all required staff in attendance; e. prepare draft minutes of the meeting and forward them to NJTA within five (5) Business Days after the day of the meeting, and f. maintain an action items list for each type of meeting identifying issues that need to be resolved at the project level and reported on in subsequent meetings.
25	Upon NJTA's request, capture meeting recordings that contain audio and any video presented during the meeting and make such recordings available to NJTA.

2.5.1 Weekly Project Reporting and Progress Meetings

Both regularly scheduled as well as ad-hoc meetings will be required during the Implementation Phase to ensure the Project is progressing per the Project Implementation Schedule.

Weekly Progress Meetings shall enable NJTA and the Contractor to monitor the status, progress, and quality of the Services performed on the Project and to take proactive steps to ensure successful delivery of the Project.

26	Maintain a schedule for and facilitate weekly Project Reporting and Progress Meetings (in addition to the weekly design/technical meetings) at a location designated by NJTA.
27	Ensure all appropriate Contractor staff are in attendance at all weekly Project Reporting and Progress Meetings including, but not limited to all Key Personnel with Implementation Phase assignments.
28	In each weekly Project Reporting and Progress Meeting, review the Project Implementation Schedule, including any schedule updates or changes, and Project progress with focus on missed milestones, corrective action, and two-week look ahead.
29	The first weekly Project Reporting and Progress Meeting of each month should include a review of the monthly progress report, detailed in Section 2.3 Monthly Progress Report.

30	Executive Leadership of the firm shall be in attendance at the first weekly Project Reporting and Progress Meeting of each month to ensure dedication and acceptance of expectations at an executive level, as well as the escalation of any performance or schedule issues, as required.
31	No less than one (1) Business Day prior to the weekly Project Reporting and Progress Meeting, the Contractor shall submit the weekly progress report.
32	No less than three (3) Business Days prior to the first weekly Project Reporting and Progress Meeting of each month, the Contractor shall submit a draft monthly progress report to NJTA for the period covering the previous reporting period. NJTA will review and comment on the progress report prior to or during the meeting.

2.5.2 Monthly Executive Coordination Meetings

Monthly Executive Coordination Meetings shall enable NJTA and the Contractor to discuss high level status of the Project and address any escalated issues with Project delivery.

33	Maintain a schedule for and facilitate monthly Executive Coordination Meetings (in addition to the weekly design/technical meetings) at a location designated by NJTA.
34	Ensure all appropriate Contractor staff are in attendance at all Executive Coordination Meetings. At a minimum, the Executive Sponsor, Project Principal, Project Manager and Program Manager shall be in attendance at all Executive Coordination meetings.
35	Present an executive level summary of the Contractor's performance, Project status and schedule adherence and address any Project issues.

2.5.3 Quarterly Senior Executive Meetings

Quarterly Senior Executive Meetings will provide the opportunity for NJTA's and the Contractor's senior executives to review Project progress at a senior executive level, to discuss any escalated Project issues, to review the effectiveness of Contractor's Project team, and to assure the Project is progressing in a manner that supports the New Jersey E-ZPass Program's strategic direction. These meetings shall be conducted during all Project phases.

36	Maintain a schedule for and facilitate Quarterly Senior Executive Meetings at a location designated by NJTA.
37	Ensure all appropriate Contractor senior executive level staff are in attendance at all Senior Executive Meetings. At a minimum the Contractor's Chief Executive Officer, Chief Information Officer, Executive Sponsor, and Project Principal shall be in attendance at all Senior Executive meetings.
38	Present an executive level summary of Project progress, participate in discussion of any escalated Project issues, review the effectiveness of Contractor's Project team, and present evidence that the Project is progressing in a manner that supports the New Jersey E-ZPass Program's strategic direction.

2.6 Staffing and Key Personnel

It shall be the Contractor's responsibility to maintain and assign a sufficient number of competent and qualified professionals and other technical personnel to meet the Requirements.

2.6.1 Staffing

39	Maintain and assign a sufficient number of competent and qualified professionals and other technical personnel to meet the Requirements and delivery the Program. All Subcontractors shall be identified.
40	As a part of its PMP, the Contractor shall provide NJTA with the implementation organization chart and Operations and Maintenance organization chart that identifies the employees and Subcontractors dedicated to this Project under this Agreement for each phase of the Project.
41	NJTA shall have full access to all Subcontractors and Third-party Entities who provide services under this Agreement.
42	Provide NJTA with an updated organization chart, including staffing levels and each individual's commitment to the Program, on a bi-annual basis.
43	Provide ongoing training and development of Program staff.

2.6.2 Key Personnel

44	Hire and retain Key Personnel for this Project including, at a minimum, those defined in Table 2-1. The Contractor shall maintain and assign a sufficient number of competent and qualified professionals and other technical personnel to meet the Requirements.
45	As a part of its PMP, the Contractor shall provide NJTA with an organization chart that identifies the employees dedicated to this Project (the "Key Personnel") under this Agreement.
46	All Key Personnel shall be subject to the Secure Workers Access Consortium (SWAC) http://secureworker.com/default.asp screening and membership process. All Key Personnel shall complete the SWAC screening process and receive the appropriate tier of membership ID.
47	Ensure Key Personnel are readily accessible to NJTA and working during Business Hours, and as needed to meet the Requirements, during the Implementation Phase regardless of their physical location and time zone.
48	When required, Key Personnel shall be on-site at NJTA offices located at 1 Turnpike Plaza, Woodbridge, New Jersey.
49	Ensure Key Personnel are readily accessible to NJTA and working during facility operating hours throughout the Operations and Maintenance Phase and as needed to meet the Requirements, regardless of their physical location and time zone.

50	Ensure Appropriate Key Personnel shall be available during Software Release activities, as identified in Section 10 System Maintenance, Administration and Software Support Services, throughout the Operations and Maintenance Phase.
51	The organization chart shall identify Key Personnel responsibilities and the resources to be used in fulfilling the Requirements.
52	NJTA can request/demand replacement of personnel and such personnel shall be replaced within thirty (30) days of the request.
53	Proposals for the replacement of Key Personnel by the Contractor shall be planned and submitted to NJTA for review and concurrence prior to replacement of the individual.
54	The Contractor is responsible for ensuring a seamless and successful transition of the Key Personnel.
55	Every year on the anniversary date of Go-Live, the Contractor and NJTA will walk through Key Personnel, their goals and objectives for the New Jersey E-ZPass Program, and institute necessary changes to their roles to better serve the Program.

Table 2-1: Key Personnel

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>Executive Sponsor - serves as a point of contact for any escalated Project issues and is responsible for providing a monthly health assessment of the Program at an executive level during the Implementation and Operations and Maintenance Phases of the Program.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Client management responsibility for at least one (1) project of \$25 million or more in value • Five (5) years with the company in a senior management role 	X		At Monthly Executive Coordination Meetings, Quarterly Senior Executive Meetings, and as requested by NJTA.	As needed
		X	At Monthly Executive Coordination Meetings, Quarterly Senior Executive Meetings, Quarterly Innovations and Program Improvement Meetings and as requested by NJTA.	As needed
<p>Project Principal – responsible for the oversight of the Project/Program Managers and a point of contact for any escalated Project issues that cannot be resolved by the Project/Program Managers during the Implementation and Operations and Maintenance Phases. Required to meet with NJTA executives upon request. Has the authorization to sign Agreements, resolve disputes and execute Change Orders.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Full-time employee of the Contractor or its parent company for at least two (2) years at the time of Proposal submission • Ten (10) years' experience in the toll industry • Five (5) years of senior management responsibility for major toll projects • Senior management responsibility for at least one (1) project of \$25 million or more in value 	X		At Monthly Executive Coordination Meetings, Quarterly Senior Executive Meetings, Monthly Project Reporting and Progress Meetings and as requested by NJTA.	75%
		X	At Monthly Executive Coordination Meetings, Quarterly Senior Executive Meetings, Quarterly Innovations and Program Improvement Meetings and as requested by NJTA.	50%

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>Project Manager (Implementation Phase) – shall be Contractor's Day-to-Day contact person for all Project matters and shall be responsible for the overall management and delivery of the Services.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' experience as a Project Manager in a related customer service operations environment • Project Manager for at least one (1) back office system deployment • Project Manager for at least one (1) project of \$10 million or more in value • Project management certification such as PMP is required 	X		<p>For all status meetings, Sprint workshops, demonstrations, testing, and reviews.</p> <p>100% on-site from the beginning of System Integration and Interface Testing through System Acceptance.</p>	100%
<p>Deputy Project Manager – supports the Project Manager in delivery of the services and stands-in for the Project Manager as needed.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Three (3) years' experience in the toll industry or other related customer service operations environment • Three (3) years' experience in project management • Project management certification such as PMP is desired 	X		<p>For all status meetings, Sprint workshops, demonstrations, testing, and reviews.</p> <p>100% on-site from the beginning of System Integration and Interface Testing through System Acceptance.</p>	100%

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>Program Manager (Operations and Maintenance Phase) – shall be Contractor's Day-to-Day contact person for all New Jersey E-ZPass CSC Operations and System Maintenance, Administration and Software Support matters and shall be responsible for the overall management and delivery of the CSC-related Services.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' experience in a related customer service operations environment • Program Manager for at least one (1) CSC • Program Manager for at least one (1) project of \$10 million or more annually • Project management certification such as PMP is required 	X		<p>For all status meetings, workshops, and reviews relative to System design, testing, and transition.</p> <p>100% on-site from six months prior to Go-Live.</p>	100%
		X	<p>100%</p> <p>Attends all Operations and Maintenance Phase meetings and workshops.</p>	100%
<p>Project Quality Assurance Manager – Provides quality assurance oversight of the New Jersey E-ZPass Program during design, development, testing and operations. Confirms deliverables comply with the Agreement.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years as Quality Assurance Manager on projects of a similar scope to the services on this Project • Three (3) years of experience in toll Systems • Two (2) years of experience in Quality Assurance • Specialized training and/or certification in quality management 	X		<p>For all QA related meetings and workshops and all formal testing.</p>	50%
		X	<p>For all System -related functionality, Upgrades and enhancements meetings, Operations and Maintenance Phase meetings and workshops.</p> <p>For all System and operations performance related meetings.</p>	As needed

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>Software Development Manager – responsible for the Software and database design, development integration and implementation, on-going resolution of Software bugs and development of improvements and new functionality.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Experience with technical management of a Software development project of a similar scope to this Project • Three (3) years' experience as Software development lead • Eight (8) years' experience in Software development • Served as the Software Development Manager for at least one (1) project of similar scope to the System provided on this Project 	X		<p>For all Software and functionality meetings, workshops, demonstrations, and testing.</p> <p>All formal testing and Software Releases through System Acceptance of Phase 1 and Phase 2.</p>	100%
		X	<p>As required.</p> <p>Attends the monthly Contractor and System Active Management meeting and all technical meetings.</p>	50%
<p>Technology Manager – responsible for management of overall System design, Software, integration, security (including PCI, personally identifiable information (PII) and other Confidential Personal Information), network, and System Implementation.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Ten (10) years' experience with system design and implementation • Ten (10) years' experience with systems security for systems which include credit card processing • Direct project experience using the proposed solution • Experience with System design and implementation of a similar scope to the systems provided on this Project 	X		<p>For all System design meetings, workshops, demonstrations, and testing.</p>	50%
		X	<p>For all System -related functionality, Upgrades and enhancements meetings and workshops.</p> <p>For all Contractor and System Active Management meetings.</p>	100%

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>Security Analyst – responsible for management of System security, auditing user accounts, penetration testing, software code review and all activities related to meeting the security Requirements including compliance certifications.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Ten (10) years' experience with systems security for systems which include credit card processing • Direct project experience using the proposed solution • Experience with security of a similar scope to the systems provided on this Project 	X		For all System design meetings, workshops, demonstrations, and testing.	As needed
		X	As required	100%
Scrum Master – responsible for management of the Agile design development process, schedule, and delivery of the Sprint cycles.	X			100%
<ul style="list-style-type: none"> • Ten (10) years' experience with system design and implementation • Five (5) years' experience Agile design and development • Experience with System design and implementation of a similar scope to the systems provided on this Project 				

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>Product Leads – responsible for the oversight of Software design, development, integration, coordination and testing of New Jersey E-ZPass System functional areas.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Three (3) years' experience as Software product lead • Five (5) years' experience in Software development • Served as the Software Product Lead for at least one (1) project of similar scope to the System provided on this Project <p>Note: Contractor shall provide no less than three (3) Product Leads for the New Jersey E-ZPass Program.</p>	X		<p>For all software functionality meetings, reviews, workshops, demonstrations, and testing.</p> <p>All formal testing through Phase 1 System Acceptance.</p> <p>For all Phase 2 testing and Releases.</p>	100%
<p>Testing and QA/QC Manager – responsible for the planning and oversight of all formal testing of Phase 1 and Phase 2 functionality.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' experience in tolling back-office system testing • Served as the Testing Manager for at least one (1) project of similar scope to the System provided on this Project 	X		<p>For all software functionality meetings, reviews, workshops, demonstrations, and testing.</p> <p>All formal testing through Phase 1 System Acceptance.</p> <p>For all Phase 2 testing and Releases.</p>	100% dedicated for all formal test and Phase 2 Releases.
		X		As needed

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>Transition/Data Migration Manager – responsible for the overall planning, data cleansing, trial migration testing, data validation, implementation and monitoring of the data migration and transition from the Existing New Jersey E-ZPass System and operations to the new System and operations.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' experience with managing transition of systems and operations • Has performed similar role in at least two (2) transitions from an existing system and operations to the new system and operations • Has performed at least one (1) transition on a system with a similar scope and Account/transaction volumes 	X		For all transition activities including data migration and operations readiness meetings and workshops.	100% during transition period beginning with NTP and through complete data migration and Go-Live until Acceptance
<p>Technical Installation Manager – responsible for the installation and connectivity of all New Jersey E-ZPass CSC components including cloud and hosted systems, all CSC computers and equipment, telephony, IVR and ACD, and network equipment, and security equipment.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' experience with technology implementations and installations • Experience with the installation and Configuration of systems and networks of a similar scope to the systems provided on this Project 	X		For all System installation meetings and workshops.	100% during installation and through Go-Live until Acceptance

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>On-site Technology and Support Manager – responsible for disaster recovery and operations business continuity operations, compliance certifications, and onsite technical and desktop support of operations staff, NJTA and Third-party Service Providers staff.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' experience with systems, networks, and end-user support • Experience with the proposed System solution 	X		<p>For all System support and administration meetings and workshops.</p> <p>100% from beginning of Production Readiness Testing through Go-Live.</p>	As needed
			<p>100%</p> <p>Attends the monthly Contractor and System Active Management and technical meetings.</p>	100%
<p>Mobilization and Facility Coordination Manager – responsible for the overall planning, implementation and monitoring of the System and CSC Operations mobilization and operations readiness, as well as the coordination of all CSC facility design inputs, build-out planning, coordination, and scheduling.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' experience with customer service operations, mobilization, and CSC facility design and has performed similar role in at least one (1) mobilization project of similar scope 	X		<p>For all facility and mobilization related meetings and workshops and review meetings.</p>	100% during mobilization and through Go-Live until System Acceptance

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>CSC Operations Manager – responsible for the daily operations of the CSC including oversight of the call center, finance staff, inventory management and Case management.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' experience with CSC operations management of a similar scope to this Project • Three (3) years' experience in toll industry customer service • Experience with multi-channel customer contact center and systems 	X		<p>For all CSC and Software functionality meetings, workshops, and demonstrations.</p> <p>100% from a minimum of three (3) months prior to Go-Live.</p>	As needed
		X	<p>100%</p> <p>Attends the monthly Operations Active Management meeting and all Operations meetings.</p>	100%
<p>Call Center Managers (one for each CSC facility) – responsible for the day-to-day operations of the call center.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' experience with call center management of a similar scope to this Project • Three (3) years' experience in toll industry customer service • Experience with multi-channel customer contact center and systems 	X		<p>For all CSC and Software functionality meetings, workshops, demonstrations, and testing.</p>	100%
		X	<p>100%</p> <p>Attends the monthly Operations Active Management meeting and all Operations meetings.</p>	100%

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>Operations Quality Assurance Manager - conducts the QA monitoring and audits of the operations, validates compliance to Operations Performance Requirements, and attends the Performance Review Meetings.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years as Quality Assurance Manager on projects of a similar scope to the services on this Project • Specialized training and/or certification in quality management 		X	Attends the monthly Operations Active Management meeting and Monthly Performance Review Meetings.	100 %
<p>Training Manager - responsible for providing assessments, planning, developing, delivering and evaluating employee training.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years as a Training Manager on projects of a similar scope to the services on this Project 	X		For all training-related meetings, workshops and training sessions. 100% from a minimum of three (3) months prior to Go-Live.	As needed
		X	100%	100%
<p>Image-Based Transaction Processing Manager – responsible for the Image-Based Transaction processing function of CSC Operations including coordination with the License Plate Review Services Contractor, Customer notification and handling of disputes related to Unregistered Accounts.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' experience with Image-Based Transaction and violations processing • Three (3) years' experience with the Toll Agencies' tolling statutes 	X		For all Image-Based Transaction processing and noticing related meetings, workshops, demonstrations, and testing. 100% from a minimum of three (3) months prior to Go-Live.	As needed
		X	100 %	100 %

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>Deputy Image-Based Transaction Processing Manager - supports Image-Based Transaction Processing function of CSC Operations including coordination with the License Plate Review Services Contractor, Customer notification and handling of disputes related to Unregistered Accounts.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Two (2) years' experience with transaction and violations processing 		X	100 %	100 %
<p>Violations Manager – responsible for the violation processing function of CSC Operations including coordination of collections activities, MVC/DMV Vehicle Registration Suspension/Hold, Driver's License Suspension, Payment Plans and court and working closely with NJTA legal staff and NJTA-selected Third-party Service Providers.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' experience with image-based tolling and violations processing • Three (3) years' experience in managing violation escalations and collections • Three (3) years' experience with the Toll Agencies' tolling statutes • Experience supporting administrative hearing process 	X	<p>For all violation processing related meetings, workshops, demonstrations, and testing.</p> <p>100% from a minimum of three (3) months prior to Go-Live.</p>	As needed	
		X	100 %	100 %

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>Deputy Violations Manager – responsible for supporting the violation processing function of CSC Operations including coordination of collections activities, MVC/DMV Vehicle Registration Suspension/Hold, Driver's License Suspension, Payment Plans and court and working closely with NJTA legal staff and NJTA-selected Third-party Service Providers.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Experience with Image-Based Transaction processing and violations processing • Experience in managing violation escalations and collections • Experience supporting administrative hearing process 		X	100%	100%
<p>Transponder Inventory Manager - responsible for the transponder inventory program, including fulfillment, testing, Retail Distributor of Inventory coordination, Warranty program, transponder replacement program and inventory disposal throughout the Operations and Maintenance Phase.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' experience with inventory management • Three (3) years' experience with tolling operations 	X		For all transponder inventory related meetings, workshops, and demonstrations.	As Required
		X	100 %	100 %

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>Case Management Manager - responsible for managing Case workflow and backlog, handling escalations and Customer complaints related to disputes. Works closely with Toll Agency staff in the timely approval and closure of Cases.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' experience with Case Management • Three (3) years' experience with tolling operations 	X		For all transponder inventory related meetings, workshops, and demonstrations.	As Required
		X	100 %	100 %
<p>Correspondence Manager - responsible for ensuring the timeliness and accuracy of all Customer Correspondence Items.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' Operations experience with an operation of similar size to the New Jersey E-ZPass CSC 		X	100%	100%
<p>Reporting/Data Analytics Manager –manages data and works directly to support Toll Agency staff in utilizing the database and running any required reports on a regular or ad-hoc basis.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' reporting/data analytics experience on a project of similar size to the New Jersey E-ZPass CSC 	X		For all reporting and data management meetings and workshops. 100% from beginning of UAT through Go-Live.	As needed
		X	100%	100%

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>Change Management Manager – manages all Software Releases and coordinates with NJTA-selected Third-party Service Providers, including the License Plate Review Services Contractor, the Collections Services Contractor, and the Merchant Services Contractor.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' software release experience on a project of similar size to the New Jersey E-ZPass CSC Services 	X		<p>For all Software and functionality meetings, workshops, demonstrations, and testing.</p> <p>All formal testing and Software Releases through System Acceptance of Phase 1 and Phase 2.</p>	100 %
		X	As needed	50%
<p>Document Manager—responsible for managing Project-related document development, QA, storage, and retention in accordance with the Requirements.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' document controls experience on a multi-functional project • Two (2) years' technical writing experience 	X		<p>For all document storage and related design meetings and workshops.</p>	As needed
		X	As needed	100%
<p>Social Media Coordinator –monitors and manages all social media platforms, formulates responses and coordinates with Toll Agencies in publishing on social media. Also responsible for all marketing and outreach campaigns.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years' Operations experience as social media coordinator 	X		<p>For all reporting and social media meetings and workshops.</p> <p>100% from beginning of UAT through Go-Live.</p>	As needed
		X	100%	100%

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>Finance Manager – ensures the New Jersey E-ZPass System and Operations operates in accordance with GAAP.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Certified Public Accountant (CPA) certification • Bachelor's degree in accounting or related field • Five (5) years of financial and accounting experience, including management or leadership position (e.g., Accounting Manager, Sr. Accountant, Accounting Lead) overseeing accounting operations in a GAAP compliant, high-volume, transaction processing environment performing revenue management, process audits and similar functions • Three (3) years' experience as finance manager for a tolling project • Experience with proposed COTS financial product 	X		<p>For all finance and reconciliation meetings and workshops.</p> <p>For all formal testing of transitional and financial reconciliation and reporting.</p> <p>100% from Go-Live through System Acceptance.</p>	As needed
		X	100%	100%

KEY PERSONNEL	Responsibilities		Dedication	
	Implementation Phase 1 and 2	Operations and Maintenance Phase	Time On-site	Dedication %
<p>Deputy Finance Manager – supports the Finance Manager in ensuring the New Jersey E-ZPass System and Operations operates in accordance with GAAP. Coordinates with Merchant Services Contractor in resolving Customer disputes and reconciliation issues.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Bachelor's degree in accounting or related field • Three (3) years of financial and accounting experience, overseeing accounting operations in a GAAP compliant, high-volume, transaction processing environment performing revenue management, process audits and similar functions • Experience with proposed COTS financial product is preferred 		X	100%	100%
<p>Internal Fraud Auditor – responsible for monitoring CSC operations and investigating potential fraudulent activities involving CSC personnel and Customers.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Five (5) years on projects of a similar scope to the Services on this Project in similar capacity 		X	As needed	50%
<p>Law Enforcement Manager – responsible for the oversight of evidence package production, subpoenas and all court activities.</p> <p>Should meet or exceed the following criteria:</p> <ul style="list-style-type: none"> • Experience supporting development of evidence for court proceedings 		X	As needed	As needed

3 PRODUCT DESIGN AND DEVELOPMENT REQUIREMENTS

The Contractor shall institute Agile Software Development Lifecycle (SDLC) concepts to meet the Requirements of the Scope of Services. Agile methodology involves grouping the Project Requirements into Agile structures such as themes, stories, epics, features and initiatives. Development work is divided into Sprints that repeat until the project is complete. Requirements identified for inclusion in one or more Sprints are designed and developed through an iterative Agile process with Toll Agency input, and Sprint is finalized, demonstrated, tested, incorporated, and integrated into the System. Software Releases will be deployed to the Contractor test environment and the Toll Agency test environment each month and the Requirements Traceability Matrix (RTM) updated with testing status. A Software Release will typically deliver Requirements from multiple Sprints. This process allows required functionality to be added to the System in an incremental fashion and tested by the Contractor and the Toll Agencies. Multiple Sprints can be in progress at one time with multiple development teams engaged to achieve Phase 1 and Phase 2 Go-Live dates.

If existing software is being used as the basis of the System, the software will be demonstrated for compliance to requirements, and NJTA will have an opportunity to request changes, and have those changes implemented in a manner following an Agile process for new development.

In keeping with Agile best practices, the Toll Agencies, as primary stakeholders, will collaborate in design, Sprint planning and review. Approval of the respective design artifacts is required prior to development work beginning. Demonstrations, based on use cases, will be conducted for stakeholder review at the end of each Sprint and after each Software Release is deployed to the Contractor and Toll Agency test environments. Formal testing will be conducted by the Contractor for Approval, and will occur on a quarterly basis, and will test functionality delivered in the Software Release deployed to the test environments during the quarter.

To ensure the design Requirements for the New Jersey E-ZPass System are interpreted the same way by NJTA and the Contractor a series of Requirements and design review steps are specified herein.

56	Establish and maintain an effective software design and development program to ensure compliance with the Requirements.
57	Employ effective techniques and methodologies to understand and trace the software Requirements and Business Rules for the Project through the design and development lifecycle.
58	The Contractor shall use the Conformed Scope of Services to create the initial version of the Requirements Traceability Matrix (RTM). The RTM is a living document and will be updated during the Design Phase and during the Implementation and Operations and Maintenance Phases.

59	Prior to conducting any workshops, Requirements and Business Rule review meetings, focus group meetings, and design reviews, the Contractor shall develop the necessary documentation for NJTA review and submit such documentation ten (10) Business Days prior to such workshops and meetings. Such documentation shall be tailored for the Project and the Requirements shall be used for developing such documentation.
60	Utilize available Contractor documentation and templates; however, all changes and additions required to meet the Requirements shall be incorporated or clearly documented.
61	Identify and correct all Software issues and defects in its design or product that impact the Contractor's ability to deliver a System that meets the Requirements. This shall apply to issues or defects found at any point during the Contract Term.

3.1 System Requirements Review

Prior to design and development work beginning, the Contractor shall conduct a series of System Requirements review meetings to ensure that the Contractor fully understands the Requirements and to outline how the Requirements will be met by identifying each Requirement to one more Sprint(s).

62	Manage, facilitate, and conduct a series of System Requirements review meetings with the Toll Agencies, CSC stakeholders, including operations staff members, to review the Requirements and to outline how the Requirements will be met. An outcome of these meetings shall be an updated RTM that will be used to validate each Requirement against a design item(s), design documentation and testing procedure(s).
62-1	Descriptions of current operations, descriptions of current functionality, as well as information and artifacts included in the Exhibits accompanying these Requirements are provided for informational purposes only. These items are intended to serve as background material for use during the System Requirements review meetings and other design meetings. It is anticipated that both the content and format of such material will need to be updated as an outcome of the meetings. It is the responsibility of the Contractor to provide SMEs in areas such as operations, finance, law, and technical to actively participate in the System Requirements review meetings and to help identify modifications required. The Contractor shall make all such updates to the documentation.
63	Operations staff members attending the System Requirements review meetings shall be responsible for assuring the System Requirements provide the functionality necessary to support efficient fulfillment of all Operations Requirements and for requesting modifications or additions to the System Requirements as needed to achieve that goal.
64	Any changes to Requirements identified during the System Requirements review meetings and the design process shall be submitted to NJTA for Approval. Once Approved, the RTM shall be updated to reflect the change and such changes shall be tracked in the RTM.
65	Based on the System Requirements review meetings the Contractor shall prepare and provide to NJTA for Approval a draft listing of user roles they believe will be required for the New Jersey E-ZPass System.

66	The draft user roles listing shall be incorporated into the System Detailed Design Document (SDDD) and updated as System design and System testing involving user roles progress.
67	The final listing of user roles and Authorized User access shall be submitted to NJTA for Approval, and once Approved, it shall be incorporated into the Business Rules.

3.2 Business Rules Development

The Contractor shall build upon the existing Business Rules (provided as draft documents in Appendices C-1 through C-3) to establish Business Rules for the New Jersey E-ZPass CSC, Business Rules specific to each Toll Agency's AET implementation, and Business Rules for New Jersey E-ZPass Program wide AET. The Business Rules will include the incorporation of the existing video billing program as well as the current and future Post-paid License Plate Account management program.

68	Manage and conduct Business Rules development workshops with the Toll Agencies to review, update and finalize the draft Business Rules for the New Jersey E-ZPass CSC, as described in Appendices C-1 through C-3.
69	Appendix C-1 Master New Jersey E-ZPass Business Rules Draft shall be considered a draft document that reflects the current Business Rules. The Contractor shall modify the draft to develop a set Business Rules for New Jersey E-ZPass CSC Services. Upon Approval, the Business Rules for the New Jersey E-ZPass CSC shall be incorporated into the RTM that shall be used to validate each Business Rule against a design item(s), design documentation and testing procedure(s).
70	Update the Business Rules for the New Jersey E-ZPass CSC and the RTM throughout the Implementation Phase and Operations and Maintenance Phase, as the Business Rules are potentially altered and updated as a result of design, testing, operations, Toll Agency policies, and legislation.
71	Appendix C-2 DRJTBC AET Business Rules Draft and Appendix C-3 SJTA AET Business Rules Draft shall be considered draft documents that reflect the current DRJTBC and SJTA AET Business Rules. The Contractor shall modify the drafts to develop a set of AET Business Rules specific to each Toll Agency as part of the Business Rules development process to support the AET programs as described in Section 9.13.7 Image-Based Transaction Processing, Aging and Escalation.
72	GSP and NJTP will transition to AET during the Contract Term and the Contractor shall support the development of the NJTA AET Business.
73	During the Contract Term, the Toll Agencies may transition to a New Jersey E-ZPass Program wide AET and the Contractor shall support the development of the New Jersey E-ZPass Program wide AET Business Rules.

74	Update each Toll Agency's AET Business Rules and the New Jersey E-ZPass Program wide AET Business Rules throughout the Implementation Phase and Operations and Maintenance Phase, as the Business Rules are potentially altered and updated as a result of design, testing, operations, Toll Agency policies, and legislation.
75	Appendix C-1 Master New Jersey E-ZPass Business Rules Draft contains draft Business Rules for image review which will guide both the Contractor and the License Plate Review Services Contractor. The Contractor will support the License Plate Review Services Contractor in updating and finalizing the License Plate Review Services Business Rules.
76	Support the update of the image review Business Rules throughout the Implementation Phase and Operations and Maintenance Phase, as the Business Rules are potentially altered and updated as a result of design, testing, operations, Toll Agency policies, and legislation.
77	Provide updates to the Approved Business Rules document and the RTM to NJTA with any changes to the System.

3.3 Software Design and Development

The Contractor's Agile development process shall ensure regular workshops and collaboration with and Approvals from NJTA on System design and development decisions. Software shall be released first to the DevOps environment and then to the test environment every month, and each Release will include functionality from multiple Sprints. Each Sprint could include any number of user stories, as defined by the Contractor, in coordination with NJTA during the Sprint planning process. Development cycles shall be defined for Phase 1 and Phase 2 implementation. The Contractor will work with NJTA to establish the Sprint schedule and coordinate the participation of the Toll Agencies, CSC operations representatives, and the Toll Agencies' designates.

3.3.1 Design and Development Planning

78	The Contractor shall prepare a draft product roadmap that provides a high-level view of the System features/functionality described in the Requirements and identified in initial design workshops. The product roadmap will include a high-level timeframe indicating when each feature/functionality will be developed. Workshops shall be conducted with the Toll Agencies to review and revise the product roadmap. Contractor shall submit the draft product road map to NJTA for Approval.
79	Based on the draft product roadmap, the Contractor shall prepare a draft Software Release plan prior to each monthly Release. Release workshops shall be conducted with the Toll Agencies to review and resolve any design concerns, to finalize the Release contents and to finalize the Release plan.
80	Contractor shall obtain NJTA Approval of each Release plan and the related design documents for each Release prior to development work beginning for the Release.
81	The Software Release plan shall include but not be limited to the following items: a. target Release date;

	<ul style="list-style-type: none"> b. the contents of the Release, such as features, user stories and use cases; c. reference to all design artifacts related to items in the Release as well as resolutions of all documented feedback; d. tracing to the Requirements and/or Business Rules addressed in the Release; e. success criteria for the Release, and f. estimated schedule for product demonstrations, formal quarterly testing of Software Release and Approvals.
82	<p>Upon Approval of each Software Release plan by NJTA, initiate an iterative Sprint process to accomplish the development and internal testing activities required for the Release. Sprint planning meetings will be held to facilitate these activities. These meetings shall include but not be limited to:</p> <ul style="list-style-type: none"> a. establishment of the Sprint's goal; b. identification of the user stories and functionality that will be included in the Sprint; c. identification of the tasks required to accomplish the Sprint's goal and assign resources; d. creation of use cases that will be the basis of the Sprint's demonstration, and e. trace to the RTM which Requirements and Business Rules the functionality developed during the Sprint will support.
83	The outcome of each Sprint planning meeting, shall be documented and submitted to NJTA immediately after each meeting;

3.3.2 System Design and Demonstrations

84	Design workshops shall be conducted throughout the project to solicit and document feedback from stakeholders, including the Toll Agencies.
85	Provide draft documents to the Toll Agencies in advance of all design workshops to facilitate design discussions. Depending on the workshop's topic, the draft design-related documents might include items such as draft user stories, draft use cases, draft screen mockups, draft flow diagrams and existing design artifacts for existing baseline products/Modules.
86	<p>Workshops shall include but not be limited to:</p> <ul style="list-style-type: none"> a. identification and clarification of the respective Requirements and Business Rules; b. compliance validation of baseline product to Requirements and Business Rules; c. drafting/updating user stories and other design artifacts; d. demonstration of existing baseline products/Modules;

	e. walking stakeholders through flows utilizing any existing design artifacts;
	f. identification of user roles involved in the flow, and
	g. identification of data considerations, for example any cleansing, transformation or pre-processing to be performed on existing data to support the design or to improve data quality.
87	Use migrated data during demonstrations and testing to prove the System functions correctly with existing data.
88	Provide sandbox environments to assist with design workshop discussions and Sprint demonstrations.
89	Demonstrate the work at the end of each Sprint for review by a wider audience of reviewers and subject matter experts, including the Toll Agencies. Use cases shall guide these demonstrations which shall focus on the form, flow and function of elements included in the Sprint rather than testing the software for data accuracy. Accomplishment of the Sprint's goal(s), successful implementation of functional elements required for the associated user stories and conformance with any related design documentation shall be demonstrated.
90	Upon deployment of each Release in the test environment, the Contractor shall conduct a demonstration for stakeholders, including the Toll Agencies, of all items included in the Release and achievement of the success criteria identified for the Release. Use cases shall guide this demonstration.
91	Changes identified during the demonstrations shall be documented and incorporated into subsequent Sprints.
92	Regression test shall be conducted at each Release cycle covering all Sprints completed.
93	If using existing Software, the Agile process with respect to NJTA demonstrations, reviews and inputs shall not be curtailed. The Contractor shall take NJTA input and update and adjust the software in the same manner as new development.
94	Following each Sprint hold a retrospective meeting to discuss any lessons learned from the previous work process.

3.4 Reports Design Workshops

The Contractor shall conduct a series of workshops with stakeholders, including each of NJTA's functional departments, oversight teams and the Toll Agencies to facilitate the design of the System reports.

95	Manage, facilitate, and conduct reports design workshops. These workshops shall span the Implementation Phase of the Project and the timing of these workshops shall be included in the Sprint cycle and Approved by NJTA.
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96	Conduct multiple workshops with NJTA's stakeholders and operations staff sufficient to obtain informed input on the reports needed for each functional area. The iterative series of workshops and demonstrations shall continue until the reports Requirements are satisfied and the reports are Approved by NJTA.
97	Bring subject matter experts (SMEs) to the workshops, including as example, operations, technical and finance/accounting staff, as appropriate for the report type(s) being reviewed during the meeting. SMEs must provide a means for fully explaining each report, its intended purpose, columns, fields and components and its connection with other reconciling and validating reports. The SMEs should also include product leads who will be responsible for developing these reports as well as report designers who can bridge the gap between the Toll Agencies' end users (i.e., finance, maintenance, operations staff) and developers (engineers who understand coding but not necessarily the aesthetics or purpose of each report).
98	Upon receiving feedback from NJTA, develop/modify the reports and submit the new/updated reports for review.
99	Demonstrate the modified and new reports to NJTA using accurate and reconciled Data. Reports that are expected to reconcile to one another shall be demonstrated together.
100	The Approved baseline reports shall be included in the Reports Design Document.
101	The Reports Design Document shall provide a detailed description of each data element on each report and shall include all calculations performed.

3.5 Data Warehouse and ETL Workshops

The Contractor shall conduct a series of workshops with NJTA to facilitate the design of the interface between the System and NJTA's Data Warehouse, as well as Data Warehouse(s) for other Toll Agencies that choose to implement Data Warehouses in the future, including the extract, transform, and load (ETL) process.

102	Conduct a series of Data Warehouse Interface and ETL process design workshops. During these workshops, the Contractor and NJTA will discuss the Interface and the data to be transferred to NJTA-provided Data Warehouse. NJTA may decide that all data need to be transferred to NJTA-provided Data Warehouse. Document the results of the meetings and develop a complete interface specification and ETL process for review(s) and approval by NJTA.
103	Update the interface specification and ETL process throughout the Implementation Phase and Operations and Maintenance Phase as required to document any changes and for Approval.
104	Establish APIs and Software Development Kits (SDKs) so the System can connect to additional Toll Agency Data Warehouses in the future.

3.6 Performance Reporting Workshops

The Contractor shall conduct a series of workshops with NJTA to facilitate the design of the System and Operations Performance reports required to demonstrate compliance to the System and Operations Performance Requirements specified in the Scope of Services.

105	Conduct a series of System and Operations Performance Requirements reporting design workshops with NJTA prior to development work beginning on the reports. During these workshops, the Contractor and NJTA shall review each Performance Requirement, the measure and reporting needed to demonstrate compliance, and shall jointly determine specifically how they will be measured. The Contractor shall document the agreed upon method of measurement and identify the points in the workflows/process flows where each measurable event occurs. This input will be provided for the design of performance reports that will be developed for the Program. The template and finalization of the reports will be covered in the reporting workshops.
106	System and Operations Performance Requirements reports shall provide the ability to filter for exceptions Approved by NJTA so that associated non-compliance points can be calculated and applied to the Contractor's Monthly Performance Scorecard.

4 TESTING REQUIREMENTS

4.1 General Testing Requirements

The Requirements described in this section detail the labor, materials, facility, environments, and support services necessary to test the New Jersey E-ZPass System, its integration to each Toll Agency's Host System/Host and Image Capture Systems, interacting with the IAG/Interoperable Agencies, Third-party Entities and other external entities, data migration, and production readiness. All formal tests will be performed by the Contractor and witnessed and Approved by NJTA. Approval of any aspect of testing shall not relieve the Contractor's responsibility in meeting the full Requirements or fixing defects.

107	Prior to advancing to any formal testing, Contractor shall demonstrate functionality/Releases in the dedicated Contractor test environment using use cases Approved by NJTA. All anomalies, non-compliance to Approved design and defects shall be documented in a Punch-list. Formal testing shall not commence until severity 1, 2 and 3 are corrected and there is an Approved plan for resolution for other severity Punch-list items.
108	Testing shall be conducted in various phases and stages as detailed below to validate the New Jersey E-ZPass System design, System integration, reliability, functionality, and compliance to the Requirements, including without limitation, those set forth in the Scope of Services.
109	Employ automated testing software, covering all internal processes, interface messages and data, API messages, transaction processing, and the user/Customer experience. Make automated testing applications and tools available to NJTA for conducting NJTA's testing and for use during the Operations and Maintenance Phase.

110	Perform electronic monitoring of System performance, covering all internal processes, interface messages and data, API messages, transaction processing, and the user/Customer experience, throughout all testing. Make performance monitoring applications and tools available to NJTA for conducting NJTA's testing and for use during the Operations and Maintenance Phase.
111	Provide all necessary resources, environments, and facilities to conduct all testing.
112	Provide the required test set-ups and data communications to the Toll Agency Host and Image Capture test sites, IAG/Interoperable Agencies' and Third-party Entities' test sites, external interfaces, and the Toll Agencies test environments.
113	The testing concept shall ensure that the New Jersey E-ZPass System and its integration with each Toll Agency's Host System/Host and Image Capture Systems, the IAG/Interoperable Agencies, Third-party Entities and other external entities are systematically and thoroughly tested for compliance with the Requirements, interface specifications, and for operation in compliance with the established Business Rules.
114	Work closely with each Toll Agency's toll system contractor, NJTA-selected Third Party Service Providers, the IAG/Interoperable Agencies, and Third-party Entities to coordinate testing of all interfaces. Test and certify the System for Interoperability with all IAG/Interoperable Agencies and Third-party Entities in accordance with NJTA-Approved Test Specifications.
115	The user application software shall be tested for browser standards compliance, screen validation, functionality, performance, and standard action.
116	Manage all test logistics required to validate and test the New Jersey E-ZPass System, and for coordinating all testing activities with each Toll Agency's Toll Host System/Host and Image Capture Systems contractor(s), IAG/Interoperable Agencies, Third-party Entities, and other contractors and Third-party Service Providers.
117	At each testing phase, the Contractor shall support and perform all ad-hoc tests requested by the Toll Agencies. Defects identified during the ad-hoc testing shall be included in the defect tracking system.
118	Provide an "online commercial Software" defect tracking system, accessible by the Toll Agencies via browser-based internet, to document and track all defects identified as part of System testing and any subsequent actions taken to correct those defects. The Toll Agencies shall have the ability to generate reports. This same defect tracking system is to be used during the Operations and Maintenance Phase, however two separate ticket repositories shall be maintained, one for tickets pertaining to development efforts occurring prior to and through Go-Live that is associated to Implementation Phase 1 and Phase 2, and the other for tickets pertaining to defects and changes occurring after Go-Live that is associated to Operations and Maintenance Phase. The defect tracking system shall be capable of the following, including but not limited to: a. assigning a unique ticket number to each defect;

	<p>b. categorizing defects;</p> <p>c. prioritizing defects;</p> <p>d. logging the date/time the defect was reported;</p> <p>e. the user who reported the defect;</p> <p>f. tracing to the defect's point of discovery, for example the test case;</p> <p>g. description of the erroneous behavior;</p> <p>h. details on how to reproduce the defect;</p> <p>i. details on how to correct the defect;</p> <p>j. identification of all functionality that utilizes any part of the code or the Configuration parameters that will be modified to correct the defect;</p> <p>k. details on how to test the correction, including functional testing, negative testing, end-to-end testing, and any regression testing required;</p> <p>l. documenting schedule for Release of correction of the defect;</p> <p>m. documenting any related ticket(s) associated with the defect;</p> <p>n. the developers who worked on the defect;</p> <p>o. life-cycle tracking, and</p> <p>p. reporting.</p>
119	A Punch-list shall be created and maintained to consolidate tracking of all anomalies, defects and required changes identified during all demonstration and testing phases.
120	Each item on the Punch-list shall be assigned a severity level and a relative priority.
121	Severity level assignment for Punch-list items shall be guided by the severity level definitions located in Section 10.10 Maintenance Severities, Response and Repair Times.
122	After each testing phase, including the formal quarterly test of Software Release and prior to the subsequent testing phase, update the RTM (including the Approved Business Rules and system diagrams) and the SDDD as required, based on results of the test.
123	During all test phases, when testing a software or Configuration change, comprehensive regression testing shall be performed to ensure the changes have not introduced new faults and to assure the change does not have unexpected impact on other parts of the System.
124	Develop and implement a plan for utilizing standard automated regression testing procedures that shall execute specified test scripts/test cases at specific intervals and when critical software components are changed and report any regressions to NJTA.

125	Conduct regression testing in a Contractor-provided test environment prior to each Software Release in all project phases.
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4.2 Testing Sequence and Logistics

Thorough testing is essential for successful System implementation. Several types of testing will be conducted in different phases and testing will be executed in various environments. Figures 4-1 and 4-2 provide high-level illustrations of the expected testing flows and environments for both Phase 1 and Phase 2.

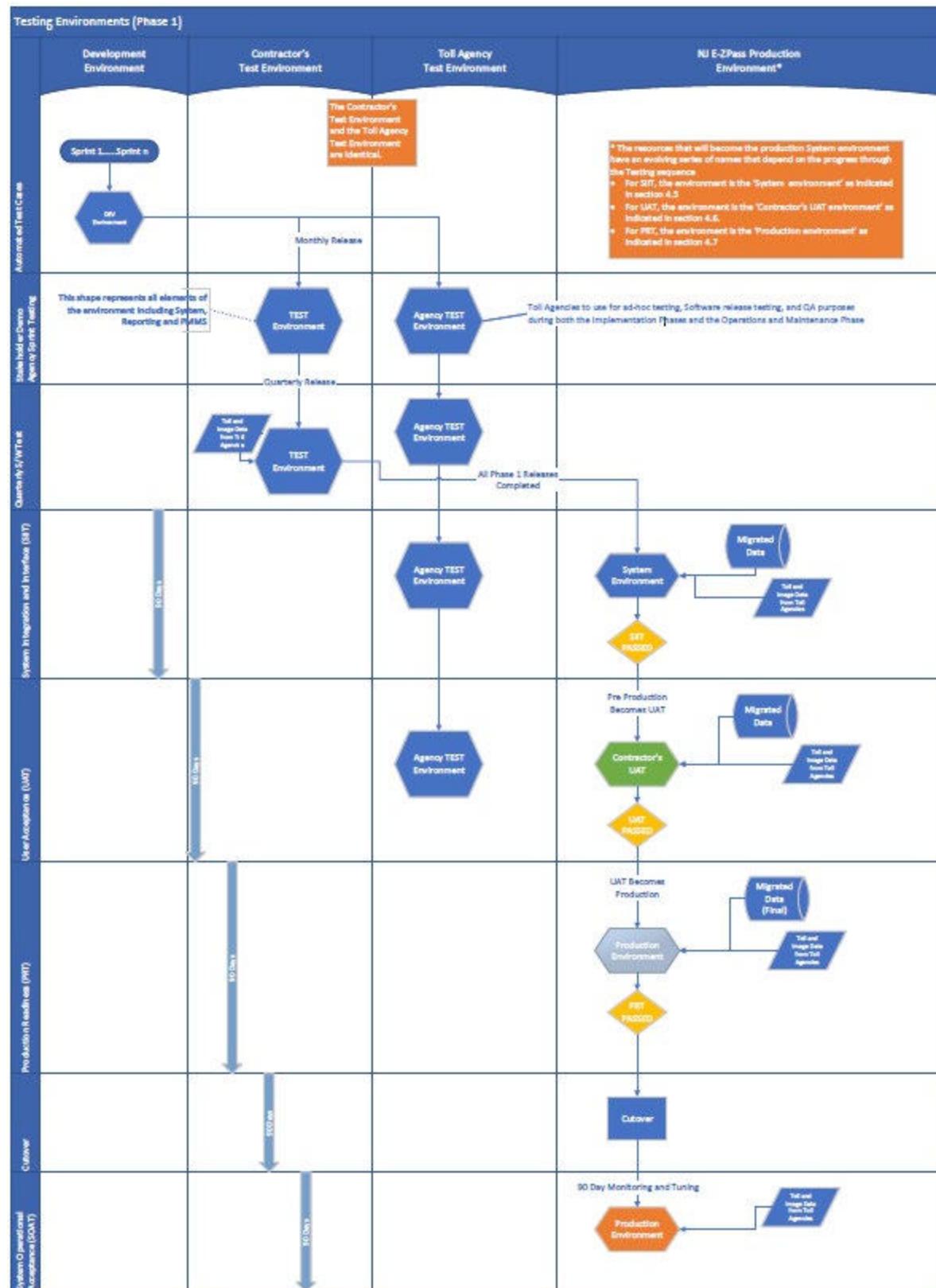


Figure 4-1: Testing Flows and Environments (Phase 1)

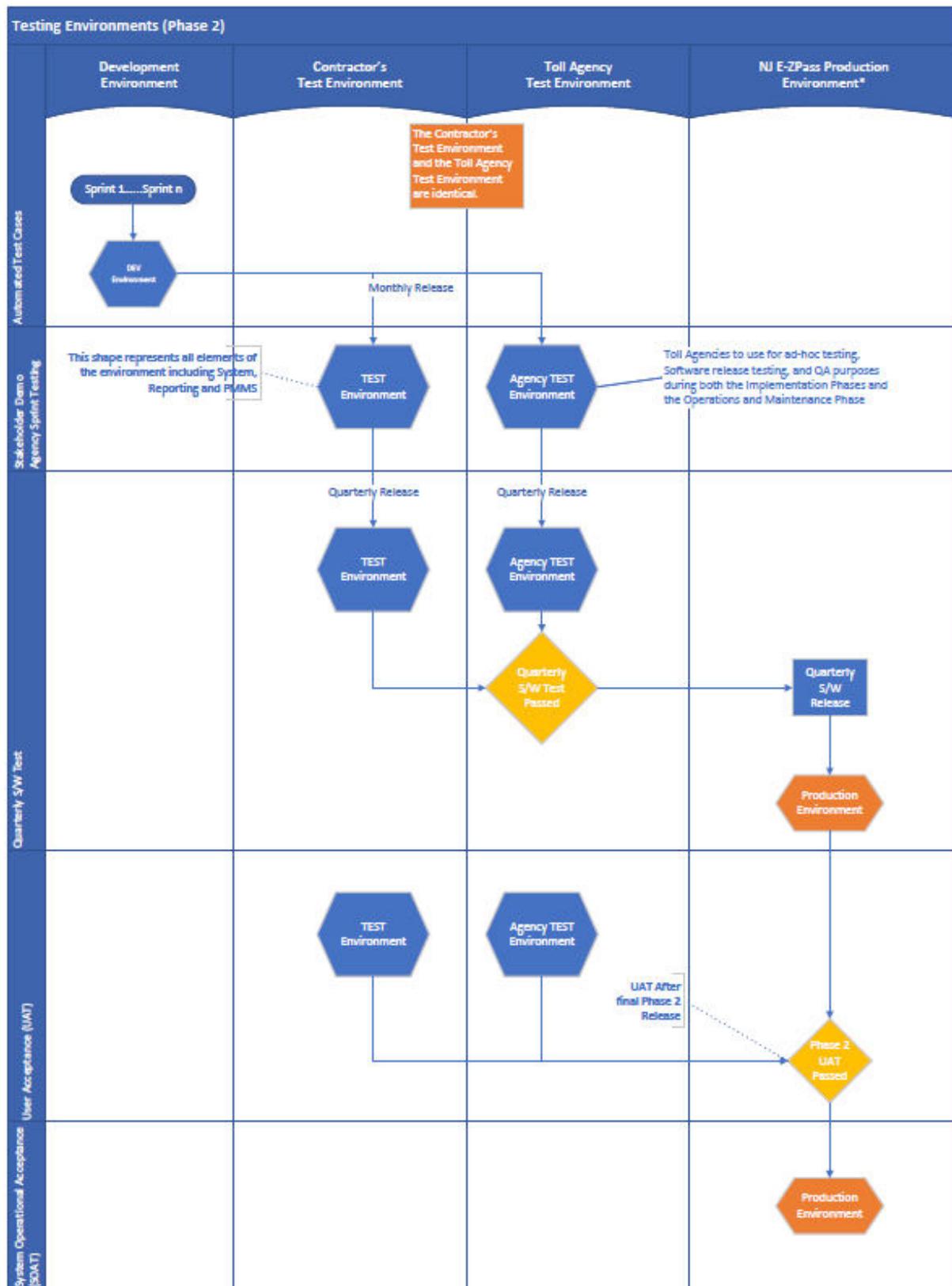


Figure 4-2: Testing Flows and Environments (Phase 2)

126	<p>Perform the following tests in the following order, subject to NJTA's Approval of the final Master Test Plan:</p> <ul style="list-style-type: none">a. Software Testing;b. Trial Data Migration Testing;c. System Integration and Interface Test (SIIT);d. Phase 1 User Acceptance Test (UAT);e. Production Readiness Testing (PRT);f. Phase 1 System Operational Acceptance Test (SOAT);g. Phase 2 Releases UAT;h. Phase 2 UAT, andi. Phase 2 SOAT.
127	<p>Obtain Approval from NJTA and meet the entry conditions prior to the start of each test, including but not limited to:</p> <ul style="list-style-type: none">a. Approval of all predecessor tests and successful closeout of outstanding issues and defects documented in the Punch-list;b. Approved test procedure with approved automated test scripts, test cases, and/or use cases for each individual test as specified in the Master Test Plan;c. Approved test schedule;d. Approved inventory of automated test scripts as specified in the test procedure;e. regression test is completed as part of dry runs and included in the formal testing;f. successful dry run of each test with results and outcomes provided to and validated by NJTA;g. test data is prepared and loaded into the test environment;h. submittal of the latest Approved version of the RTM showing test validation against the Requirements, andi. test environment confirmed ready to test.
128	Facilitate and support NJTA's participation in the testing and witnessing of each test. Provide NJTA with full access to the test data, results, defects identified and outcome of each test.
129	Trial data migration verifications shall be conducted and Approved by NJTA prior to entry into the next testing phase.

130	After transitioning the New Jersey E-ZPass System to revenue collection the System Operational Acceptance Test shall be conducted for each Phase of the Project. Contractor shall obtain NJTA Approval for the start of each System Operational Acceptance Test.
131	The exit criteria identified for each test phase shall be completed and test Approved by NJTA prior to the Contractor moving to the next phase of testing/transition, as defined in the Master Test Plan.
132	After the completion of each test phase, the Contractor shall submit to NJTA, for review and Approval, a test report that documents the results of the test, any anomalies and issues identified, comments provided by NJTA, the test data, and the corrective action/resolution of each item and any re-tests that are necessary to successfully complete each testing phase.
133	Continue the testing process until all anomalies and defects are closed-out, updated as such in the defect tracking system, and the final test report is Approved by NJTA.
134	Only NJTA has the right to determine whether the functionality demonstrated meets the Requirements.
135	Approval or validation of any aspect of the testing shall not relieve the Contractor's responsibility in meeting the full Requirements of the Agreement.

4.3 Software Testing

Agile development approaches typically call for internal testing to be performed by the development team, using a combination of manual testing and automated test scripts. Internal testing is conducted as development work for each Sprint progresses and use of automated test scripts in the process is usually considered a critical success factor since it allows the Software to be tested much more efficiently and thoroughly than relying on manual testing alone. In keeping with Agile development practices, Software will be integrated and introduced into the System in an incremental fashion, building the System's capabilities by deploying frequent Releases that contain software developed in a set of Sprints. Once per quarter a formal test of the contents of the Software Releases deployed during the quarter will be conducted for Approval.

136	The Contractor shall utilize both automated and manual testing to conduct internal Sprint testing.
137	Conduct internal Sprint testing, including but not limited to: <ul style="list-style-type: none"> a. testing for conformance with, the Approved design documentation, the Business Rules, and the Requirements, and b. testing of 100% of all System components, all features and user stories, and negative testing for controlled systems features and field-level validations.
138	Conduct pre-Release internal testing, including but not limited to:

	<ul style="list-style-type: none"> a. testing with Third-party Service Providers and IAG/Interoperable Agencies' and Third-party Entities' test environments; b. sandboxing to test isolated features; c. validation using the required production reports related to each functional area; d. separate validation of reports that are cross-functional or not related to a functional area, resulting in 100% of reports being tested; e. testing using actual data generated by the existing Toll Agencies' Host System/Host and Image Capture Systems, migrated data and, when necessary, simulated data; f. testing the System application software for compliance to coding standards related to screen validations, Self-Service Website and Mobile Application navigation, Configuration changes, PMMS including all errors, exception conditions and failures, negative test cases, back-end programs and processes; g. testing of interfaces with the CSC desktop environments and all required peripherals, and h. testing of user roles and security elements.
139	During development, conduct quarterly formal testing of the Software Release, using Approved test procedures and Approved test cases.
140	Quarterly testing shall demonstrate proper function of all items released to the test environment during the quarter as well as conformance with associated Approved design documentation, Requirements and Business Rules.
141	After completion of the quarterly formal testing of the Software Release, the Software shall be released into the Toll Agency test environment.
142	Anomalies and defects identified during Software testing shall be categorized by severity and priority and tracked as a Punch-list.
143	After each quarterly test of the Software Release, update the RTM (including the Approved Business Rules) and the SDDD as required, based on results of the test.

4.4 Trial Data Migration Testing

Trial Data Migration Testing demonstrates that the Contractor has successfully and repeatedly migrated, cleansed, and anonymized data in a reproducible manner to support SIIT, UAT, PRT and Cut-Over.

144	Test all aspects of the data migration and related activities as described in the Data Migration Plan.
145	Conduct trial data migrations at the points specified in the data migration schedule.

146	Utilize the data migration and transition checklist when conducting trial data migrations, refining the checklist each time as needed.
147	Conduct automated and manual validation and verification of all migrated data in accordance with the Data Migration Plan, Approved test procedures and Approved test cases.
148	Provide a test report after each trial data migration documenting information about the migration such as metrics regarding the data elements migrated, the time required to migrate each set of data, results of the validations and verifications performed, and a discussion of any issues encountered along with plans for their resolution.
149	Once testing of data migration and data cleansing, transformation and pre-processing processes are successful, perform a trial migration using production data from an agreed-upon date and cleanse the data to support the use of the data in testing. This process will need to be performed multiple times during System testing activities since NJTA intends to perform as much testing as possible using migrated data.
150	Coordinate with the Merchant Services Contractor to include Token Migration as part of the trial migration.
151	Anomalies and defects identified during Trial Data Migration Testing shall be categorized by severity and priority and tracked as a Punch-list.
152	Obtain Approval of Trial Data Migration Testing prior to utilizing migrated data in testing. It is anticipated that significant data will be migrated to support subsequent testing phases.

4.5 System Integration and Interface Testing

SIIT, or end-to-end testing, seeks to validate the interfaces between individual components and the completely integrated System meets its Requirements. All Sprints and Releases identified for Phase 1 delivery will be part of the test. The Contractor shall conduct SIIT, compressing logical days as necessary to accommodate process escalation and transaction aging. Multiple testing cycles may be executed depending on defects found and their severity. The Contractor shall also conduct load/performance testing as part of SIIT.

153	Approval of the Trial Data Migration Testing is an entry criterion for the SIIT.
154	Validate the migrated data and reports and reconcile to the financial system prior to start of SIIT.
155	Conduct SIIT, which shall include end-to-end integration testing of all functionalities, all reporting as part of integrated test scripts/test cases, interface testing, security testing, and performance/load testing. In addition, all reports shall be validated and made available to the Toll Agencies at all times throughout SIIT.
156	Use a full set of migrated data and new data for the SIIT and test the ETL and transfer process between the System and NJTA's Data Warehouse.

157	<p>Conduct SIIT, including but not limited to:</p> <ul style="list-style-type: none"> a. testing all functional elements of the System included in the Sprint and Release cycles for Phase 1 using the procedures for Software integration testing, including all screen validations and the end-to-end testing from receipt of transactions through posting to the Accounts, unpaid transaction processing, and generation of all types of Correspondence Items; b. reports/Dashboard testing using migrated, simulated, and keyed-in data; c. preliminary verification and validation of PCI and PII compliance; d. verification and validation that the various System environments are operating per the Requirements; e. load (stress)/performance and response testing of the entire System in terms of user access, for example, Self-Service Website, Mobile Application, operations staff access, NJTA access, IVR, and all Customer Communication Channel access; f. load/performance testing of the entire System in terms of internal and external interfaces, real-time transaction processing, back-end process and jobs, and file processing; g. full and partial primary System environment failover testing including partial failovers of functional systems, for example Self-Service Website; h. operating the secondary System environment as the production New Jersey E-ZPass System for a period of time; i. full and partial primary System environment failover recovery (back to primary System) testing; j. validation of all System Performance Requirements and performance reports; k. adherence to the security standards; l. archiving and purging process testing; m. comprehensive PMMS testing; n. testing using actual incoming data, generated real-time (as if in a real, live production environment) by the existing Toll Agency Host System/Host and Image Capture Systems; o. all interface test scripts/test cases, and documentation required to confirm that the interfaces conform with the Requirements, Approved design, and the Toll Agencies' Business Rules; p. testing using test environment systems provided by the Toll Agencies, Third-party Service Providers, IAG/Interoperable Agencies, and Third-party Entities; q. IAG/Interoperability Interface Testing to prove the New Jersey E-ZPass System meets the Requirements as described in Appendix D IAG Interface File and Reporting Specifications; r. exception testing, and
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	s. sustained operations test.
158	Anomalies and defects identified during the SIIT shall be categorized by severity and priority and tracked as a Punch-list.

4.6 User Acceptance Testing

UAT is defined as the testing phase where testing is conducted by using Authorized User and Customer roles to make sure the System can handle required tasks and workflows in real-world operational scenarios, according to the Requirements, design, Business Rules and specifications. UATs will be conducted for both Phase 1 and Phase 2.

159	<p>In addition to the entry conditions discussed in Section 4.2 Testing Sequence and Logistics, the following criteria must be met prior to commencement of UAT:</p> <ul style="list-style-type: none"> a. remote access to the Contractor's UAT environment must be functioning and able to support all remote participants; b. required training must be completed, and c. the Toll Agency test environment shall be operational and contain identical software and data to the Contractor's UAT environment.
160	The UAT shall be conducted by the Contractor, and witnessed by the Toll Agencies, to verify that all functional elements of the New Jersey E-ZPass System, including the PMMS, System and operational Dashboards, provided by the Contractor are in conformance with NJTA technical, functional, and operational Requirements, Business Rules and the final System design as Approved by NJTA through the Sprint and Release cycles.
161	The UAT shall be conducted either at the Contractor's facility or at a facility designated in accordance with the Master Test Plan.
162	Provide support for remote participation in UAT including remote access to the Contractor's UAT environment and live viewing of the test process.
163	UAT shall be performed for Phase 1, as defined in the Conformance Matrix, and prior to Approval of all Phase 2 Releases.
164	A final controlled UAT shall be performed in the dedicated Contractor's test environment on the New Jersey E-ZPass System after all functionality has been deployed at the end of Phase 2 prior to Phase 2 System Operational Acceptance Test.

165	Provide all needed support for the UAT to include providing dedicated test environments, provisioning/aging system data, running batch jobs, and developing test procedures and test scripts/test cases using use cases with all affected reports being baselined and then reviewed by the Contractor at the end of each applicable test script/test case or user story and the results reported on a daily basis. In addition, all validated reports shall be made available to Toll Agencies at all times throughout UAT and Toll Agencies shall have access to the Contractor's test environment.
166	UAT test procedures shall ensure testing is conducted in logical, flowing sequences in order to demonstrate the System's ability to handle required tasks and workflows in real-world operational scenarios. To support this testing approach, all data entered into the System in various test cases shall be used to test downstream functional areas, for example Accounts created through the various channels are the same Accounts used in later test cases that involve transponder assignment and transaction posting.
167	Provide migrated and cleansed test data for UAT that represents a full set of production data.
168	Provide technical personnel to support UAT.
169	Ten (10) Business Days prior to commencement of UAT, provide in-person training for up to twenty (20) staff from the Toll Agencies and their representatives as well as support for additional remote participants, all of whom will witness the UAT.
170	Ten (10) Business Days prior to commencement of UAT, train Contractor staff to perform the test scripts/test cases that mimic the work they will be assigned post Go-Live Date.
171	Anomalies and defects identified during the UAT shall be categorized by severity and priority and tracked as a Punch-list.
172	Develop, and retest necessary revisions identified during the UAT until all Punch-list items shall be resolved to the satisfaction of NJTA.
173	The Contractor shall ready the Toll Agency test environment for Toll Agency testing activities at the same time the Contractor's UAT environment is prepared.

4.7 Production Readiness Testing

As part of the transition process, and after the completion and Approval of UAT, the Contractor will be given the authorization to prepare for production and start the PRT. As part of the PRT, Toll Agency staff members who were trained will test and operate the Toll Agency test environment. During this transition period, the formal PRT activities will be conducted by the Contractor and witnessed by the Toll Agencies. Pre-Cut-Over tasks will be performed concurrently with the PRT to prepare for the transition.

174	The PRT shall be conducted by the Contractor and witnessed by the Toll Agencies in the System production environment that will become the System production environment to verify that System is ready for transition and Cut-Over.
175	Conduct the PRT using the System production environment, including but not limited to:

	<ul style="list-style-type: none">a. testing that demonstrates the System is completely installed and operational and all environments are installed, Configured and ready for production and the System is completely accessible by Authorized Users, all interfaces are operational, NJTA's Data Warehouse is in communication and replication is occurring, and the Toll Agency test environment is up-to-date and fully functional;b. software is loaded;c. database is populated with cleansed, transformed and pre-processed migrated data;d. any post-migration cleansing, transformation or updating is performed;e. PCI application vulnerability, penetration and PII adherence testing, certification of elements not available/tested during previous testing;f. testing PMMS Configuration and setup, and conversion into production;g. testing the financial system through a month end closure;h. testing of internet connectivity and speed;i. testing the speed of the System while performing various functions;j. testing Toll Agency access to all aspects of the System including PMMS and creation of tickets and resulting notifications to Authorized Users;k. testing NJTA's full access to production data, including the ability to create and generate queries;l. testing of primary System environment full and partial failover to secondary System environment and continuous operations in the secondary System environment;m. testing of phone system and all Customer Contact Center System functionality including IVR, ACD, email, short message service (SMS), chat, and virtual assistant, andn. testing of Self-Service Website and Mobile Application in test mode and friends and family mode (released in the stores but not accessible to Customers).
176	Test the business continuity procedures to validate that they are functioning per the design.
177	As part of the PRT, Toll Agency staff members who were trained will test and operate the Toll Agency test environment. All defects and changes identified during this testing will be documented in the Punch-list.
178	<p>During PRT mobilize the Operations team to initiate pre-Cut-Over tasks, including but not limited to:</p> <ul style="list-style-type: none">a. initiate Customer outreach to encourage Customers to update Account and vehicle information;

	<ul style="list-style-type: none"> b. identify email addresses that are associated with Registered Accounts, but have not been verified, and contact Customers to encourage initiation of the email verification process; c. initiate, with the Email Validation Service Provider, validation of email addresses that are associated with Accounts but have not been verified; d. identify Registered Accounts that have a cell phone associated with their Account but have not finished the SMS verification process and contact Customers to encourage them to complete the verification; e. identify Registered Accounts that do not have a license plate associated to the Account, and contact Customers to encourage addition of a license plate to their Account; f. run queries and contact Customers to merge accounts; g. perform final review of communication templates; h. verify communication regeneration processing has been successfully tested; i. convert from legacy Commercial Post-paid Account types to Commercial Post-paid Plans; j. evaluate the contents of current work queues and review in progress requests, for example refunds that have been requested but not completed, or there are over-payments on Accounts that need to be processed, and k. confirm that all data migration pre-processing tasks identified during design workshops have been successfully tested and are ready to support the data migration.
179	<p>Upon successful conclusion of the PRT and of all other pre-cutover testing, provide Certification of Readiness to conduct data migration, transition and Go-Live at the System production environment, including but not limited to:</p> <ul style="list-style-type: none"> a. conduct final testing of the exact procedures and tools that shall be used for the migration of data from the Existing New Jersey E-ZPass System to the new System; b. conduct final testing of the exact procedures and tools that shall be used for the migration of financial data from the Oracle® financial application (OFA) to the new financial system; c. provide evidence that data from the Existing New Jersey E-ZPass System is ready for migration to both the System and to NJTA's Data Warehouse in accordance with the Data Migration Plan and Requirements, and d. complete the data migration and transition checklist to verify the data migration and transition processes are completed in accordance with the Data Migration Plan and the Transition Plan.
180	Begin data migration and transition upon Approval of the PRT including acceptance of the Certification of Readiness.

181	Conduct data migration and transition on the System production environment in accordance with the Approved Project Implementation Schedule, taking into consideration the relevant existing systems, including but not limited to the Existing New Jersey E-ZPass System and the Toll Agencies' Host System/Host and Image Capture Systems.
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4.8 Post-Cut-Over Monitoring and Tuning Period

182	After the Approval of PRT, completion of all transition tasks and Certification of Readiness, the Contractor will be provided Approval to start the Cut-Over phase at the end of which the System shall be in revenue collection mode and serving as the System of record.
183	Monitor the System upon Go-Live for a minimum period of ninety (90) days or until such time as the System in operations has been demonstrated to be stable to the satisfaction of NJTA. During this period, the Contractor shall perform any required final adjustments to the System and optimize System performance.
184	Performance reports and scorecards shall be submitted for both maintenance and operations demonstrating compliance to System and Operations Performance Requirements.
185	Both the System KPI Dashboard and the Operational KPI Dashboard shall be fully functional and demonstrating accurate representations of current compliance with System and Operations Performance Requirements.
186	All issues and defects identified shall be recorded in the defect tracking system, corrected, and tested, with changes released to production upon Approval, and the System monitored for an additional thirty (30) days.
187	Upon successful completion of the monitoring period and all entry criteria satisfied, System Operational Acceptance Testing may begin.

4.9 System Operational Acceptance Test

The objective of the SOAT is to observe the System and operations to ensure that the New Jersey E-ZPass System functions over the test period with limited manual intervention in live operations. SOATs will be conducted for Phase 1 and after completion of Phase 2.

188	The SOAT shall be conducted by the Contractor for Phase 1 and Phase 2 upon authorization by NJTA to commence such testing. The System and operations shall be observed in live operations by the Contractor and NJTA for a minimum of three (3) complete monthly audit cycles. Contractor developed and NJTA-Approved test procedure, use cases and Punch-list shall be utilized during this test. The Punch-list shall be completed each day and made available to the Toll Agencies. The Phase 2 SOAT shall incorporate all functionality from both project phases.
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189	The objective of the SOAT is to ensure that the New Jersey E-ZPass System functions over the test period with limited manual intervention in live operations. It is intended to confirm that the New Jersey E-ZPass System and the network are sized and Configured correctly, and data is processed without interruption.
190	The SOAT shall validate the interfaces to each Toll Agency's Host System/Host and Image Capture Systems and reconcile the transactions end-to-end. Each Toll Agency's settlements and payments shall be auditable and reconcilable.
191	The SOAT shall confirm that the IAG/Interoperability interface is functioning as needed and all financial systems and Accounts are reconciled. The IAG/Interoperable reports shall be validated, and settlements and payments audited and reconciled.
192	During the SOAT period, System accuracy, performance of the System and operations, System reliability, and auditability shall be verified.
193	During the SOAT all Customer service, finance, invoicing, Image-Based Transaction and violation processing, and Toll Bill and Violation Notice aging and escalation functions of the New Jersey E-ZPass System shall be verified. Dashboards and reports shall be verified daily for accuracy and reconciled to operations and interface files. Queries shall be generated to validate the reports.
194	The SOAT shall demonstrate that all System Performance Requirements are being consistently met.
195	The SOAT shall verify that the alarms displayed on the PMMS and all PMMS Alerts are complete and accurate.
196	Anomalies and defects identified shall be categorized by severity and priority and tracked as a Punch-list. All Punch-list items shall be resolved to the satisfaction of NJTA and the SOAT shall be repeated until NJTA is satisfied that the New Jersey E-ZPass System and operations meet the Requirements.
197	During the SOAT the Contractor shall audit and reconcile the System and operations every day and successfully close the audit month in accordance with the Requirements. Shifts shall be monitored and reconciled daily. All reports shall be verified to be accurate, and funds reconciled. The auditors SOP manual shall be used to conduct the audit and reconciliation.
198	Daily, weekly, and monthly reports shall be generated and compared to reports generated by the Toll Agencies' Host System/Host and Image Capture Systems; Third-party Service Providers, NJTA banks, the IAG/Interoperable Agencies, and Third-party Entities. The Subsidiary Ledger (SL) and all the financial reports shall be verified for the duration of the SOAT.

199	As part of the SOAT, an entire twenty-four (24) hour period of data shall be identified from each Toll Agency and tracked through the System. The status of the transactions shall be compared to the Toll Agency Host System/Host and Image Capture Systems reports to reconcile the transactions and the revenue. Accurate posting of toll transactions to the Accounts, and accurate processing of images and violations shall be verified and matched against the Toll Agency Host reconciliation codes.
200	Customer Correspondence Items, IVR operations, call/chat operations and web and Mobile Application operations shall be monitored and validated against the System for the duration of the SOAT and there shall be no errors or omissions.
201	All interfaces shall be monitored, and processing of all records shall be validated through the System during the duration of the SOAT. All errors and exceptions shall be identified, tracked, and investigated.
202	On a daily basis, during the SOAT, all transaction and processing queues and reports shall be validated to confirm that data is flowing through the Modules and processes as designed.
203	The SOAT shall indicate that all PII policies and standards are being adhered to.
204	As part of the SOAT, all PCI Requirements and reports shall be validated, and all vulnerabilities remedied prior to Acceptance.
205	As part of the SOAT adherence to the New Jersey Statewide Information Security Manual shall be validated.
206	As part of the SOAT, adherence to Federal Information Processing Standards (FIPS) and National Institute of Standards and Technology (NIST) standards, further described in Section 9.4.7 System and User Security, shall be validated.
207	As part of the SOAT, the SSAE-18 Type II audit shall be completed with submission of the resulting SOC 2 Report.
208	The operations of the System shall be monitored for the duration of the SOAT to verify System Performance Requirements.
209	As part of the SOAT, the IVR System reports shall be analyzed, and call flow problems encountered identified.
210	As part of the SOAT, Self-Service Websites and Mobile Application shall be monitored and analyzed for Customer access issues, complaints and feedback and corrections implemented.
211	During the SOAT, Configurable parameters shall be verified to be correct and supporting the Business Rules.
212	As part of the SOAT, all performance reports shall be generated for each audit month and confirmed to be accurate and complete.

213	Make modifications to the System, IVR System, Correspondence Items, Website and Mobile Application Configuration to meet Operations Performance Requirements. Similarly, Contractor shall correct inefficiencies and deficiencies identified during the SOAT.
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4.10 Phase 1 System Acceptance

After a minimum of three (3) complete monthly audit cycles and upon the successful completion of the System Operational Acceptance Test for the System for Phase 1, the closure of all Punch-list items, and completion and submission of all required documents as set forth in Section 8 Documentation Requirements of this Scope of Services and in the Agreement, the Contractor shall be given the Acceptance for Phase 1 of the New Jersey E-ZPass System.

4.11 Phase 2 System Acceptance

After a minimum of three (3) complete monthly audit cycles and upon the successful completion of the SOAT for the System for Phase 2, the closure of all Punch-list items, and completion and submission of all required documents as set forth in Section 8 Documentation Requirements of this Scope of Services and in the Agreement, the Contractor shall be given the Acceptance for Phase 2 of the New Jersey E-ZPass System.

4.12 Final System Acceptance

After completion of Phase 1 and Phase 2 System Acceptance and the completion and submission of all required documents as set forth in Section 8 Documentation Requirements of this Scope of Services and in the Agreement, the Contractor shall be given the Final Acceptance for the New Jersey E-ZPass System.

5 INSTALLATION

This section details the Requirements for the installation and Configuration of the New Jersey E-ZPass Systems infrastructure and connectivity at the primary and secondary third-party cloud locations and/or hosted data centers, and the CSC facilities at the Approved locations as necessary to support the Contractor's System solution.

5.1 Installation Program

The Contractor shall have an Installation Program that addresses all aspects of the installation and Configuration of the New Jersey E-ZPass Systems and the CSC facilities including all installation design, submissions and coordination for a COTS-based solution or service agreements for cloud-based approaches.

214	The Contractor is responsible for the design, procurement, installation, cabling, Configuration, check-off, and testing of all infrastructure including hardware, equipment, cloud environments, communications, Services, and software, and fixtures provided by the Contractor as part of the New Jersey E-ZPass Systems.
215	Provide and build out the Contractor's back-office location/data center as required to house the primary and secondary New Jersey E-ZPass Systems equipment to support the Contractor's System solution.

216	Secure the required communication lines for the primary and secondary New Jersey E-ZPass System locations to each Toll Agency's primary and secondary Host System locations, the CSC facilities and the IAG network.
217	Provide connectivity from the primary and secondary New Jersey E-ZPass System location/data center to all Third-party Service Providers and entities to meet the interface Requirements.
218	Provide secure CSC facilities and WICs, within the state of New Jersey at Approved locations, that shall house the operations equipment and operations in accordance with the Requirements.
219	Build out and install the CSC equipment as needed to meet the System and operations Requirements at all facilities
220	Install the security access system and all communication lines necessary for the CSC operations at all facilities.

5.2 Installation Schedule and Meetings

The Contractor shall conduct a series of meetings between the Contractor and NJTA to clearly define and develop the New Jersey E-ZPass System installation process, methodology, timetables, roles, and contingency plans that result in New Jersey E-ZPass System and operations certified by the Contractor to be ready for UAT.

221	Schedule, manage, facilitate, and attend regular installation meetings during the active installation phases of the Project and report on the progress of the installation to NJTA.
222	Develop a detailed installation schedule as a part of its installation program. This schedule shall be regularly maintained and updated weekly during the installation period.
223	Ensure that all issues that arise during the installation activities are brought to the attention of NJTA and addressed or are placed on a punch list and scheduled for prompt resolution.

5.3 Compliance to Standards

224	Adhere to all applicable local, and federal standards, laws, PCI standards, ordinances, and codes in its installation and Configuration of the New Jersey E-ZPass System and Operations infrastructure, including but not limited to:
	a. building;
	b. electrical;
	c. Environmental;
	d. safety;

	e. security, and f. installation.
225	If there is a conflict between various standards, laws, PCI/PII standards, ordinances, and codes, the most restrictive standard shall apply.
226	Cover all costs associated with any permits, Plan reviews, inspections, and certifications.

5.4 New Jersey E-ZPass System and CSC Facilities Installation Requirements

The Contractor is responsible for installation of all equipment associated with the New Jersey E-ZPass System and CSC operations identified in this Scope of Services.

227	All Servers, enterprise telephony solution systems, storage devices, communications equipment, other New Jersey E-ZPass System hardware and all equipment required to support the CSC facilities and WICs shall be installed in the designated locations within the building.
228	All equipment shall be installed to meet environmental operating condition requirements specified by the manufacturer, including but not limited to heat and humidity.
229	The installation responsibilities for the New Jersey E-ZPass System and operations shall include but is not limited to: a. provision for emergency generators and UPS at the facilities that house the CSC operations; b. furnish, install, Configure, and test all equipment and hardware needed to support the primary and secondary New Jersey E-ZPass System Requirements; c. furnish, install, and validate the interfaces to each Toll Agency Host System/Host and Image Capture Systems; d. furnish, install, and validate the connectivity of all communication lines to all IAG/Interoperable Agencies as applicable as specified in the IAG/Interoperability documents; e. furnish, install, and validate the connectivity of all communication lines to all external interfaces; f. furnish, install, and validate the connectivity to any Third-party Services in support of the Contractor's System solution and operations; g. furnish, install, and validate the desktop computer environments, printers, imaging units, transponder reader/programmers, check scanners, Point of Sale (PoS) devices for supported Payment Methods, mailing systems, and other peripheral equipment needed to support the CSC operations specified in this Agreement;

	<ul style="list-style-type: none"> h. furnish, install, and validate the enterprise telephony solution system including the IVR, the ACD units, and their interfaces to the IVR and internet service provider (ISP), including provision of a toll-free number; i. furnish, install, and validate third-party software and Contractor software on all Servers and equipment required to support the CSC operations; j. furnish, install, and test the security access and control systems at designated locations; k. obtain approval from major app store platforms for the release of the Mobile Application; l. complete all Configurations and certifications in readiness for the UAT, and m. all other items, materials, and equipment required to complete installation in accordance with the Requirements.
230	Upon request, NJTA or its designated representative shall have access to the Contractor's facilities and personnel. This access may be restricted to those portions of the facilities and personnel involved with or who are otherwise performing Services under this Agreement. Such access shall be for the purpose of inspecting the facilities; verifying progress; inspection of materials; work-in-progress; or finished products or verifying test performance or results.

5.4.1 Installation/Configuration Checklist

The Contractor shall complete all installation, Configuration and certification activities and Approved Agreement deliverables Requirements prior to the Go-Live date established by NJTA.

231	Develop and maintain an installation checklist that tracks the progress and completion of all installation and Configuration activities for the New Jersey E-ZPass System and CSC facilities installation. The activities shall include the installation and Configuration of the interface to all Third-party Service Providers, cloud environments, third-party software, and Contractor software.
232	Conduct a final inspection with NJTA of all installations, certify the installation and Configuration work and record certification in the checklist.
233	The checklist shall identify all discrepancies and exceptions and Contractor shall be responsible for all corrections.
234	The checklist shall be used to document all changes identified, and all such changes shall be Approved by NJTA.
235	A representative(s) from NJTA shall have the right to observe and Approve the implementation.
236	NJTA shall have the right to perform independent inspections, and the Contractor shall be responsible for the correction of all discrepancies and deficiencies identified during the inspections.

237	Submit to NJTA a copy of the checklist signed and approved by the Contractor, attesting to the completeness of the installation, Configuration, and certification after the completion of each New Jersey E-ZPass System environment and CSC facility where Contractor equipment is being housed.
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6 TRAINING

The Contractor shall provide comprehensive training for all aspects of the New Jersey E-ZPass System operation, including but not limited to the operations, financial reconciliation, audit, and Maintenance.

6.1 Training Requirements

The Contractor shall be solely responsible for supplying all of the items necessary to complete the delivery of the training program.

238	Conduct comprehensive training related to all aspects of the System functionality, administration, and maintenance as well as operations.
239	Ensure all CSC staff is trained in a manner which ensures excellent Customer service in every Customer interaction as measured by the Operations Performance Requirements.
240	The training shall be hands-on and use the System in the training environment on a customer service representative (CSR) workstation.
241	Training on the phone system shall be hands-on, emulating actual calling scenarios.
242	Training shall be provided for the use of other third-party systems and tools, such as the Print/Mail Service Provider systems and enterprise telephony solution systems, including the IVR.
243	The Contractor's program shall include formal and informal instruction, manuals, diagrams, and functional application as required.
244	All data used for the training database shall comply with PCI and PII Requirements.
245	Ensure that NJTA or their representatives shall have the right to attend any training sessions and to make recordings and copies of all training program materials.
246	Obtain releases from all employees/Subcontractors to allow unlimited, royalty free use and copies of recordings and provide the same to NJTA upon request.
247	Gather trainee feedback and trainer evaluations at the conclusion of each training course and fine tune and revise the training based on the results.
248	For Contractor's training of its own personnel, the Contractor shall provide all required systems and training facilities.
249	Provide training of Toll Agency personnel. Training of Toll Agency personnel shall include but not be limited to:

	<ul style="list-style-type: none">a. provision of training at NJTA or the CSC, at the discretion of NJTA;b. provision of three (3) separate training sessions for staff from all Toll Agencies. The number of trainees designated by the Toll Agencies for each training session is not anticipated to exceed twenty (20);c. setup of the training environment, loading workstations with all Software required for the training and verification of the Configuration of the workstations prior to each individual training course;d. provision of all workstations, unless provided by the Toll Agencies, ande. provision of all required connectivity or provision of a portable, stand-alone training environment that represents the full functionality of the applicable System components.
250	Provide for training for Third-party Service Provider staff in a manner sufficient for required staff to understand and use the System. The time and place for this training will be mutually determined.
251	All training materials, videos and manuals shall reside in an online knowledge base that is accessible for all Contractor staff and Toll Agency staff and one (1) reproducible set of documentation in electronic form that may be used for future training sessions.
252	For each training course, the Contractor shall provide, the following including but not limited to: <ul style="list-style-type: none">a. course agenda;b. course objectives;c. schedule of sessions;d. manual, ande. lesson outlines and summaries.
253	Notify NJTA of the range of dates for training sessions and shall provide a minimum two weeks' notice to allow NJTA participants a reasonable lead time. Contractor shall obtain Approval of the training schedule.
254	Upon Approval of training dates, send out meeting invitations to NJTA attendees.
255	Provide the capability to provide the full set of training courses, including CSR skills testing, remotely using online tools.
256	Provide the following training courses to NJTA personnel. Training manuals (including Contractor provided manuals or relevant portions thereof), guides, videos, training aids, and student and instructor workbooks shall accompany the courses listed below.

257	Accommodate NJTA requests for additional training courses to be offered or additional personnel to be provided training, to the extent possible with on-site personnel and documentation that is readily available.
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6.1.1 System Operation Overview

258	System operation overview training is to be attended by management personnel who require a general understanding of all aspects of the operation, including personnel from senior management, procurement, information technology and marketing and public information staff. Training includes an overview of all aspects of the New Jersey E-ZPass Systems, operations, interface to the Toll Agencies' Host and Image Capture systems, external interfaces, interface to IAG/Interoperable Agencies and Third-party Entities, and any other operational area of the CSC System and Operations.
259	One session of the System operation overview training course shall be conducted with a class size per session of up to ten (10) people and a minimum of six (6) hours training per class.

6.1.2 CSC Finance and Audit

260	CSC finance and audit training is to be attended by financial management and auditing staff to understand all aspects of the operation, particularly those related to financial accounting, reconciliation, audit, and management.
261	Two (2) sessions of the CSC finance and audit training course is required with a class size per session of up to five (5) people and a minimum of sixteen (16) hours per training class.

6.1.3 NJTA System Users

262	NJTA System user training is to be attended by all personnel who require a detailed understanding of the operations of the System and how to access information and reports from the System on items such as status, workflow, interfaces, transactions, and revenue, PMMS, system maintenance, and Customer service, including NJTA project management and information technology personnel.
263	One (1) session of NJTA System user training course is required with a class size of up to ten (10) people and a minimum of eight (8) hours per training class.

6.1.4 CSC Operations

264	CSC operations training is to be attended by Toll Agency staff responsible for the supervision and oversight of CSC functions and operations. The class shall include a review and description of each of the CSC operations' processes and procedures relating to CSC activities, with at least two (2) functioning workstations with actual CSC software. Training on the IVR System shall be hands-on emulating actual calling scenarios.
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265	One (1) session of the CSC operations training course is required with a class size of up to 12 (twelve) people with a minimum of forty (40) hours per training class.
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6.1.5 Reports

266	Reports training is to be attended by Toll Agency staff responsible for reporting for various CSC functions. The class shall include a review of all CSC System and operations reports, the process for running ad-hoc reports and the use of any third-party reporting/analytics tools.
267	Five (5) sessions of the Reports training course are required with a class size of up to 12 (twelve) people with a minimum of sixteen (16) hours per training class.

6.1.6 DevOps Oversight

268	DevOps oversight training is to be attended by Toll Agency staff responsible for the supervision and oversight of Contractor's Software development. The class shall include a review and description of the DevOps applications including the methods of prioritizing, tracking, scheduling, and testing of all Software development activities. Train Toll Agency staff in navigating and understanding the DevOps applications, statuses, and reporting that staff will access to oversee development.
269	One (1) session of the DevOps oversight training course is required with a class size of up to 12 (twelve) people with a minimum of sixteen (16) hours per training class.

6.1.7 Database Administration

270	Database administration training is to be attended by Toll Agency Authorized Users responsible for the supervision and oversight of Contractor's database-related activities. The class shall include an overview of the database, including but not limited to, the following topics pertaining to directly to the New Jersey E-ZPass database: database design, schema and entity relationship modeling, database security, database backup and recovery strategies, database maintenance activities, data hygiene, automated data hygiene monitoring, user accounts and roles, accessing the database, query development and execution, database performance monitoring, synchronization/replication, and database analytics.
271	Two (2) sessions of the database administration training course are required with a class size of up to 12 (twelve) people with a minimum of forty (40) hours per training class.

6.2 Training Facilities

272	Furnish classroom facilities or meeting space at each of the CSC facilities for all training.
273	Provide the ability for each training class to be administered remotely through the use of collaborative video sessions (Microsoft Teams, Zoom, etc.).

6.3 Scheduling and Preparation for Training

274	Provide sufficient notice to NJTA on the types of training it will provide and the timing for each training session. NJTA will identify a list of participants that Contractor shall notify trainees to schedule their participation in the training.
275	Perform all scheduling activities to accommodate the maximum number of persons for each training session given scheduling conflicts. Contractor shall provide sufficient notice to allow participants a reasonable lead time.
276	Notify NJTA of the proposed dates or range of dates Contractor would like to hold a training session at NJTA offices and shall coordinate with NJTA to arrange the proper classroom setting and assure computer hardware and software are installed and the space is configured for each training session.

6.4 Training Materials

277	Draft copies of all training materials shall be submitted to NJTA for review, comment, and Approval, prior to final printing of quantities required for training.
278	NJTA shall have the right to require additional interim drafts should draft training materials submitted not be of adequate quality or have missing or incorrect information. For each course described in the section above, Contractor shall provide the materials listed below.

6.4.1 Instructor Guides

279	Provide an instructor guide for each training course. The guide shall include the following elements: a. course agenda; b. course objective; c. procedures for managing training session; d. resource and facilities required, including workstations, power, and communications Requirements; e. detailed lesson plans; f. a description of training aids and items to aid in on-the-job performance (e.g., where applicable, pocket guides or reference sheets); g. test to be administered to assure satisfactory completion, and h. instructions for using any audio-visual support equipment or materials.
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6.4.2 Training Aids

280	Provide training aids such as electronic visual presentations, video demonstrations, and simulations as are necessary to successfully complete the course agenda and meet the course objective.
281	Succinct CSR training guides shall be developed for purposes of training CSRs on System changes from each Software Release.

6.4.3 Student Workbook

282	Provide for each course an electronic student workbook which shall include but not be limited to course agenda, course objectives, schedule of sessions, copies of all overheads and visuals and lesson outlines and summaries.
283	Materials such as operations and user manuals may be used to supplement the material provided in the student workbook.
284	If such material is used appropriate cross-references shall be included in the student workbook so as to identify the complete set of training materials provided to the student.
285	Location of any online training available as a reference to staff.

6.4.4 Training Videos

286	The training courses shall be recorded for use by the Toll Agency staff and for refresher training of operational staff. Videos shall not be used in place of live training for new hires.
287	Training videos shall be updated with any changes to System functionality, operational procedures, or New Jersey E-ZPass Program updates.
288	Training videos shall be made available to the Toll Agencies.

6.4.5 Training Room Set-up and Software Installation

289	Contractor shall be responsible for loading any special software required on the classroom computers (provided by the Contractor). It is the Contractor's responsibility to ensure that the software is operating as expected on each of the classroom computers. It is also the Contractor's responsibility to ensure that appropriate communications are in place.
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7 TRANSITION AND DATA MIGRATION

The transition of the Existing New Jersey E-ZPass System and operations to the new System and operations is a major undertaking that will require careful preparation, planning, and coordination among different entities (Toll Agencies, contractors, and Third-party Service Providers). The transition should be seamless to the Customers, however, in the event Customers are impacted, all such impacts should be communicated to the Customers. The Contractor is responsible for cleansing data, obtaining missing data and merging Accounts to comply with the single Account goal for the New Jersey E-ZPass Program. The Contractor

shall institute procedures and processes to assure the transition activities are seamless to the Customers and require no more than forty-eight (48) hours of downtime. Upon transition Customers shall have full access to the System and the Contractor shall be expected to meet the System and Operations Performance Requirements.

Upon Go-Live, NJTA anticipates that the deployment of the full New Jersey E-ZPass System in the Operations and Maintenance Phase could occur in two phases and the Contractor's transition efforts shall mirror the planned phases namely:

1. Phase 1: Implementation and deployment of System to support the functionality specified in the Conformance Matrix as Phase 1 (Core functionality to begin at Go-Live).
2. Phase 2: Implementation of additional functionality that NJTA deems is required during the course of the CSC operations and specified in the Conformance Matrix as Phase 2. Implementation of Phase 2 functionality shall occur in major Software Releases to occur no less frequently than quarterly. At Acceptance of Phase 2, the New Jersey E-ZPass System shall be in compliance with all Implementation Requirements of the Conformed Scope of Services.

7.1 Schedule and Approach

In order to manage and coordinate the transition and data migration activities, the Contractor shall have a transition team led by the Transition Manager dedicated to the project for the duration of the transition planning and execution phases. Transition and data migration activities, tasks and checklists shall be developed and maintained to ensure the least interruption to Customers, Toll Agencies, and Third-party Service Providers.

290	Transition existing systems and operations in accordance with the Transition Plan, the Data Migration Plan, and the Approved Project Implementation Schedule.
291	Provide data migration and transition team organizational structure, organizational chart and roles and responsibilities, including participation by the New Jersey E-ZPass Customer Service Center Contractor and service providers, and Toll Agencies at the onset of the data migration planning.
292	Maintain and manage the detailed listing of tasks and activities with timeline required of the Contractor, other NJTA-selected Third-party Service Providers, and the Existing New Jersey E-ZPass Services Contractor and their service providers pre-Cut-Over and post Cut-Over.
293	The transition approach shall be seamless to Customers, and impacts to the Toll Agencies, IAG/Interoperable Agencies, Third-party Entities shall be avoided and where required, minimized. Any impact to the Customer shall be communicated to the Customer via all channels and communication methods available on the Account.
294	The Contractor's schedule shall be sufficiently flexible to accommodate modifications or changes, such as early completions or delays in start or completion of phases that would normally be expected in a multi-phase Project schedule.

295	The Transition Plan shall include a catch-up plan for processing all backlogged data and images.
296	Accommodate staging and phases for the implementation of the New Jersey E-ZPass CSC, including data collection and cleansing processes in accordance with the Transition Plan.
297	Upon the completion of the transition, the Contractor shall continue to perform data collection, account merging, and payment processing activities documented in the Transition Plan, and monitor and validate the System operations as detailed in the Data Migration Plan and Transition Plan.

7.2 General Transition Requirements

298	The transition includes but is not limited to the following key areas: a. all self-service channels; b. Authorized User management; c. Account management and Account Plans; d. Customer service; e. open disputes; f. open service requests; g. transactions, invoicing and payment processing; h. image review; i. Toll Bill processing, aging and escalation; j. violation processing, aging and escalation; k. escalated enforcement (Collections, Vehicle Registration Suspension/Hold, Driver's License Suspension, and court) l. inventory management; m. New Jersey E-ZPass interfaces; n. Toll Agencies Host System/Host and Image Capture Systems; o. incoming and outgoing Correspondence Items and correspondences (Print/Mail Service Provider, lockbox, Email Distribution Service Provider, and SMS Distribution Service Provider); p. reporting; q. financial system;
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	<ul style="list-style-type: none"> r. financial balancing and reconciliation; s. archived data; t. Interoperability, and u. conversion of Notice based license plate billing to Account based license plate management that provides Customer a single Account to view and manage all their Transponder and Image-Based Transactions and payments.
299	<p>Design and develop the entire transition from the Existing New Jersey E-ZPass Services Contractor, ensuring that all technical and CSC operational items are coordinated with the Existing New Jersey E-ZPass Services Contractor, the new License Plate Review Services Contractor, the new Collections Services Contractor(s), and the new Merchant Services Contractor as applicable, properly executed and Approved by NJTA as part of the Transition Plan, including but not limited to:</p> <ul style="list-style-type: none"> a. Cut-Over of all bank accounts (Toll Agencies and New Jersey E-ZPass); b. Cut-Over of New Jersey E-ZPass email addresses; c. Cut-Over of applicable NJTA email addresses; d. Cut-Over of New Jersey E-ZPass Website addresses and domains; e. Cut-Over of applicable NJTA web addresses; f. Cut-Over of in-transit mail; g. app store credentials; h. Cut-Over of New Jersey E-ZPass phone numbers, and i. Cut-Over of any applicable mailing addresses.

7.3 Transition Planning and Coordination

	<p>Coordinate and schedule data migration, transition (from the existing system and operations to the Contractor-provided CSC Services) and Cut-Over workshops with the Toll Agencies, Third-party Service Providers, and existing contractors, including but not limited to:</p> <ul style="list-style-type: none"> a. responsibility for scheduling, design and planning of data migration, transition, and Cut-Over activities; b. preparation and submission of all Contractor data migration schedules, processes, procedures, checklists, and planning documents; c. preparation and submission of all Contractor System transition schedules, processes, and planning documents;
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	<p>d. preparation and submission of all Contractor Cut-Over schedules, processes, validation, monitoring and planning documents;</p> <p>e. preparation and submission of all technical support schedules, processes, monitoring and planning documents, and</p> <p>f. preparation and submission of all interface transition schedules, processes, and planning documents.</p>
301	<p>Transition tasks include, but are not limited to:</p> <p>a. review the transition plan prepared by the Existing New Jersey E-ZPass Services Contractor;</p> <p>b. conduct meetings with the Existing New Jersey E-ZPass Services Contractor and NJTA;</p> <p>c. develop the Transition Plan that addresses all functional areas of pre and post Cut-Over;</p> <p>d. implement the Transition Plan for operations and schedule;</p> <p>e. coordinate transition of all required post office boxes and phone numbers;</p> <p>f. obtain all transponder inventory and other Inventory Items;</p> <p>g. obtain all hardcopy documentation (including the transfer of responsibility for documents stored offsite);</p> <p>h. transfer all supplies, consumables, and Customer materials that are property of NJTA including collateral materials (user guides and other transponder kit materials, operational forms, applications, all current and previous correspondence templates with effective dates, etc.) in electronic, editable format so that the design files can be modified and/or reprinted by the Contractor, and</p> <p>i. obtain, document and track (and subsequently, complete) all work in process that the Existing New Jersey E-ZPass Services Contractor will not complete prior to the date of transition.</p>
302	Plan for the timing of the orderly transition of responsibilities from the Existing New Jersey E-ZPass Services Contractor.
303	Demonstrate and certify to NJTA that the transition is complete and that the Contractor is ready to commence operations.
304	A procedure for this demonstration and certification shall be provided by the Contractor as part of the Transition Plan.
305	<p>Complete all of the predecessor tasks and milestones in the schedule in order to achieve Approval of this demonstration, including but not limited to:</p> <p>a. selection, build-out and equipping of all Contractor operated facilities (CSC, WIC, and alternate location(s));</p>

b. development and Approval of all required documentation;
c. recruitment, hiring and training of all staff in accordance with the relevant, Approved plans;
d. Completion and Approval of the Production Readiness Test, and
e. implementation of all applicable aspects of the Transition Plan.

7.4 Data Migration

NJTA requires that all data be migrated from the Existing New Jersey E-ZPass System to the new System. Upon the successful completion of the final production data migration, the Contractor shall transfer the required data to the Collections Services Contractors and the Merchant Services Contractor so that toll collection Customer service can be seamless as the Program transitions to the new New Jersey E-ZPass Services.

306	Obtain data from the Existing New Jersey E-ZPass Services Contractor to support the development of the Data Migration Plan, and System design, development and testing activities.
307	On the date Approved by NJTA, the Contractor shall complete the final migration of the production data from the Existing New Jersey E-ZPass System to the Contractor's System in accordance with the Transition Plan and Data Migration Plan and Cut-Over to live operations.
308	Data migration shall include all current and historical information including E-ZPass Customer data, statements, Commercial Post-paid Invoices, Toll Bills, Post-paid Statements and Correspondences, and all relevant unpaid transaction data needed to continue pursuing the Account and collecting on the unpaid transaction receivables including but not be limited to all unpaid transactions, associated images, notes, Violation Notices, stage of process, escalation results and all Correspondences to and from the Customer.
309	Current Account attributes and data shall not be changed but shall be maintained and new Account attributes and fields added to meet the Requirements and Business Rules.
310	The Contractor shall provide support as needed to accomplish the Merchant Services Contractor's Token migration.
311	The migration of data from the Existing New Jersey E-ZPass System to the Contractor's System which includes mapping of data, conversion of data, Business Rules applied, and validation of data shall be in accordance with Approved Data Migration Procedures.
312	Protect Confidential Personal Information during the migration of data. All data shall remain encrypted during migration and during all Phases.
313	Provide risk and contingency planning that is broken into manageable steps and options such that the progress can be evaluated at critical phases.

314	Perform data transformation during migration to ensure that the data enters the System in the correct format.
315	Perform the necessary processes to transfer the data to the Collections Services Contractors so that collection efforts can continue at Go-Live.
316	Perform ETL of migrated System data and transfer data to NJTA's Data Warehouse.
317	<p>The data migration planning documents shall include but not be limited to:</p> <ul style="list-style-type: none"> a. processes which are repeatable with the same results; b. comprehensive analysis and mapping of Existing New Jersey E-ZPass System data; c. identification of functionality and data to be migrated and any functionality and data that will not be migrated; d. identification of any data migration shortcomings and deficiencies, including proposed solutions; e. identification of any data elements that are candidates for early migration; f. a detailed timeline of all data migration activities and validations addressing all environments; g. detailed data mapping between the Existing New Jersey E-ZPass System to the new System for the entire data model; h. detailed data mapping from the Existing New Jersey E-ZPass System reporting database to the new Reporting environment; i. detailed data mapping of financial data from the OFA to the new financial system j. identification of any cleansing, transformation and pre-processing that needs to be performed on the data prior to its migration; k. identification of processes and data that needs to be transferred to the Collections Services Contractors; l. support required to accomplish the Merchant Services Contractor's Token migration; m. identification of any cleansing, transformation and post-processing updates that needs to be performed on the data after its migration; n. regular validation results provided to NJTA, including labeled screenshots, illustrating validation of completed tasks; o. data validation and verification processes, by the Contractor and NJTA, for the migrated data at critical phases of the migration, and

	p. detailed data migration and transition checklists, identification of responsible persons and decision process for Go-Live.
318	Once the primary System environment is validated, all other environments shall be migrated and Configured.
319	After successful data migration, data and images shall be archived in accordance with Appendix E State of New Jersey General Records Schedule. NJTA plans to develop NJTA-specific policies, which shall supersede the use of the State of New Jersey General Records Schedule upon completion.
320	Transaction processing shall be disabled for no more than forty-eight (48) hours during the transition to the new System.
321	Upon the Approval of the data migration and Cut-Over, enterprise telephony solution, including the IVR, Customer Contact Center System, Website and Mobile Application shall be activated, and CSC operations transitioned to the Contractor's operations.
322	Verify and demonstrate the ability of the System (once all the data is successfully migrated) to meet all Requirements related to security, including Payment Card Industry Data Security Standards (PCI DSS).
323	Run daily performance reports for one-month post-Cut-Over.

8 DOCUMENTATION REQUIREMENTS

The Contractor is required to provide various hardware; software; Business Rules; design; testing; installation, user manuals, and system administration documentation in accordance with the Approved Project Implementation Schedule. This section provides details on the document management process and the details to be included in each document. For detailed Requirements regarding the processes and System functionality, see relevant sections throughout the Scope of Services.

An online Contractor-provided Electronic Document Management System (EDMS) shall be used to control the saving, versioning, and storage of all Project-related documents, including the Contractor's deliverables and other design, implementation, transition and maintenance, and operations support documentation provided by the Contractor that must be available to the Project team. The Contractor shall save all Contractor deliverables and other support documentation to the EDMS and provide formal notification to NJTA of the deliverable submission.

It is expected that all documentation will go through an iterative review process until NJTA provides Approval. The Contractor shall utilize acceptable standards when updating documents and submitting revisions.

324	All documentation submitted under this Agreement shall be accurate and comply with the Requirements.
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325	Utilize a Contractor-provided EDMS that is accessible to the Project team by username and password, to manage the upload of all Project-related documentation required under this Agreement, deliverable submissions, and NJTA review comments.
326	Maintain a document Submittals list on the EDMS identifying all versions of documents, the date submitted, the nature of changes and identify what the changes are within the documentation.
327	Label each document with the proper title, date updated, revision number, revision history, summary of changes, author's name, the name of the person who performed QA, and version, and the names of the author, the person who performed QC and the Approver. Provide a logical indexing system for ease of access for NJTA's Approval to be used to locate documents in the EDMS.
328	Provide a logical indexing system for ease of access for Approval to be used to locate documents in the New Jersey E-ZPass Contractor-supplied EDMS.
329	A table of contents, for all documentation that includes multiple pages and/or multiple sections, shall be submitted by the Contractor to NJTA for review and comment prior to the submission of the preliminary draft. NJTA will review and provide comment on table of contents submittals within five (5) Business Days.
330	Submit multiple versions of the draft documents to NJTA for review and comment, followed by Final Documents that incorporate all NJTA's review comments. Submission shall include the track changed and clean versions of the document.
331	NJTA shall have the right to require additional interim drafts should draft documentation submitted not be of adequate quality or have missing or incorrect information or does not incorporate NJTA review comments.
332	All documents shall be submitted to NJTA for review and Approval. For documents containing less than hundred (100) pages, NJTA will review and provide comment on preliminary draft documents within fifteen (15) Business Days. For documents containing at least hundred (100) pages, NJTA will review and provide comment on preliminary draft documents within twenty-five (25) Business Days. NJTA will review and provide comment on all final draft and final documents within ten (10) Business Days. When multiple documents are submitted to NJTA simultaneously, or within one week of each other, the number of Business Days required for review shall be cumulative by document. For example, if two twenty (20) page documents are submitted simultaneously, then NJTA would have thirty (30) Business Days to review both documents.
333	Provide a Comment Review Form (CRF) with each submitted document upon which NJTA will provide the Contractor with written comments on all submitted documents. Respond in writing to all comments through the CRF. If needed, schedule and conduct meetings to clarify and resolve any remaining questions and issues concerning the comments and responses provided. Submit the Final Document for Approval when all comments have been successfully resolved and closed by NJTA.

334	Submit electronic versions of all Contractor developed documentation for NJTA review and Approval. Acceptable softcopy formats are Microsoft Office 365 (or higher) and AutoCad 19 (or higher) for Contractor-prepared documentation.
335	The Contractor shall update documentation as changes occur through the Implementation Phase and the Operations and Maintenance Phase. All changes shall be submitted to the Toll Agencies for Approval.
336	All Project documents submitted under this Agreement shall be available at all times to NJTA for review and download.

8.1 Quality Assurance Plan

337	A Quality Assurance Plan that details the Contractor's QA programs shall be developed and submitted to NJTA for review and Approval.
338	The Quality Assurance Plan shall describe the Contractor's QA programs through design, development, production, purchasing, Configuration, testing, installation of all hardware and software provided under this RFP. The Plan shall also describe the approach the Contractor will use to audit operations and revenue collection at the New Jersey E-ZPass CSC and to conduct ongoing QA review during Maintenance and Operations of the toll collection system.
339	The Quality Assurance Plan shall describe the functionality the Contractor will provide to allow NJTA to access and review all QA records, including materials, results, and findings from all QA activities, including all audits, the Contractor will conduct during the Contract Term.
340	<p>The Quality Assurance Plan shall describe the QA procedures and methodology for the Project, including but not limited to:</p> <ul style="list-style-type: none"> a. quality management and organizational structure; b. approach to System design QA; c. approach to software development QA; d. compliance with the RTM in the product development lifecycle; e. approach to installation QA; f. approach to data migration and transition QA; g. approach to equipment purchase, delivery, validation and maintaining equipment records in the PMMS; h. approach to inspection and verification for unit tests and System testing; i. quality approach to Configuration management; j. quality approach to change management and change control process;

k. quality management documentation;
l. quality auditing;
m. approach to quality management and auditing at the New Jersey E-ZPass CSC during Maintenance and Operations and to developing the associated Operations Quality Assurance Plan, and
n. quality-related reporting and metrics.

8.2 Software Development Plan

341	The Software Development Plan (SDP) shall include: a. software development lifecycle methodology; b. description of complete DevOps process; c. documentation of the software development process including identification of Requirements; detailed description of the Agile software development; d. DevOps and software development resources and responsibilities; e. software development standards and associated QC processes; f. security standards; g. source of all code (project where the baseline code is taken from, if applicable) used for the New Jersey E-ZPass System for the major sub-systems; h. description of the Contractor's software product life-cycle management; i. approach to segregation of environments (development, testing, training, and deployment); j. development problem reporting and bug tracking; k. informal and internal testing methodology; l. regression testing and security and vulnerability testing; m. software development language strategy related to both development and software maintenance; n. software end-user documentation review and usability; o. technical software code documentation; p. software Configuration, code management and change management approach and process, and q. samples of software detailed documentation for both external and in-line documentation.
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8.3 System Security Plan

342	<p>The System Security Plan shall comprehensively cover (detailed design or procedures may be referenced in other documents) the Contractor's general approach to meeting all Requirements in Section 9.4.7 System and User Security, Section 9.4.8 Cybersecurity Specifications, Standards and Policies and other relevant Requirements, including but not limited to:</p> <ul style="list-style-type: none">a. key design aspects of System security;b. access control approach for every type of System user;c. approach to protection of Confidential Personal Information;d. approach to safeguarding information in the System;e. approach to safeguarding data and media external to the System, for example, incoming mail, data backups;f. approach to safeguarding data transmissions, interfaces, and portals;g. System design approach to monitor, prevent and combat unauthorized access and other System vulnerabilities and potential security breaches;h. System administration approach to continuously monitor, prevent, and combat unauthorized access and other System vulnerabilities and potential security breaches;i. third-party services to monitor and scan the System for vulnerabilities in compliance with PCI Requirements and the Contractor's best practices;j. approach to performing ongoing security risk assessments;k. approach to limiting physical access to facilities, Systems, equipment, and operating environments to authorized individuals;l. approach to handling physical security breaches;m. protocol for facility emergency situations such as conditions that require facility evacuation;n. safety protocols, for example active shooter response guide;o. approach to educating staff to assure continued security awareness, andp. processes for escalation, mitigation, and corrective action, including notification to NJTA and Customers.
343	<p>The System Security Plan shall include sub-plans or sub-sections to meet the specific plan requirements of the most recent version of the New Jersey Statewide Information Security Manual, including but not limited to:</p>
	<ul style="list-style-type: none">a. Supply Chain Risk Management Plan;

b.	System Security and Privacy Plan;
c.	Configuration Management Plan, and
d.	Plan of Action and Milestones.

8.4 Cybersecurity Incident Response Plan

344	The Cybersecurity Incident Plan shall comprehensively cover (detailed design or procedures may be referenced in other documents) the Contractor's incident response approach, including but not limited to: a. listing of incident response team and roles; b. incident monitoring, detection and escalation; c. incident containment and control approach; d. incident investigation procedures; e. incident communication and notification procedures including detailed approaches for the Toll Agencies, Third-party Service Providers, Customers, media, and law enforcement; f. preparation and training of CSC staff for response; g. corrective action plan; h. procedures specific to PCI breaches, and i. post-incident procedures.
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8.5 Master Test Plan

The Contractor shall submit a Master Test Plan that comprehensively describes the different tests that will be conducted, Contractor's testing concept and approach, and the plans for administration of each test. The Contractor shall utilize a combination of automated and manual testing. Test procedures/test cases/use cases shall be submitted as specified in Section 4 Testing Requirements shall validate each Requirement and the specific test procedure/test case shall be reflected in the RTM. In addition, the Contractor shall develop and submit for Approval a set of regression test procedures that will be exercised each time software changes are made to System after the software is baselined.

345	Provide to NJTA, for review, comment and final Approval a Master Test Plan that outlines the testing scope, testing concepts and testing tools to be used to validate the New Jersey E-ZPass System compliance to the Requirements.
346	The Master Test Plan shall describe the content and format for the test procedures that shall be submitted to NJTA for review and Approval prior to each formal test identified in the Requirements.

347	The Master Test Plan shall describe the content and format for the detailed test cases that shall be submitted for NJTA review and Approval prior to each formal test identified in the Requirements with the exception of the System Operational Acceptance Test.
348	The Master Test Plan shall describe the content and format for use cases that shall be submitted to NJTA for review and Approval prior to each demonstration and prior to the System Operational Acceptance Test.
349	The Master Test Plan shall specify the use of migrated, cleansed data during all testing activities where it is feasible.
350	The Master Test Plan shall identify the test data source(s) for each test.
351	The Master Test Plan shall identify which environment will be used for each test.
352	<p>The Master Test Plan shall cover all aspects of the New Jersey E-ZPass System testing from initial development through Phase 1 and Phase 2 deployment and Project Acceptance, including but not limited to:</p> <ul style="list-style-type: none">a. the sequence of testing activities and identification of testing activities that will be conducted concurrently;b. overall approach to testing;c. describe how each test will be administered;d. approach to informal and formal testing;e. approach to electronic monitoring of System performance during all tests;f. approach to load and stress testing;g. the plans for utilizing dry runs and controlled runs;h. approach to regression testing;i. approach to developing a set of regression test procedures that will be exercised each time software changes are made to System after the software is baselined;j. identification of automated test tools that will be used on the project;k. approach to utilizing automated test tools to support all testing efforts;l. the plan for building an inventory of reusable test cases and automated test scripts;m. approach to validating all System Requirements and Business Rules through the testing methodology;n. describe the entry and exit criteria for each test;o. document the severity and priority descriptions and levels for each test;

	<ul style="list-style-type: none"> p. approach for documenting and tracking defects identified during testing; q. the location(s) where each test will be conducted; r. describe the methodology for testing the System Performance Requirements and sample size for the testing; s. approach to providing test reports; t. describe the purpose; scope; duration; System resources, and human resources for Software Testing; u. describe the purpose; scope; duration; System resources, and human resources for the SIIT; v. describe the purpose; scope; duration; System resources, and human resources for the Phase 1 UAT, Phase 2 UAT for each Release, and Phase 2 final UAT; w. describe the purpose; scope; duration; coordination activities; System resources, and human resources for testing the IAG/Interoperability interfaces which will be conducted during SIIT and PRT; x. describe the purpose; scope; duration; System resources, and human resources for the Production Readiness Test (PRT); y. describe the purpose; scope; duration; System resources, and human resources for the Data Migration, transition, and Cut-Over tests, and z. describe the purpose; scope; duration; System resources, and human resources for the New Jersey E-ZPass SOAT for Phase 1 and Phase 2.
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8.6 Use Cases, Test Cases, Test Procedures, and Test Reports

353	Provide use cases that demonstrate end-to-end functionality of the System feature/Requirement being tested as well as successful interaction with any other systems, Modules, and/or third-parties. Submit use cases at least ten (10) days prior to the scheduled demonstration date for all demonstrations. Demonstrations may not occur prior to Approval.
354	<p>Provide detailed test procedures for NJTA's Approval for each test described in the Master Test Plan, that include but are not limited to:</p> <ul style="list-style-type: none"> a. unique identifier for the test procedure; b. purpose of the test; c. test entry and exit criteria, including what steps and tests are precedents; d. detailed test schedule; e. all necessary hardware and Software;

	<ul style="list-style-type: none">f. test preparation activities;g. test data needed and the data source(s);h. identification of testing to be performed using automated test tools;i. timing of periodic status meetings in the course of testing;j. all necessary personnel, andk. test success measures and planned test reporting.
355	<p>Provide detailed test cases for Approval, as specified in the Master Test Plan, that include but are not limited to:</p> <ul style="list-style-type: none">a. unique test case ID;b. reference to the Requirement;c. description of the test;d. preconditions;e. numbered test steps that test all functions and features, including thorough testing of both positive and negative conditions;f. expected results for each step;g. criteria for successful outcome of the test case, andh. the ability to document results observed, defects identified and outcome.
356	Submit test procedures for each test to NJTA at least sixty (60) days prior to the scheduled start date for the test. Formal testing may not occur prior to Approval.
357	Submit test cases at least sixty (60) days prior to the scheduled start date of each test, with the exception of the System Operational Acceptance Test. Formal testing shall not occur until all entry criteria for the test are met and prior to Approval.
358	<p>Submit a test report to NJTA for each test within twenty (20) days of each test procedure's completion. Test reports shall include but not be limited to the following:</p> <ul style="list-style-type: none">a. outcome of testing;b. results observed;c. results of electronic monitoring of System performance during testing;d. defects noted along with severity and priority, ande. plan and schedule for defect resolution.

8.7 Disaster Recovery Plan

The Contractor shall submit a Disaster Recovery Plan and subsequent Disaster Recovery Procedures that describes the approach as well as procedures to take place in the event of a disaster for the New Jersey E-ZPass System. As part of the UAT, the Contractor shall implement and test its disaster recovery solution.

359	System failures and emergency conditions shall be handled in accordance with policies and procedures developed by the Contractor and Approved by NJTA in the Disaster Recovery Plan. The following are a few examples of emergency conditions:
a.	data center related;
b.	System outages;
c.	third-party service outage or communication failure, and
d.	security breaches.
360	The Disaster Recovery Plan shall document the approach to recovering from a disaster, including but not limited to:
a.	assessment of failure and emergency event and risks;
b.	preventive measures;
c.	preparations in the event of a failure and emergency event;
d.	partial or full failure and emergency event declaration and disaster recovery process to invoke;
e.	sites and equipment presented in a diagram format;
f.	complete bill of materials, including hardware, software, tools;
g.	failover process initiation and completion checklist;
h.	conditions that require initiation of partial or full failover to the secondary environment, including at NJTA's direction;
i.	software and data replication processes;
j.	detailed logistical processes for activation of secondary site and systems;
k.	detailed technical processes for activation of secondary site and systems;
l.	detailed operational functions for activation of secondary site, and
m.	detailed technical processes for reactivation of primary site, operations, and systems.

8.8 Requirements Traceability Matrix

The RTM provides traceability between Requirements, Business Rules and System functionality in a matrix format including the product design and development roadmap (Sprint and Release cycles). The RTM shall be the basis for all design, development and testing efforts and documentation to be developed by the Contractor.

361	Upon completion of the System Requirements and Business Rules workshop and review processes, deliver the draft RTM that details all the Requirements and Business Rules for the System.
362	<p>The RTM shall include:</p> <ul style="list-style-type: none"> a. unique Requirement ID for each Requirement and Business Rule; b. listing and categorization of all Requirements; c. listing and categorization of all software related Requirements; d. identification of the source of each Requirement; e. Phase, Sprint cycle and epic the Requirement will be delivered under; f. identification of the features within an epic that address the Requirement; g. identification of the design section of the SDDD that addresses the Requirement; h. provide traceability of the Requirements to the test/use cases for each stage of testing, and i. description of all Requirements and constraints that affect software functionality.
363	Upon Approval of the draft RTM, it shall be the basis for functional verification of design, development, and testing.
364	During the design and development of the software this document shall be updated to reflect any changes to the Requirements that have been Approved by NJTA and the Requirements will be categorized.
365	RTM shall be used and updated during design and testing to verify the System compliance to the Requirements, use cases and test cases and submitted along with the design and testing deliverables.
366	Upon completion of design, development, and testing, deliver the final RTM that details the disposition of each Requirement and Business Rule for Approval.

8.9 Business Rules Document

367	Review, update, and finalize the draft Business Rules for the New Jersey E-ZPass Program during the System design workshops and submit for Approval.
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368	Ensure Business Rules are comprehensive and do not conflict.
369	<p>The Business Rules document shall include:</p> <ul style="list-style-type: none"> a. detailed Business Rules for all aspects of the System including policies and processes; b. detailed description of all System Configurable options, ranges, and thresholds (Configurable within the System or Configurable by Authorized User) for each Business Rule (if applicable); c. events that trigger the Business Rules and the results; d. all exceptions and constraints when applying the Business Rules; e. cross-reference all Business Rules to the underlying Requirements, and f. System behavior and operational impact and outcome of the Business Rule.
370	Upon completion of the design and development process, deliver the final Business Rules for Approval.

8.10 System Detailed Design Document

The Contractor shall submit a System Detailed Design Document (SDDD) that describes the design specifications of all hardware and Software provided as part of the New Jersey E-ZPass System to meet the Requirements.

371	Upon the completion of Implementation Phase 1 sprint design, develop and submit a Draft Phase 1 SDDD making use of diagrams, figures, and tables and for all environments detailed in the System Requirements. The sprint design documentation Approved for design shall be used in the development of the Phase 1 draft SDDD.
372	<p>The SDDD shall include:</p> <ul style="list-style-type: none"> a. System and hosted/cloud architecture, including equipment layout diagrams; b. complete bill of materials, including hardware, software, tools and components of all hosted/cloud hardware, and software services and support/maintenance agreements; c. Server design, including sizing and processing calculations; d. storage system design, including sizing and processing calculations; e. data backup systems design, including sizing and processing calculations; f. high System availability design, including Servers; storage; network; database, and application; g. disaster recovery design, including Servers; storage; network; database, and application; h. detailed infrastructure software design;

i. detailed data center(s) rack and Server placement design;
j. detailed desktop computer hardware Configurations;
k. detailed desktop computer software Configurations;
l. detailed desktop peripherals Configurations, including Requirements for all peripheral device interfaces and control;
m. all developed software;
n. all provided software;
o. detailed database design, data dictionary, schema, and entity relationship modeling, including sizing and processing calculations for each environment;
p. transaction and image processing design, including data and workflow diagrams;
q. software Module level descriptions and interaction among various software Modules;
r. detailed description to the Module and/or process level for all of the functions according to the Requirements of the System;
s. all internal System interfaces;
t. detailed interface specifications between all software components;
u. design of all external System interfaces (both sides of the interface), including Electronic Interface Portals/APIs for Third-party Service Providers, interface to the Toll Agency Host System/Host and Image Capture Systems, IAG/Interoperable Agencies, and Third-party Entities;
v. formal and standard interface control documents for all external interfaces documenting both sides of the interface;
w. all file upload/download functional design, for example rental car/fleet agency vehicle management file uploads/downloads;
x. detailed Report database design and schema;
y. ETL design and transfer process between the System and NJTA's Data Warehouse;
z. detailed data management design and processes, including summarization, archiving, and purging;
aa. all user interfaces (including reports and screen formats);
bb. System data dictionaries;
cc. format of all Correspondence for all channels;
dd. Self-Service Website site map;

	ee. Mobile Application design; ff. transaction code Mapping to SL and general ledger (GL) Accounts; gg. data flow diagrams, workflows, state diagrams and data queues; hh. IVR call flow diagrams and scripts; ii. application performance monitoring design; jj. access/identity security methodology; kk. comprehensive approach to protection of Confidential Personal Information; ll. security access system layout and interconnections, and mm. network sizing and design details including internet protocol (IP) scheme.
373	Upon the completion of the software development and prior to start of Phase 1 UAT, submit the Final Phase 1 SDDD that includes all changes made during the software development portion of Implementation Phase 1.
374	Contractor shall provide detailed information on proposed network, infrastructure and relevant boundary protections, such as servers, storage units, databases, firewalls, routers, gateways, network based malicious code analysis, virtualization system, and encrypted tunnels implemented within a security architecture.
375	Upon the completion of Implementation Phase 2 sprint design, develop and submit a Draft SDDD that includes Implementation Phase 1 and Implementation Phase 2 design. The sprint design documentation Approved for design shall be used in the development of the draft SDDD.
376	Upon the completion of Implementation Phase 2 Software development and Release, and prior to start of Phase 2 UAT, submit the final SDDD that includes all changes made to the System.

8.11 Installation Design Documentation

377	Submit Server Configuration drawings that show details of the equipment for primary and secondary New Jersey E-ZPass Systems equipment clearly identifying all environments.
378	Submit typical installation drawings for CSC facilities and WICs showing the CSR workstations, printers, document scanners, transponder programmer, transponder tester, check-scanner, etc. Drawings of the security access system shall be included.
379	Submit detailed network diagrams showing all WAN, local area network (LAN) and virtual LAN connections, including interoperable connections, Self-service Portals and third-party interfaces and connections, specifically the Toll Agencies' primary and secondary/disaster recovery host sites and systems.

8.12 Data Migration Plan

The Contractor shall submit a Data Migration Plan for Approval that clearly shows the Contractor understands the scope of the data migration effort and the activities necessary to assure accuracy and completeness of the migrated data. A series of workshops can be conducted to review the Data Migration Plan and details of the data mapping. The Data Migration Plan details all data migration tools, schedule and all activities required for transition of Account information and other data to the new System.

380	Include the Contractor's approach to migrating data and operations to a new System and operations that is seamless to the Customers and has minimal impact on each Toll Agency's toll system contractor, IAG/Interoperable Agencies, and Third-party Entities.
381	Include the process for migrating all New Jersey E-ZPass Customer data, statements, Toll Bills, Commercial Post-paid Invoices, and Correspondences, and all relevant data needed to continue pursuing the unpaid transactions and collecting receivables. All unpaid transaction data needed to recover the amount owed shall be migrated and shall include but not be limited to unpaid transactions, associated images, notes, Toll Bills, Violation Notices, stage of process, escalation results and all Correspondences to and from the Customer.
382	Identify all data migration tools that will be used to facilitate the migration and describe the role each will play in the migration process.
383	Include the process for the ETL of migrated System data and transfer to NJTA's Data Warehouse.
384	Include a detailed data migration schedule that identifies all tasks required of the Existing New Jersey E-ZPass Services Contractor, the Contractor and all involved parties starting from the development of the plan to execution and Cut-Over.
385	Include details for the protection of sensitive data, such as Confidential Personal Information, during the migration of data. Sensitive data must remain encrypted during migration.
386	Include data migration and transition team organizational structure, organizational chart and job descriptions and responsibilities.
387	Include risks and contingency planning that is broken into manageable options such that at critical phases the progress can be evaluated.
388	Provide details of the data migration process including but not limited to: a. comprehensive analysis of Existing New Jersey E-ZPass System data; b. identification of functionality and data to be migrated and any functionality and data that will not be migrated; c. identification of any data migration shortcomings and deficiencies including proposed solutions;

	<ul style="list-style-type: none"> d. detailed data mapping between the Existing New Jersey E-ZPass System and the System primary database(s) including additional fields to support Requirements; e. detailed data mapping from the Existing New Jersey E-ZPass System to the System reports database; f. current Account attributes and their mapping to new Account attributes and fields added to meet the Requirements and Business Rules; g. mapping of current functionality that will be transitioned to be provided through Account Plans; h. identification of any cleansing and pre-processing that need to be performed on the data prior to its migration; i. identification of any cleansing and post-processing that need to be performed on the data after its migration; j. validation and verification processes for the migrated data at critical phases of the migration, and k. detailed data migration and transition checklist, responsible person, and decision process for Cut-Over.
389	Discuss the use of trial data migrations, where the entire migration, validation and verification processes are exercised. All trial migrations to be conducted shall be discussed in the Plan and the data migration schedule shall identify the point at which each will be performed.

8.13 Transition Plan

It is critical that Customers and existing operations are not negatively impacted during the transition. The Contractor shall develop a Transition Plan that details all aspects of the transition, in an effort to minimize such impacts.

390	Coordinate with the Toll Agencies and the Existing New Jersey E-ZPass Services Contractor to develop a detailed Transition Plan that identifies the implementation and transition of all activities, data and NJTA-owned materials associated with the implementation of the CSC from the Existing New Jersey E-ZPass Services Contractor to the Contractor.
391	Address how and where the Contractor will train the new and existing staff without disrupting current operations.
392	<p>Provide, within the Transition Plan, operational details, including but not limited to:</p> <ul style="list-style-type: none"> a. all staffing plans; b. schedules; c. communication procedures;

	d. all tasks and activities required of the Existing New Jersey E-ZPass Services Contractor;
	e. all activities to be transitioned to operations staff;
	f. staff hiring;
	g. staff training;
	h. testing, and
	i. other activities required through Go-Live.
393	The Transition Plan shall include a transition schedule detailing all transition activities, including any operations' downtime required and expected duration of the outages.
394	The Transition Plan shall explain process for standing up production, including which environment will be used and planned load testing.
395	<p>Incorporate, into the Transition Plan, all operational functions and activities to be transitioned, including but not limited to:</p> <ul style="list-style-type: none">a. Customer service work in progress;b. transponder inventory;c. unpaid transaction work in progress;d. all printed Customer Correspondence;e. hardcopy documentation;f. softcopy information owned by NJTA;g. transition of WICs at New Castle, DRJTBC locations, and Farley Service Plaza from Existing New Jersey E-ZPass Services Contractor to the Contractor;h. post office boxes;i. postage meters;j. web domains and URLs;k. website static content (from existing to new website);l. the Merchant Services Contractor's Token migration;m. phone numbers;n. licenses;o. staffing;p. training, and

	q. Go-Live.
396	Transition period staffing plans shall include staffing levels by role and location and shall be submitted to NJTA for review and Approval. Temporary staff required only for the transition period shall be identified.
397	Prepare internal and external communication procedures, as part of the Transition Plan, to effectively and professionally manage communications of potential impacts during the System transition.
398	The Transition Plan shall include coordination with NJTA and Existing New Jersey E-ZPass Services Contractor regarding the orderly shutdown and decommissioning of the legacy operations by NJTA and the Existing New Jersey E-ZPass Services Contractor after System Go-Live.

8.14 Operations End-to-End Validation Plan

399	Develop and maintain an Operations End-to-End Validation Plan that details the procedures for annual validation and certification of the CSC operations functions and performance metrics.
400	<p>Include, within the Operations End-to-End Validation Plan, detailed processes for validating the full cycle of operational processes ensure that all items progress appropriately through the process from beginning to end, including but not limited to:</p> <ul style="list-style-type: none"> a. toll and non-toll transaction processing, posting and reconciliation; b. unpaid transaction aging, noticing, and escalations; c. Case management and resolution; d. outgoing Correspondence Items; e. incoming Correspondences; f. transponder orders and fulfillment; g. Account Plans; h. self-service interactions; i. lockbox payments and exceptions; j. financial deposits and reconciliation; k. DMV Look-up process; l. Collections Placements; m. Vehicle Registration Suspension/Hold placements;

	<ul style="list-style-type: none">n. Driver's License Suspension placements;o. court processing;p. bankruptcy handling;q. escheatment placements and filing;r. Account Flags, Account Alerts, and Payment Method locks;s. negative balance, unpaid debt and financial write-offs;t. operational reporting, andu. QA processes.
401	Include, within the Operations End-to-End Validation Plan, detailed processes for evaluation to confirm the System is operating in support of the Approved Business Rules.
402	For each operational area, provide details on how processes will be tracked through completion, including verification of results.
403	Where applicable, define the System generated reports which will be used to verify results.
404	Define the interval (e.g., weekly, monthly, annually), timeframe (e.g., one day of data, one week of data) that is appropriate for each operational function.
405	Include, within the Operations End-to-End Validation Plan, detailed procedures for validating and certifying accuracy of all reports including System and Maintenance and Operations Performance reports.
406	Include, within the Operations End-to-End Validation Plan, detailed procedures for validating the adherence to Approved SOPs, Operations Staffing and Human Resources Plan, Operations Quality Assurance Plan and Training Plan.
407	<p>Include, within the Operations End-to-End Validation Plan, detailed procedures for validating and certifying accuracy all Customer-facing text, including but not limited to:</p> <ul style="list-style-type: none">a. Correspondence templates;b. notification templates;c. Customer Alerts;d. all text displayed on the Self-Service Website;e. all text displayed on the Mobile Application;f. static documents presented to Customers such as terms and conditions;g. documents that provide instructions to Customers;

h. documents Customers must fill out and submit such as those used for new Accounts or for certain Account Plans;
i. reports provided to Customers;
j. canned content used in chats;
k. content provided to Customers by the virtual assistant, and
l. all other text presented to Customers or to the public.

8.15 System Maintenance, Administration and Software Support Plan

The Contractor shall develop and submit a System Maintenance, Administration and Software Support Plan that describes how the Contractor plans to perform the maintenance of the System and all hardware, software, and systems at the New Jersey E-ZPass facilities and CSC throughout the Operations and Maintenance Phase. The Contractor shall have appropriate System documentation available to all maintenance and Software Support personnel, as required to perform their respective duties.

408	Develop and submit the System Maintenance, Administration and Software Support Plan that defines the approach to services, staffing and resources to fulfill the System Maintenance, Administration and Software Support Services Requirements.
409	<p>The System Maintenance, Administration and Software Support Plan shall describe the approach to fulfilling the System Hardware Maintenance and System Administration Services Requirements, including but not limited to:</p> <ul style="list-style-type: none">a. organizational structure, organizational chart and job descriptions and responsibilities related to System Hardware Maintenance and System Administration Services;b. staffing plan;c. staff schedule and locations;d. offsite data storage plan;e. approach to training;f. third-party system support agreements overview;g. an overview of System monitoring that will be conducted;h. schedule of all System maintenance activities, including anticipated third-party patches and updates/upgrades;i. description of all System maintenance related communication methods;

- j. maintenance procedures, communication protocols including the plan for providing progress updates to the Agencies, Approval processes for System upgrades, software deployments, scheduled maintenance activities, change management, and scheduled downtime;
- k. maintenance procedures, communications protocols including the plan for providing progress updates to the Agencies, and reporting for unscheduled downtime;
- l. communication protocol for coordination with CSC facilities, WICs, and Toll Agencies;
- m. Communication protocol for coordination with IAG/Interoperable Agencies and Third-party Entities;
- n. communication protocol for coordination with the Toll Agencies toll system contractors;
- o. issue/defect reporting processes, notification protocols for issues and failures, and maintenance reporting processes;
- p. severity level assignment, prioritization, response, escalation, and corrective maintenance processes;
- q. process for initiating failover to secondary System environment including partial failover;
- r. process for operating secondary System as the primary for a period of time;
- s. spares levels, equipment and third-party software warranty tracking and return material processes;
- t. processes in place to meet System Performance Requirements;
- u. monitoring System performance for compliance with System Performance Requirements;
- v. sample maintenance performance reports and reporting processes;
- w. details describing QA processes and related audit activities that will be implemented, in accordance with the Quality Assurance Plan, to ensure delivery of quality System Hardware Maintenance and System Administration Services;
- x. processes for supporting internal and external audits;
- y. PCI, PII and security compliance monitoring, upgrades, and safeguards;
- z. data hygiene monitoring, automation and evaluation;
- aa. system intrusion monitoring and safeguards;
- bb. equipment replacement/refresh schedule and detailed plan, and
- cc. upgrades to third-party software and tools.

410	<p>The System Maintenance, Administration and Software Support Plan shall define the approach to fulfilling the Software Support Services Requirements, including but not limited to:</p> <ul style="list-style-type: none">a. organizational structure, organizational chart with job descriptions and responsibilities;b. Software support staffing plan;c. coverage and personnel locations;d. approach to Software support staffing and training;e. approach to receiving, assigning severity levels, and prioritizing Software defects (bugs) and changes;f. reporting, categorization, assigning severity levels, prioritization, and disposition of Software defects;g. approach to identifying, assigning severity levels, prioritizing, documenting, testing, approving, and applying security patches;h. approach to code management and Software Escrow;i. approach to code verification and regression testing;j. procedures, communication protocols and Approval processes for change management, Software Release management, scheduled downtime;k. documented change control procedures;l. schedule of all Software Support activities, including anticipated Release of upgrades/updates and Software changes;m. anticipated plans and schedules for accomplishing the two Self-Service Website and Mobile Application redesigns;n. Software updates to comply with IAG/Interoperable Agencies' specification changes and Third-party Entities' interface changes;o. Software updates to be compliant with PCI, PII, security and audit Requirements;p. descriptions of QA processes and related audit activities that will be implemented, in accordance with the Quality Assurance Plan, to ensure delivery of quality Software Support Services, andq. processes in place to meet System Performance Requirements.
411	The System Maintenance, Administration and Software Support Plan shall define the approach to services, staffing and resources to support the helpdesk services.

8.16 Operations Business Continuity Plan

412	<p>Develop and maintain the Operations Business Continuity Plan describing the Contractor's staffing capabilities and approaches to supporting business continuity and the resumption of the New Jersey E-ZPass Customer service and operational processes after unplanned disruptions, including but not limited to:</p> <ul style="list-style-type: none">a. weather related;b. public safety related;c. health related, for example in response to a COVID-19 or similar outbreak;d. facility related;e. System outages;f. third-party power outage or communication failure, andg. security breaches.
413	Provide approach for CSC operations staff to continue to work in order to meet the Operations Performance Requirements and continue serving NJTA and their Customers in the event of a disaster at either of the CSC facilities.
414	Provide approach for maintaining site and System security to ensure continued compliance with the Requirements.
415	Provide approach for ensuring efficient ramp up of equipment and staffing resources at the non-impacted CSC location in order to meet the Operations Performance Requirements.
416	Provide approach for 100% remote operations in the event of a disaster event impacting both CSC facilities.
417	Distribute information, train, and educate the operations staff on the Operations Business Continuity Plan.
418	Coordinate with the Third-party Service Providers to ensure that the Contractor's business continuity approach will work to efficiently support the New Jersey E-ZPass operations without disruption to services.
419	Include as a sub-plan or sub-section of the Operations Business Continuity Plan the Contingency Plan required by the New Jersey Statewide Information Security Manual. Updates shall be made each time a new version necessitates changes.

8.17 Standard Operating Procedures

420	Standard Operating Procedures (SOPs) shall provide a description of the policies and detailed, step-by-step procedures for every task the Contractor performs in the operation of the CSC. System interactions, including screen shots shall be included in the detailed description of the task.
421	<p>SOPs shall integrate the New Jersey E-ZPass System application with the associated manual procedures required to fully complete each task, including but not limited to the following areas:</p> <ul style="list-style-type: none">a. confidentiality;b. media coordination and public relations;c. facility safety procedures;d. general customer service approaches and etiquette;e. call center opening and closing;f. WIC opening and closing;g. starting and ending shifts;h. incoming call answering;i. incoming mail;j. incoming chat;k. incoming SMS;l. social media monitoring;m. social media posting and direct messaging;n. outgoing mail;o. returned mail processing;p. mailroom procedures;q. Skip Tracing;r. CSR scripts;s. call wrap codes;t. escalations;u. Interoperability coordination;

v. call/SMS/chat/“Contact Us” form monitoring;
w. monitoring CSR screen navigations;
x. queue monitoring;
y. coaching;
z. call/SMS/chat/“Contact Us” form scoring;
aa. use of virtual assistant;
bb. use of knowledge base;
cc. omnichannel communication;
dd. Account enrollment;
ee. Account verification;
ff. Account updates;
gg. email address verification;
hh. Customer preferences;
ii. parking opt-in;
jj. SMS opt-in;
kk. Payment Methods and hierarchy;
ll. Account merging;
mm. Account closure;
nn. revoked Accounts;
oo. Accounts in bankruptcy;
pp. Self-Service Website;
qq. Mobile Application;
rr. Toll Bills and Violation Notices;
ss. Accounts in collections;
tt. Vehicle Registration Suspension/Hold, verification, and release;
uu. Driver’s License Suspension, verification, and release;
vv. court processing;

ww.	evidence packages;
xx.	IToll processing;
yy.	Commercial Post-paid Plan establishment, collateral and invoicing;
zz.	transaction posting;
aaa.	parking transactions;
bbb.	toll credits and adjustments;
ccc.	payment processing;
ddd.	exception payment processing;
eee.	unpostable payments;
fff.	escheatment;
ggg.	unresolved debt;
hhh.	write-offs;
iii.	image re-review;
jjj.	MVC/DMV response and review;
kkk.	Violation Notices;
lll.	violations escalation;
mmm.	violations payment incentives;
nnn.	Payment Plans;
ooo.	overpayments;
ppp.	transponder inventory control and handling;
qqq.	transponder assignment (CSC and WIC);
rrr.	transponder fulfillment;
sss.	transponder mailing;
ttt.	returned transponder processing;
uuu.	transponder swap;
vvv.	transponder replacement program;
www.	transponder security;

xxx.	transponder return merchandise authorization (RMA);
yyy.	transponder disposal;
zzz.	physical inventory reconciliation;
aaaa.	dispute handling;
bbbb.	Case creation;
cccc.	Case assignment;
dddd.	Case tracking;
eeee.	Case prioritization;
ffff.	Case escalation;
gggg.	“Contact Us” form responses;
hhhh.	Customer callbacks;
iiii.	supervisor duties;
jjjj.	task lead duties;
kkkk.	fraud monitoring and handling;
llll.	audits;
mmmm.	reconciliation, and
nnnn.	QC.

8.18 Operations Staffing and Human Resources Management Plan

422	Develop an Operations Staffing and Human Resource Management Plan that includes details of the Contractor's staffing program.
423	Include the Contractor's approach for compliance with the SWAC http://secureworker.com/default.asp screening and membership process. Include all of the Contractor's and Subcontractor's employees identified as Key Personnel.
424	Include the Contractor's approach for screening against terrorism watch lists as well.
425	The Operations Staffing and Human Resources Plan shall include a hiring/assignment schedule for anticipated resource requirements for the duration of the Project.

426	The Operations Staffing and Human Resources Plan shall specifically address the hiring plan and schedule during initial ramp up, including when each training class will be held and how many hires, by position, each class will include, in order to meet the staffing requirements for Go-Live.
427	The Operations Staffing and Human Resources Plan shall include a description of each department/functional area and provide sufficient detail for NJTA to understand the functions and responsibilities of each department and how it will be staffed, managed, and operated.
428	The Operations Staffing and Human Resources Plan Management shall include the location of all personnel required to meet Project Requirements (on-site or remote), as well as the Contractor's approach to providing on-site training and support for remote staff.
429	The Operations Staffing and Human Resources Management Plan shall effectively demonstrate the ability to add or reduce staff based on the methods Customers are using to accomplish Account management tasks. For example, if, over time, call volumes decline as Customers begin using new self-service technology then the staffing plan should reflect a decrease in personnel. Alternately, if contact volumes increase due to increased usage of the facilities or otherwise, the Contractor shall be able to increase personnel to meet the demand.
430	The Operations Staffing and Human Resources Management Plan shall indicate how the Contractor plans to effectively use skill-based staffing to handle Customers in the most efficient way possible. Staffing levels for the identified skill sets shall be closely managed to ensure they match Customer needs. As additional skill sets are identified staff should be trained to accommodate.
431	<p>The Operations Staffing and Human Resources Plan shall include but is not limited to:</p> <ul style="list-style-type: none">a. an organizational chart with all staff positions (including Subcontractors) and personnel names, head count and reporting relationships;b. job descriptions for all staff positions by position type;c. identification of functions which have been Subcontracted, the name of the Subcontractor, Subcontractor responsibilities and name(s) and contact information for Subcontractor's key personnel;d. Holidays and hours of operation, including the CSC and WIC, if applicable;e. a description of the staff and volume forecast process;f. a schedule describing the daily and weekly staff shifts and a description of how the Contractor will adjust staffing to accommodate seasonal and dynamic changes in work volume;g. the approach to employee engagement;h. recruitment process;i. background investigation approach;

	<ul style="list-style-type: none"> j. pre-employment testing; k. training, testing, and re-training policies and procedures including refresher and remedial training for both remote and local staff; l. human resources and staffing policies and procedures; m. employee code of conduct; n. dress code policy; o. employee retention and career development program; p. succession planning; q. employee monitoring, performance evaluation and coaching; r. employee disciplinary process, and s. employee termination process.
432	The Operations Staffing and Human Resource Management Plan shall include the description of the employee incentive programs to promote staff performance and retention.

8.19 Operations Quality Assurance Plan

The Operations Quality Assurance Plan will describe how the Contractor will plan and implement the CSC quality program, how tools described in Section 9.19 Quality Assurance will be used to support the Contractor's QA activities, how the Contractor's QA activities will detect and address errors (quality-related events), and how the Contractor's QA activities will allow improvements to be made before an error occurs (continuous quality improvement).

433	Develop an Operations Quality Assurance Plan that details the Contractor's quality program for both the Implementation and Operations and Maintenance Phases, covering the entire Project, including all Services provided under this Agreement.
434	The Operations Quality Assurance Plan shall describe the process for NJTA to review and verify the quality of operations, revenue collection and Customer satisfaction and to access all QA records.
435	The Operations Quality Assurance Plan shall describe quality management activities that will be conducted in support of SOAT and Phase 1 and Phase 2 System Acceptance as described in the Testing Requirements.
436	<p>The Operations Quality Assurance Plan shall describe the quality procedures and methodology for the Project, including but not limited to:</p> <ul style="list-style-type: none"> a. operations quality management and organizational structure; b. quality management tools;

	<ul style="list-style-type: none">c. quality management of Customer service and other operational areas during the operational transition;d. operations quality management documentation;e. ongoing Customer satisfaction monitoring and how tools such as Customer satisfaction analysis, social media monitoring, and Customer sentiment monitoring will be used;f. identification of quality related KPIs;g. quality improvement as part of the ongoing Continuous Improvement program;h. Root Cause Analysis (RCA);i. quality review and verification;j. addressing errors;k. providing staff feedback;l. ongoing monitoring of the operational Dashboards;m. Contractor's daily and monthly operations quality audits;n. Contractor's transponder issuance quality review audit;o. Contractor's audit to assure compliance with Operations Performance Requirements;p. Contractor's audit to assure accuracy of performance reports;q. other audits, andr. reporting and metrics.
437	<p>The scope of the Operations Quality Assurance Plan shall span the entire operations, including but not limited to assuring quality performance in the following areas:</p> <ul style="list-style-type: none">a. Case management;b. Account creation and management;c. call center interactions (recorded and live calls, chat transcripts and live chats, SMS conversations, social media direct message interactions, "Contact Us" form interactions);d. WIC interactions;e. WIC procedures;f. facility access;g. incoming and outgoing Customer Correspondence Items;h. returned mail processing;

i. payment, adjustment, and dismissal processing;
j. processing payment issues such as returns, declines, reversals and chargebacks;
k. automated replenishment and recalculation of replenishment amount;
l. unidentified funds processing;
m. refund processing and management;
n. reconciliation activities;
o. reports and reporting;
p. System access and user roles;
q. document updating;
r. transponder order fulfillment, transponder replacement and returned transponder handling;
s. inventory management;
t. management of Retail Distributors of Inventory;
u. Subcontractor work quality;
v. image review QA and image re-review QA;
w. management of Grey List and Hot Lists;
x. processing related to the Plate Corrections List;
y. Unidentified Plate Database and Unidentified Plate Lists;
z. Account Plans including Commercial Post-paid Plan handling and non-revenue plan assignment;
aa. locks on Accounts and Payment Methods;
bb. escalation of open Toll Bills, Post-paid Statements, Violation Notices, and delinquent Accounts;
cc. escalated enforcement (collections, Vehicle Registration Suspension/Hold, Driver's License Suspension, court);
dd. escalation hold;
ee. Payment Plans;
ff. non-revenue activity;
gg. Inactive Accounts processing;

hh. escheatment;
ii. negative balance processing and write-off;
jj. bank reconciliation/deposits;
kk. lockbox activity;
ll. License Plate Review Services coordination;
mm. Collections Services coordination and reconciliation;
nn. Merchant Services coordination and reconciliation;
oo. report reconciliation;
pp. monitoring and auditing to detect fraudulent activities;
qq. items flagged by the automated data hygiene monitoring process;
rr. items flagged by the real-time activity monitoring process;
ss. staff training and associated training records, and
tt. human resource activities.

8.20 Training Plan

438	Develop and maintain a Training Plan and implement it to conduct a Training Program as described in Section 6 Training and 11.9 Training.
439	Each time the Training Plan is revised, it shall be submitted to NJTA for Approval. The plan shall be submitted and maintained in electronic version.
440	The Training Plan shall describe the plan for training new personnel and outline required operational and System knowledge for each position to be gained from the training.
441	For each New Jersey E-ZPass CSC position, the plan shall include a training instructor guide, training manual and other materials to be used in training.
442	The plan shall include a schedule for follow-up training, training as new functionality is developed and released and continuing education for staff.
443	The Training Plan shall provide a plan for cross-training staff from other areas of operations or management for peak period, emergency, or temporary assignments to provide for staff redundancy.
444	Submit a Training Plan in accordance with the Approved Project Implementation Schedule that describes the approach to training System administrators, Authorized Users, Third-party Service Providers, Toll Agency system administrators, Helpdesk personnel, and Software Support personnel, including but not limited to:

	<ul style="list-style-type: none"> a. overall description of the training program; b. training techniques; c. training delivery schedule; d. names and descriptions of each training class; e. purpose of each training class; f. who should attend the class; g. qualification Requirements for trainer; h. minimum qualifications for personnel attending the class; i. duration of the class; j. training materials, including syllabus; schedule; training goals; manuals; guides, and other support materials, and techniques to be used; k. tests and surveys included to obtain feedback on the effectiveness of the training; l. required equipment, and m. facility Requirements.
445	Courses shall be limited to a maximum of eight (8) hours per day.

8.21 Manual Requirements

Various manuals shall be provided as described below to allow NJTA to understand the operations of the New Jersey E-ZPass System.

446	New manuals provided under this Agreement that are not standard commercial catalogs or manuals shall meet the Requirements set forth in this section.
447	Submit draft copies of all manuals at the seventy-five (75) percent completion level or higher to NJTA for review and comment.
448	Submit 100% completed manuals prior to Go-Live and final manuals prior to Project Acceptance.
449	NJTA reserves the right to require additional interim drafts should the draft manuals not be of adequate quality or have missing or incorrect information.
450	All manuals shall be printable on 8-1/2" x 11" sheets; foldouts shall be 11" x 17".
451	Each manual shall contain a title sheet, table of contents, list of illustrations (if applicable), list of reference drawings and exhibits (if applicable), and a parts list (if applicable). All manuals with over fifty pages shall have an index.

452	All manuals prepared for NJTA under this Agreement shall be produced, or editable using Microsoft Office 365 (or above). In addition, soft copies of manuals may be provided in unsecured Portable Document Format (.pdf) if requested by NJTA.
453	Any special software required to produce scalable typefaces or other graphs shall be provided by the Contractor as part of the documentation for the manuals.

8.21.1 Manual Submissions and Quantities

454	Submit electronic copies of all of the manuals listed below.
455	Submit the draft and final manuals described below in accordance with the Approved Project Implementation Schedule.

8.21.2 Software Support and System Administration Service Manual

456	Submit Software Support and System Administration Service Manual prepared for properly trained technical personnel assigned to the administration and support of the Software installed under this Scope of Services. It shall document information required to support the New Jersey E-ZPass System support activities, including but not limited to: <ul style="list-style-type: none"> a. detailed database design; b. database administration activities required to keep the System operational shall be clearly documented, including the scheduling of such activities; c. detailed procedures and processes for all system administrative activities; d. description of the programs and processes that need to be monitored to ensure that the System is operational; e. procedures for validating tasks, processes and jobs have successfully completed, and errors and exceptions encountered; f. procedures for validating the successful transfer and receipt of files for all interfaces including but not limited to IAG/Interoperable Agencies, Third-party Entities and Toll Agency Host System/Host and Image Capture Systems; g. a listing of all the error codes, their meanings and potential associated problems shall be included in the manual, with a step-by-step guide to troubleshooting and correcting the problem; h. ad-hoc reporting tools and use of the tools to generate ad-hoc reports shall be documented; i. details of the security access system Configuration, user access privileges and controls, and user tracking processes utilized to ensure System security and maintain data integrity; j. use of the PMMS for notification and tracking of problems;
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	<ul style="list-style-type: none"> k. detailed procedures for the use of the PMMS in tracking all System components via the asset management module; l. detailed procedures for monitoring the system network for all vulnerabilities and unauthorized access attempts and actions to take when such issues are identified; m. review of audit logs; n. detailed procedures for backup, archiving and purging of data; o. detailed procedures for testing disaster recovery systems; p. detailed schedule for desktop and peripheral preventive maintenance activities; q. detailed schedule for all preventative maintenance activities; r. technical contact lists for all external interfaces and Toll Agency toll system contractors; s. detailed procedures for secure Configuration, installation and operation of the System, components, and services; t. detailed procedures for effective use and maintenance of security and privacy functions and mechanisms; u. detailed procedures for monitoring the system for vulnerabilities regarding Configuration and use of administrative or privileged functions and actions to take when such issues are identified.
457	The New Jersey E-ZPass CSC Software Support Service Manual shall also include the Contractor's proposed approach to Software updates and Releases.

8.21.3 Users Manuals

458	Provide Users Manuals that shall be used by the CSC staff to operate the New Jersey E-ZPass System.
459	Separate Users Manual shall be developed for each job category that details all processes, procedures and policies required to fulfill the requirements of each specific job description.
460	The Users Manuals shall include screen images detailing the step-by-step activities that need to be completed in order to perform a specific function.
461	All screens, reports and data fields shall be clearly explained in Users Manuals using sample formats that are applicable to the New Jersey E-ZPass System.
462	Users Manuals shall also be used for training purposes.
463	Samples of all reports shall be included in Users Manuals or as an attachment to the manual with any specific instructions that may be applicable to a given report.
464	Users Manuals shall describe the following:

	<ul style="list-style-type: none"> a. user-accessible security and privacy functions and mechanisms and how to effectively use those functions and mechanisms; b. methods for user interaction, which enable individuals to use the system, component, or service in a more secure manner and protect individual privacy, and c. user responsibilities in maintaining the security of the system, component, or service and privacy of individuals – security roles and user roles matrix.
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8.21.4 CSC Finance and Audit Manual

465	The CSC Finance and Audit Manual shall detail all procedures used to audit and reconcile the System.
466	The GL posting, reporting and reconciliation to each of NJTA bank accounts shall be fully described in the CSC Finance and Audit Manual. It shall also include the reconciliation of transactions and revenue within the System; with each of the Toll Agency Host Systems, with the IAG/Interoperable Agencies, and with Third-party Entities, and payments made to the Toll Agencies and IAG/Interoperable Agencies and Third-party Entities.
467	The CSC Finance and Audit Manual shall include the process and reports used to reconcile third-party payments processed and money deposited in NJTA Banks.
468	Reconciliation of all collections activity shall be included in the CSC Finance and Audit Manual and all exceptions processing shall be described.
469	A detailed description of the screens, reports, and functions shall be provided in the CSC Finance and Audit Manual that will allow a qualified auditor to access, understand and work with all financial aspects of the New Jersey E-ZPass System.
470	A complete description of all audit procedures and a non-technical description of the screens, reports, and functions shall be provided in the CSC Finance and Audit Manual.
471	The CSC Finance and Audit Manual shall contain illustrations and pictorial diagrams to demonstrate the step-by-step operations required for performing the audit and reconciliation functions.
472	Samples of all reports shall be included in an attachment to the CSC Finance and Audit Manual with any specific instructions that may be applicable to a given report. Reports included in the submittal shall have correct and accurate data and this manual shall be used to train the auditors.

8.21.5 Training Manual

473	The CSC Training Manual shall be used to train the CSC staff and NJTA personnel and shall include all the material required for the training. The manual shall be converted to a presentation form as needed for training.
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474	The CSC Training Manual shall be updated at each Software Release. Succinct CSR training guides shall be developed for purposes of training CSRs on System changes from each Release.
475	The CSC Training Manual shall be made available to Toll Agencies.

8.22 As-Built System Detailed Design Documentation

Prior to NJTA Acceptance of the Project, as-built documentation shall be provided that documents the final New Jersey E-ZPass System design and implementation.

476	After the Approval of the Phase 1 SOAT and prior to NJTA Acceptance of the New Jersey E-ZPass System, the Contractor shall submit, via upload to the EDMS, the As-Built System Detailed Design Document (SDDD) that includes all software and hardware changes made during the System development, implementation, and testing phases.
477	After the Approval of the Phase 2 SOAT, the Contractor shall submit, via upload to the EDMS, updates to relevant sections of the SDDD that changed since the submission of the As-Built SDDD.

9 SYSTEM REQUIREMENTS

The Contractor shall provide the New Jersey E-ZPass System that meets the performance and operational Requirements of the Toll Agencies. The System Requirements define the overall Requirements for the New Jersey E-ZPass System's architecture; network communications; third-party products; third-party interfaces; back-end processes; error detection, and user interfaces that will provide consistency to the developed System. Most Requirements are derived from performance standards the System has to meet as it relates to reliability; availability; disaster recovery, and auditability.

The intent of the Requirements in this section is to obtain a New Jersey E-ZPass System hardware and Software solution that:

- provides a reliable System that is available to meet the user and Customer needs and choices;
- provides an architecture that is flexible and designed for future growth;
- provides a user interface that meets accepted industry design standards and is optimized for operations, and
- provides Customers a reliable and optimal Self-Service user experience.

The New Jersey E-ZPass System shall be compliant with all applicable regulations, standards, and legislation. All third-party products, software, and tools necessary to monitor the System for compliance and verify compliance shall be part of the delivered System.

9.1 Environments

The System shall include multiple environments, as required to complete the design, development, integration, testing, delivery, and Acceptance of the System, sustain day-to-day operations, and provide

operations and maintenance of the System. The Contractor is encouraged to provide innovative solutions including the use of virtualization technologies, high availability architectures, hosting and/or cloud services for meeting these Requirements.

It is the Contractor's responsibility to provide additional NJTA-Approved environments should the ones listed herein be insufficient for the Contractor to deliver the optimal solution or meet the Requirements.

478	<p>Provide a dedicated production System environment located within the continental United States including, but not limited to:</p> <ul style="list-style-type: none"> a. a dedicated primary System environment or architecture; b. production reporting environment; c. production PMMS environment (physically and logically separated to provide proper monitoring of the System); d. production desktop infrastructure; e. a dedicated secondary System environment or architecture in a different cloud region (if cloud-based) or in a separate time zone and a minimum of 500 miles away from the production environment (if hosted); f. dedicated network and communications, and g. various interfaces.
479	<p>Provide non-production environments located within the continental United States including, but not limited to:</p> <ul style="list-style-type: none"> a. a dedicated training environment(s) to support CSC Operations and other required training; b. a dedicated DevOps and development environment for use through all project phases; c. a dedicated Contractor test environment for use through all project phases; d. a dedicated Toll Agency test environment, and e. various interfaces.
480	<p>For a cloud environment, the System shall have a dedicated infrastructure such that NJTA-dedicated System shall run on dedicated virtual machines and/or containers such that only upgrades to the data center/cloud infrastructure and NJTA System applications would potentially affect the uptime of the System and there is no possibility that functional or infrastructure upgrades required to service the Contractor's other Customers' applications would cause any downtime or affect the System in any way.</p>

481	<p>The System environments shall be located at one or a combination of the following locations considering the requirements of the New Jersey Statewide Information Security Manual and all updates to this manual throughout the life of the Agreement. The manual is provided as Attachment 5 to the RFP, the most recent copy of which can be found at:</p>
	<p>https://www.nj.gov/it/docs/ps/NJ_Statewide_Information_Security_Manual.pdf</p>
	<p>a. hosted at a Tier 3 data center facility and/or</p>
	<p>b. hosted by a well-established, Approved cloud service provider.</p>
482	<p>In areas under the full responsibility of the Contractor, equipment and data shall be fully secured in these areas by the Contractor, and security shall be in compliance with the New Jersey Statewide Information Security Manual, latest version that will be available upon Go-Live. The areas that are expected to be under the full responsibility of the Contractor shall include, but not be limited to:</p>
	<p>a. hosted primary and secondary data centers;</p>
	<p>b. CSC facilities;</p>
	<p>c. Walk-In-Centers, and</p>
	<p>d. all other locations related to the provision of the CSC Services.</p>
483	<p>If the System, or a portion of the System, is in a System Contractor-controlled data center and not the cloud or third-party hosted, then secure access control shall be provided for the location with PMMS Alert for all access events.</p>
484	<p>If the primary and/or secondary Systems are hosted in a data center(s), the data center(s) shall meet the following criteria including, but not limited to:</p>
	<p>a. Tier 3 (minimum) data center specifications with the applicable redundancies and uptimes;</p>
	<p>b. International Organization for Standardization (ISO) 9000 (process) certified;</p>
	<p>c. ISO 27000 (security) certified;</p>
	<p>d. located in the United States of America at sites Approved by NJTA;</p>
	<p>e. provider shall have been in operation for at least the last five (5) years, and</p>
	<p>f. have industry certified on-site staff available 24/7/365 for administration, management, and monitoring.</p>
485	<p>Data center agreements in the name of NJTA, if applicable, shall be entered into for the Contract Term.</p>

486	For a hosted environment, all components of the System shall have a dedicated infrastructure such that NJTA-dedicated System shall run on dedicated hardware and virtual machines such that only upgrades to the data center infrastructure and NJTA System applications would potentially affect the uptime of the System and there is no possibility that functional or infrastructure upgrades required to service the Contractor's other Customers' hardware or applications would cause any downtime or affect the System in any way.
487	Ensure all System environments are kept current with all major releases of operating systems, databases, Software and firmware upgrades, patches, fixes, or modification. Releases shall not be more than one release behind the manufacturer's latest major release unless Approved by NJTA.
488	With the exception of the development environments, which may change as part of development cycles, the Contractor shall keep operating systems, databases, Software, and firmware consistent across all environments, including, but not limited to Configuration and patch level.
489	<p>It is the Contractor's responsibility to ensure full and ongoing compliance with the New Jersey Statewide Information Security Manual and all updates to this manual throughout the life of the Agreement. The manual is provided as Attachment 5 to the RFP. The most recent copy of which can be found at https://www.nj.gov/it/docs/ps/NJ_Statewide_Information_Security_Manual.pdf. Initially, the Contractor will develop the System to comply with the Attachment 5 New Jersey Statewide Information Security Manual. NJTA plans to develop NJTA-specific security policies, which will supersede the use of the New Jersey Statewide Information Security Manual upon completion. Areas of required compliance detailed in this manual include, but are not limited to:</p> <ul style="list-style-type: none">a. physical and environmental security;b. access control;c. configuration management;d. identity and authentication;e. planning;f. personally identifiable information processing and transparency;g. media protection;h. contingency planning;i. information security and privacy program;j. organizational security;k. personnel security;l. security and awareness training;

m. risk assessment;
n. system and information integrity;
o. system and communications protection;
p. system and services acquisition;
q. supply chain risk management;
r. assessment, authorization, and monitoring;
s. audit and accountability;
t. maintenance, and
u. incident response.

9.1.1 Production System Environment

The Contractor is expected to provide a dedicated System solution that is a cloud-based or hosted system and, as such, should provide for the following operating and computing environment Requirements in the production system. The Contractor shall propose the most efficient solution for the location of the System. The location strategy should be designed to meet the defined System Performance Requirements and promote security, flexibility, and scalability of the proposed applications.

490	Provide a dedicated production primary and secondary System environment.
491	All data center components supporting the System shall be concurrently maintainable (the capability to perform planned and unplanned emergency maintenance without disrupting the System functionality or availability).
492	The environment shall provide performance and response times that are in line with best practices and such that users (Customers, operations staff, and the Toll Agencies) of the System are not waiting for the System to respond in order to provide Customer service and/or access information.
493	The environment shall be highly available, fully redundant, in a fault-tolerant Configuration of Servers, storage, databases, communications equipment, network and backup systems, including any ancillary equipment necessary to provide a complete production system which meets the Requirements.
494	The design and implementation of the System production environment shall ensure no single-point-of-failure exists within the Configuration and the System shall continue to operate without data or service loss in the event any single component of the Configuration fails.

495	In the event of a complete or partial failure of a component or sub-system in the production System environment and a failure of the redundant architecture to remedy the issue, the production System component or sub-system shall fail over to the component or sub-system in the secondary System environment with no user intervention. Performance and availability Requirements shall apply to the secondary System environment when activated.
496	The System architecture shall have expansion capability, at a minimum, to support growth that is provided for within the Contractor's solution.
497	The services, hardware and equipment provided to support the operations shall be fully integrated with the functional New Jersey E-ZPass System software and the desktop environment.

9.1.1.1 Production Reporting Environment

498	Provide, as part of the production environment, a separate dedicated reporting environment to support real-time reporting.
499	The running of reports, regardless of size or complexity, shall have no impact of the performance of other System functionality or Modules.
500	The reporting environment shall be designed, Configured, documented, and continuously monitored and optimized to meet the reporting Requirements.
501	Full reporting data shall be transferred to the reporting database at a minimum every 30 minutes.
502	Provide validation that any and all data transferred to the reporting database is timely, complete, and accurate and provide Configurable PMMS Alerts and notification when issues are detected.

9.1.1.2 Production PMMS Environment

503	Provide physically and logically separated dedicated PMMS environment to provide proper monitoring of the System.
504	Provide a PMMS environment that supports all New Jersey E-ZPass production and non-production environments.
505	The PMMS environment shall incorporate redundancy to ensure PMMS functionality is always available.
506	The PMMS design shall provide a method of monitoring the health and availability of the PMMS itself.

9.1.1.3 NJTA-provided Data Warehouse Support

507	Provide connectivity and all data communications to transfer all System data to NJTA-provided Data Warehouse located at NJTA data center.
508	Design and execute the extract, transform and load (ETL) process from the Existing New Jersey E-ZPass System during data migration during the Implementation Phase and from the new production System after Go-Live.
509	Provide validation that all data transferred to NJTA's Data Warehouse is complete and accurate and provide Configurable PMMS Alerts and notification when issues are detected.
510	NJTA's Data Warehouse environment shall be capable of being updated via an ETL process from the production System via a one-way replication.

9.1.1.4 Secure Remote Access

511	Provide secure remote access (for example, Virtual Desktop Infrastructure (VDI) or equivalent level of security) support all CSR and other Authorized User remote access to the System.
512	Provide secure remote access for all Customer service personnel to support the Contractor's approach to at-home CSRs.
513	Provide secure remote access to support the Contractor's approach and meet the Requirements of disaster recovery and business continuity.
514	Provide secure remote access for all Authorized Users at NJTA's discretion.
515	Provide secure remote access that allows NJTA to manage all database access, including Contractor's access to the database.
516	Provide secure remote access for all System functionality, user roles and Toll Agency access.
517	Provide secure remote access for Authorized Toll Agency Users to have full access to all data in the production database throughout the Contract Term. This includes the ability to create, generate queries and run queries without impact to production and normal operations.
518	Provide, for the same user, the capability to limit access to certain screens and functionality based on location (inside the secure network vs remote via secure remote access).
519	Provide secure remote access that requires multi-factor authentication at the highest level supported by the Authorized User's device and operating system.
520	Provide continuous updates to the secure remote access to support new modes of multi-factor authentication on all device types and operating systems.
521	Provide secure remote access for all device types and operating systems, including but not limited to:

	a. Desktops/laptops; b. tablets, and c. mobile devices.
522	Network connection for remote access sessions shall be limited to no more than twenty-four (24) consecutive hours without requiring the Authorized User to re-authenticate.
523	Remote activation of collaborative computing devices shall be prohibited without providing explicit indication of use to Authorized Users physically present at the devices.
524	Network Connection shall be terminated after a thirty (30) minute period of inactivity, and Authorized Users shall re-authenticate to resume or establish a new session.

9.1.2 Non-Production System Environments

Provide non-production environments to support training, software development and testing.

9.1.2.1 Training Environment

525	Provide a dedicated non-production training environment that is independent and separate of the production environment to support the setup for new hire evaluation, staff training, NJTA training, ongoing refresher training, and remedial training.
526	The training environment shall support the setup of cleansed production data (a representative subset of Accounts and transactions) imported and sized to provide full capability to train all types of Authorized Users, including generation of reports. All set up, Authorized User role and access shall be documented and Approved.
527	The capability shall be provided to easily restore the training environment database and to periodically refresh the training environment data from the production System, using NJTA-Approved data cleansing procedures to protect PII and other Confidential Personal Information.
528	Provide all required software licenses for trainees to train on all System functionality.
529	Provide a training environment which includes the full functionality of other third-party systems and tools, such as the enterprise telephony solution systems and Print/Mail Service Provider.
530	Provide a training environment which provides access to a fully functional training version of the IVR, Self-Service Website, and Mobile Application.

9.1.2.2 Development Environment

531	Provide a dedicated development environment for the New Jersey E-ZPass Program that is independent from the production environment.
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532	Provide a development environment that is capable of load and stress testing.
533	Provide a development environment that supports sandboxing.
534	<p>Provide a dedicated development environment that includes all components necessary for ongoing support of the System software, including but not limited to:</p> <ul style="list-style-type: none"> a. all components that support the entire DevOps process; b. all development tools; c. all development programming languages; d. all development and build libraries, and e. repositories of all previous code.

9.1.2.3 Contractor Test Environment

535	<p>Provide a dedicated Contractor test environment for the Contract Term that is identical to the New Jersey E-ZPass production environment, and is separate from all other test environments, including but not limited to the following features:</p> <ul style="list-style-type: none"> a. contains constantly updated and cleansed production data (no PCI or PII data) of sufficient quantity to complete all testing, including stress and load testing; b. is independent and separate from the production, training, development, and secondary environments to support testing and Release of the System and Software, new fixes, updates, upgrades, and enhancements; c. is sufficiently sized to test Software changes and their effect on the production environment, including load and stress testing at the current production System volumes and size; d. supports standing up sandbox environments for testing of isolated functionality, for example initial testing with a new third-party; e. to conduct proper testing, connectivity of all internal System test interfaces, IAG/Interoperable interfaces, and Third-party Entities' test interfaces, and f. to conduct proper testing, if a Third-party Service Provider does not provide a test interface, using simulated interfaces capable of automated support of all testing.
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9.1.2.4 Toll Agency Test Environment

536	Provide a separate dedicated Toll Agency test environment that is identical to the Contractor's test environment described above, for the Toll Agencies to use for ad-hoc testing, Software Release testing, and QA purposes during both the Implementation Phases and the Operations and Maintenance Phase. Include all Customer contact channels, interfaces, all peripherals, simulators, job scheduling and execution user interface, and third-party tools required to test all functionality and capability to run all reports and queries. Provide the capability to cleanse and refresh a specified set of data, for example data for a single specified Account, upon Toll Agency request.
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9.1.2.5 Non-Production System Environment Integration

537	The Contractor shall coordinate with License Plate Review Services Contractor, Collections Services Contractor(s), and Merchant Services Contractor to integrate the non-production environments for the purposes of testing and training. The integrated non-production environments shall be maintained for the Contract Term.
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9.1.3 Secondary Systems Environments

538	The dedicated secondary New Jersey E-ZPass System shall be an exact replication of the primary environment, at a location that is separate from the primary production environments and either in a separate public cloud region or in a separate time zone and more than 500 miles away from the primary production environment if hosting is being used.
539	The System solution shall support partial failover whereby if one component or sub-system fails, only that component or sub-system fails over, for example PMMS or Self-Service Website.
540	Keep the secondary System environment up-to-date and current with the production environments and capable of performing all functions of the primary production System environment, at the same performance and availability levels described in these Requirements.
541	In the event of a full or partial failure of the production environments, the Recovery Time Objective (RTO) shall be four (4) hours from the declared full or partial failure of the primary New Jersey E-ZPass System and shall include the System being fully available to all Authorized Users, all Customers via all channels, all reporting, all System monitoring, all VDI, all interfaces reconnected and operational, and all processes active and up to date.
542	The System design and operations shall provide a near-zero Recovery Point Objective (RPO) based on near-continuous data protection. The System shall provide for continuous replication of the data in order to meet this objective. The System design and operations approach to meet the RPO shall be Approved during the Implementation Phase.

543	The System design and operations shall provide a Maximum Tolerable Downtime (MTD) of two (2) hours for each sub-system, which shall define the trigger for a partial or full System failover.
544	In the event of a full or partial failure of the production environment, shall be capable of sustaining System operations indefinitely, for several months, or until such time as the primary production environment is back online and fully functional.
545	As part of the disaster recovery process and planning, provide capability to recover and make fully operational all non-production environments within five (5) days of a declared disaster.
546	All non-production data shall be backed up multiple times per day and electronically sent to the disaster recovery site on a daily basis.

9.2 Network and Communications

547	<p>Provide the purchasing (including all recurring costs and bandwidth upgrades), implementation, and installation of all LANs, WANs, communication lines, communication equipment, virtual private network (VPN) and remote access, security applications and systems to provide complete connectivity with both the production and secondary System environments, including but not limited to:</p> <ul style="list-style-type: none"> a. all New Jersey E-ZPass environments; b. each Toll Agency's Host Systems (their primary and if applicable their disaster recovery); c. each Toll Agency's Image Capture Systems (their primary and if applicable their disaster recovery); d. all CSC facilities; e. all Customer access; f. all Toll Agencies CSC facilities and remote access; g. NJTA's Data Warehouse; h. all work from home CSRs; i. all Contractor-selected Third-party Service Providers; j. all NJTA-selected Third-party Service Providers; k. all IAG/Interoperable Agencies; l. all Third-party Entities, and m. all other external interfaces.
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548	Connectivity to the Toll Agencies' Host System/Host and Image Capture Systems and all CSC facilities shall include communications lines to demarcation points Approved by NJTA, as well as the required communications equipment to establish connectivity to primary and if applicable the disaster recovery and business continuity sites (as depicted in Appendix B New Jersey E-ZPass Network Diagram).
549	Connect to the IAG network for interface to the Regional Hub as specified in the IAG Specifications. The current specifications require the IAG to make arrangements for the Contractor to be connected to the IAG network infrastructure. Under this arrangement, the IAG orders the line(s) needed to connect the centers to the IAG network and is responsible for purchasing and installing the communication equipment including the router. This managed router option has been selected by NJTA for this Project and in this option the Contractor is required to pay a monthly recurring cost for the services and a one-time installation cost. The Contractor is fully responsible for connecting the New Jersey E-ZPass secondary environment to the IAG network.
550	The network connection to each Toll Agency's Host System/Host and Image Capture Systems shall be of sufficient bandwidth to support the transfer of images, transactions and Transponder Status File and meet the System Performance Requirements.
551	Provide highly secure network equipment from well-known manufacturers as appropriate to meet the System and operational Requirements.
552	Procure, furnish, and install network monitoring software to monitor all network equipment, connectivity, throughput, and intrusion points related to the New Jersey E-ZPass System. Provide NJTA credentials to the network monitoring software.
553	All network events, processes, and alarms shall be reported to the PMMS.
554	Provide the capability for time synchronization to one or more Stratum 1 time Server(s). Provide for redundant certified time sources should the primary source be unavailable. All System hardware that maintains time shall be synchronized to the same Stratum 1 clock.
555	Provide secure remote access to the application user interface (UI) to all Authorized Users.
556	Size the network to provide optimal speeds and response times.
557	Provide secure remote access to the full capabilities of the System for NJTA's Authorized Users, for example via a VPN connection with multiple factor authentication at a service center or from a remote location (e.g., onsite special event).
558	Provide a System that is compliant with PCI DSS and standard security practices as described in these Requirements.

9.3 Hardware, Software and Other Equipment

559	The Contractor is responsible for providing all hardware, Software, APIs, cloud services, third-party software and firmware required to support the New Jersey E-ZPass System.
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560	Any leases or service agreements entered into for infrastructure, hardware, Software, network, communications, and cloud services shall be in name of NJTA.
561	The database schema, all data, and licenses shall be owned by NJTA.
562	All APIs developed for the New Jersey E-ZPass Program shall be owned by NJTA.
563	All materials procured, furnished, and installed under this Agreement shall be new, commercially available products currently manufactured of the latest design/version at the time of purchase, unless otherwise Approved by NJTA.
564	All materials procured, furnished, and installed under this Agreement shall be obtainable from multiple sources readily available to NJTA, unless otherwise Approved by NJTA. An exception to this may be the Contractor's custom-developed Software.
565	During the Implementation Phase, the Contractor shall provide a dated invoice for all materials procured under this Agreement. Shipping bills shall be retained, and copies furnished to NJTA along with the invoice on which they appear.
566	All commercial Software provided as part of the System shall be enterprise class, however, unlimited use licenses are not necessary. Enterprise class applications are designed to be robust and scalable across a large organization and are customizable to meet the specific needs of the System.
567	All System computer operating systems shall provide for soft real-time operation, multi-tasking support, process level scheduling and priority Configuration, implement strong security measures and be highly stable. The Contractor shall provide the Software Development Kit (SDK) and have API's available to NJTA so that NJTA can interface with and monitor the performance of all aspects of the System.
568	NJTA shall have rights to all third-party Software and firmware procured, furnished, and installed as part of the System in accordance with the Agreement Section 16.0 Intellectual Property.
569	Make available upon request SDKs, APIs, and/or management information bases (MIBs) for all software and hardware being proposed by the Contractor.
570	All computers and hardware procured, furnished, and installed under this Agreement shall have the most current and up to date protection from ransomware, denial-of-service (DoS), virus, unauthorized access, malware detection, and spam protection and other security software to protect the System.
571	All hardware and equipment of any type shall automatically obtain security software and other security updates according to an Approved, Configurable maintenance schedule. Security updates shall be installed in accordance with requirements of New Jersey Statewide Information Security Manual.
572	The System shall detect all unauthorized access, intrusions, and security events at all levels and report such events to the PMMS.

573	Security Software shall continuously and automatically monitor the System for unauthorized access; access violations shall be reported to the PMMS as Severity 1 Alert, and notifications and measures shall be taken as further described in the Requirements and Agreement.
574	The hardware and equipment furnished shall be appropriately sized for capacity (including growth expansion estimates), scalable (allowing for additional Toll Agencies to join in) and shall meet the Operations and System Performance Requirements.
575	Use hardware, Software and equipment Configurations that support future upgrades to processors, memory, storage, operating system, database, and other System components.
576	Equip the Contractor-provided CSCs (2), the Contractor provided WICs (2), the WIC owned and operated by the DRBA in New Castle, DE, the three (3) WICs owned and operated by the Commission, and the WIC at the Farley Service Plaza owned and operated by SJTA with the necessary equipment and hardware required by the operations staff to meet the Requirements.
577	Provide unique asset numbers for all equipment.
578	Procure, furnish, and install the quantity of workstations and/ or VDI required to match the level of on-site and remote staffing for the New Jersey E-ZPass CSC operations and meet the Requirements, including during system failure and business continuity events.
579	The New Jersey E-ZPass CSC operations hardware shall be networked and shall include printers (label, receipt, reports), fax, barcode, and Quick Response (QR) readers, Point of Sale devices, telephone/headsets and document and check scanners.
580	The standard Point of Sale devices shall contain card swipe and tap capabilities and support Europay, MasterCard and Visa (EMV) chip integrated circuit card and contactless near-field communication (NFC) devices. Ensure compliance with EMV chip guidelines for chip card transactions and International Organization for Standardization/International Electromechanical Commission (ISO/IEC) 18092 specifications for contactless NFC transactions.
581	Point of Sale devices must be compatible with the systems provided by the Merchant Services Contractor to support transaction processing as identified in the Requirements. If devices are not obtained from the Merchant Services Contractor, their compatibility must be guaranteed.
582	Provide a transponder reader/programmer solution that is fully integrated with the functional System software and desktop environment. Transponder programmers shall have the capability of programming all IAG transponder types.
583	Provide the quantity of transponder readers/programmers needed to meet the Requirements.
584	Provide transponder testers that are fully integrated with the functional System software and desktop environment to process the test results. Transponder testers shall have the capability to test all IAG transponder types.
585	Provide the quantity of transponder testers needed to meet the Requirements.

586	Check scanners shall have 100% accurate magnetic ink recognition rate; compliant with "The Check Clearing Act for the 21st Century" (Check 21); check defacement features, and alphanumeric OCR A & B font recognition.
587	The document imaging/management solution shall be a secure, enterprise-level solution that is fully integrated with the functional System software.
588	Provide backups performed on physically separate hardware and software from the data being backed up and stored at a different location than the source data.
589	All hardware, software and other equipment shall be entered into the PMMS's Asset Management repository upon receipt.

9.4 General System Functionality

The Contractor is encouraged to provide innovative solutions that simplify maintenance, strengthen security, and support the implementation of upgrades and Continuous Improvements. All functionality provided shall be easily Configured to support changes to Business Rules as well as additional IAG Agencies/Interoperable Agencies, Third-party Entities, Toll Agencies, and Toll Facilities in the future.

9.4.1 General System Technical Functionality

590	Provide a highly Configurable, parameter-driven solution that supports modifications to System functionality with minimal System changes, for example future updates to New Jersey E-ZPass Program Business Rules, future updates to Toll Agency Business Rules, and future addition of new IAG/Interoperable Agencies, Third-party Entities, Toll Agencies, and Toll Facilities.
591	Provide a user interface for Authorized Users to set and modify Configurable parameters and settings.
592	Provide the capability for an Authorized User to specify an effective date and time for changes to Configurable parameters and settings to take effect.
593	Provide the capability to specify the type of date the effective date and time for changes to Configurable parameters and settings to take effect are based upon, by parameter, for example a new toll rate may be based upon transaction date/time, while an updated version of a Correspondence Item template might be based upon calendar date.
594	Provide the capability to identify Configurable parameters and settings that require NJTA and/or Toll Agency Approval prior to activation.
595	Provide the capability to record the reason for the changes to Configurable parameters and settings, including date and Toll Agency personnel who authorized the changes.
596	Provide the capability for NJTA and/or Toll Agency to Approve changes to Configurable parameters and settings, that are designated as requiring NJTA and/or Toll Agency Approval, before such changes are activated.

597	Generate Operational Alerts when any changes to Configurable parameters and settings designated as requiring NJTA and/or Toll Agency Approval are made by an Authorized User.
598	Keep a full version history of initial settings and all changes to Configurable parameters and settings, along with Toll Agency personnel who authorized/Approved the changes, and the effective date and time of each change so that the exact values as of a point in time can be determined.
599	Provide the capability to support multiple Toll Agency Business Rules and control business processes by participant Toll Agency or to combine these Toll Agencies under the umbrella of the New Jersey E-ZPass.
600	Experience no degradation in System performance as volumes increase, to support Program growth. Projected volumes are provided in Appendix A New Jersey E-ZPass Program Volumes.
601	Provide Authorized Users the capability to access and view the contents of files that are received by the System and transmitted by the System in a readable format.
602	Provide the capability for the automated upload of files from Authorized Users, Third-party Service Providers and Customers via a portal, Self-Service Website or Mobile Application to support the required functionality.
603	<p>Provide the capability for Customers to electronically sign documents including certified signature on select documents for example, Payment Plan agreement, and have the signed document follow the Configurable action, based on the Correspondence Item, including but not limited to:</p> <ul style="list-style-type: none"> a. send file to the Customer via their preferred communication channel; b. save file to the Customer Account, and c. create a Case.

9.4.2 User Interface/User Experience

604	Provide a secure browser-based UI for the New Jersey E-ZPass CSC application, Self-Service Website, Mobile Application, and all external portals.
605	Provide a UI/UX that meets the requirements of the most current version of the Americans with Disabilities Act of 1990 (ADA amended in 2008).
606	Adhere to user interfaces (UI), user experience (UX), and customer experience (CX) Software development, human factors and usability engineering guidance, standards, and specifications, including but not limited to the most recent version of the World Wide Web Consortium (W3C) and HyperText Markup Language (HTML) standard and guidance for all internal Authorized Users, Customer service Authorized Users, and Customers' screens and processes. The most current versions of these standards shall be used at the time of System development.

607	Adhere to the latest version of the Web Content Accessibility Guidelines (WCAG), developed through the W3C's Web Accessibility Initiative (WAI), for design, development and Maintenance of the Self-Service Website and Mobile Application.
608	Provide a UI/UX with extensive use of the most modern techniques and approaches to knowledge bases, informational messages, user guidance, user feedback, and help.
609	Provide a UI with consistent and extensive drill down capability wherever possible.
610	Provide immediate field-level validation and format verification for all possible fields.
611	Provide the capability to issue user feedback on failed validations indicating the problem and providing guidance to the user on the action they should take to try to resolve the problem.
612	Allow Authorized Users to customize their UI and save the UI changes made by the Authorized User upon logging out of the System. Authorized Users shall be able to restore changes upon the next login, for example a CSR on the Case management team would see Cases assigned to their queue upon log in.

9.4.3 System Response

613	The System shall be designed, developed, and maintained for optimal performance to Customers and Authorized Users.
614	Establish baseline System response levels for System response from the perspective of Customers, operations staff, and Toll Agency staff.
615	<p>Measure baseline response levels upon Phase I System Acceptance and recalculate at Phase 2 System Acceptance. These baseline levels shall be reported against measured response levels during the Operations and Maintenance Phase every year. The baseline levels shall meet or exceed the following:</p> <ul style="list-style-type: none"> a. UI/UX searches and access to Account and screens shall take no longer than 2 seconds for Individual Accounts and 5 seconds for Business Accounts; b. reports shall take no longer than 10 seconds to run for daily and weekly reports, 30 seconds to run for monthly reports and 60 seconds for annual reports, and c. Mobile Application and Self-Service Website web pages shall take no longer than 2 seconds to load after sign-on or navigation to a new page.

9.4.4 System Application Access Requirements

616	Provide, without technical limitations, System access for all Authorized Users, based on user role, to System functionality via desktops/laptops, tablets, and mobile devices via dedicated portals per assigned user roles and the System Security Plan and SOPs, including but not limited to:
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	<ul style="list-style-type: none"> a. Customers accessing the System via the Self-Service Website, Mobile Application and IVR; b. Customer service personnel via a secure portal or VDI; c. Toll Agency staff accessing the System directly from within a secure network and remotely via a secure portal or VDI, and d. Third-party Service Providers via a secure portal or VDI.
617	Provide centralized username and password account management such as Active Directory as method of access control that enables a user to log in to all authorized System functionality and platforms using the same username and password.
618	Provide a browser-based application fully compatible and responsive to the top three (3) desktop/laptop browsers based on United States market share according to statcounter.com or other source Approved by NJTA.
619	Provide a browser-based application fully compatible and responsive to the top three (3) desktop/laptop operating systems based on the United States market share according to statcounter.com or other source Approved by NJTA.
620	Provide a browser-based application fully compatible and responsive to the top three (3) mobile browsers based on the US market share according to statcounter.com or other source Approved by NJTA.
621	Provide a browser-based application fully compatible and responsive to the top three (3) mobile operating systems based on the United States market share according to statcounter.com or other source Approved by NJTA.
622	Provide web navigation that is optimized for speed regardless of the web browser used.

9.4.5 User Roles, Role Management and Controls

Role management is an important component of the overall security of the System solution. Well planned development and assignment of roles that are Configurable are fundamental steps in adherence to the principle of least privilege. It is expected that the System will provide the ability to create, manage and assign roles efficiently and following security best practices.

623	Provide the capability to require all users accessing the System and Authorized Users to use an authenticated, role-based access control (RBAC). RBAC shall adhere to the latest version of the InterNational Committee for Information Technology Standards (INCITS) 359-2012.
624	Support single sign-on within the System such that Authorized Users are not required to enter their logon credentials multiple times to access various parts of the UI and Active Directory. Active Directory can provide both the source of truth (SoT) for Authorized User identification and single sign-on capabilities. Therefore, the UI shall be integrated with Active Directory, which will allow Authorized Users to access all of the UI applications seamlessly.
625	Provide the capability to create Configurable System Authorized User accounts.

626	Provide the capability to create a new Authorized User account having the same role/rights as an existing Authorized User account.
627	Provide the capability to allow first name, middle name, and/or last name to be changed without having to create a new Authorized User account, such as to correct an error or make a change because of marriage or divorce.
628	Provide the capability to search for Authorized Users and Authorized User accounts using Configurable criteria.
629	Provide the capability to track Authorized User account created dates and disabled dates since Authorized User accounts may be disabled and reinstated repeatedly over a period of time (because of leaves of absence, etc.).
630	Provide the capability to control all access rights within the System through the assignment of user roles.
631	Prevent the direct assignment of rights to an Authorized User, and all rights must flow from a user role.
632	Provide the capability for Authorized Users to manage user roles, including but not limited to: a. create new user roles; b. deactivate user roles; c. adjust user roles; d. change access rights; e. assign and remove user roles to Authorized User accounts, and f. assign and remove Authorized User accounts to user roles.
633	Provide the capability for Authorized Users to manage multiple levels of access control based on user roles, including but not limited to: a. broad functional level, for example, user role W is denied access to the Account management functionality; b. read-only access, for example, user role X is allowed to see the Registered Account screens but cannot make changes; c. detailed functional level, for example, user role Y is allowed access to the Account management functionality but denied access to the close Accounts function, and d. field level, for example, user role Z is allowed access to the Account management functionality but denied access to the bankruptcy checkbox.

634	Authorized Users shall have the capability to deny/allow access or allow read-only access, based on user roles, including but not be limited to:
a. specific menus;	
b. specific items on a drop-down list;	
c. specific individual screens;	
d. specific functions on a screen;	
e. specific fields within a specific screen;	
f. specific types of transactions;	
g. specific types of information, for example Account information or vehicle information;	
h. specific types of Cases;	
i. specific processes, for example, wizards;	
j. specific reports;	
k. specific activities based on Account status or Account Flags;	
l. specific search capabilities;	
m. specific transaction approval process;	
n. specific workstation location access;	
o. specific workstation time restrictions;	
p. least privilege access, and	
q. specific time restrictions based on user role.	
635	Provide user role capability to, including but not be limited to:
a. allow Authorized Users to belong to multiple user roles;	
b. allow Authorized Users to set start-up (home) screens, for example, a CSR home screen is a Customer search screen;	
c. allow the deactivation of a user role provided no active Authorized Users are assigned to that role;	
d. ensure that modifications to user roles are immediately propagated through the System and to all Authorized Users currently assigned to the user role;	
e. prevent System access to users who are not assigned to a user role, and	

	f. provide a built-in “read-only” capability that can be added to any user role making that role only able to see information on-screen (but not make changes) and print reports.
636	Provide the capability to set Configurable permissions, based on user role, for each type of Authorized User, including but not limited to: <ul style="list-style-type: none">a. CSC Operations Staff;b. agents of Third-party Service Providers like Collections Services Contractor(s) and Retail Distributors of Inventory;c. Customers; (primary and secondary users);d. Toll Agency Staff, ande. agents or staff of other Approved entities.
637	Provide the capability, based on user role, to Configure the ability for Authorized Users to perform selected types of financial transactions, including but not limited to: <ul style="list-style-type: none">a. toll adjustments;b. fee adjustments;c. toll credits;d. toll reversals;e. toll dismissals;f. bulk toll adjustments;g. bulk fee adjustments;h. bulk toll credits;i. bulk toll reversals, andj. bulk toll dismissal.
638	Provide the capability, based on user role, to Configure thresholds for performing selected financial transactions, including but not limited to: <ul style="list-style-type: none">a. role-based thresholds for toll adjustments;b. role-based thresholds for fee adjustments;c. role-based thresholds for toll credits;d. role-based thresholds for toll reversals;e. role-based thresholds for toll dismissals;

	<ul style="list-style-type: none">f. role-based thresholds for bulk toll adjustments;g. role-based thresholds for bulk fee adjustments;h. role-based thresholds for bulk toll credits;i. role-based thresholds for bulk toll reversals, andj. role-based thresholds for bulk toll dismissals.
639	<p>Provide the capability, based on user role, to Configure thresholds for Approval of selected financial transactions, including but not limited to:</p> <ul style="list-style-type: none">a. role-based thresholds for toll adjustments;b. role-based thresholds for fee adjustments;c. role-based thresholds for toll credits;d. role-based thresholds for toll reversals;e. role-based thresholds for toll dismissals;f. role-based thresholds for bulk toll adjustments;g. role-based thresholds for bulk fee adjustments;h. role-based thresholds for bulk toll credits;i. role-based thresholds for bulk toll reversals, andj. role-based thresholds for bulk toll dismissals.
640	Provide the capability to Configure the approval workflow for selected financial transactions to require multiple tiers of approval, based on Configured role-based thresholds, for example the supervisor role can approve the transaction if it is below \$100 but if it is \$100 or more Toll Agency final Approval is also required.
641	Provide the capability to Configure the approval workflow for selected overrides to require multiple tiers of approval, based on approver user roles, for example an override to allow the sum of the corrections, adjustments, dismissals, and reversals performed for a transaction to exceed the original transaction amount could be set to require supervisor role approval and then Toll Agency Approval.
642	Keep full version history of all user role details with effective dates so that the exact permissions for a particular role in previous versions can be viewed by Authorized Users.
643	Provide the capability to Configure access to Account Flags and overrides as part of an Authorized User's role definition so they can be set, modified, removed, or viewed based on user roles.

644	Logically and consistently determine the correct access when an Authorized User has two or more user roles that assign different rights to a specific component (application or Module). How the rights will be interpreted shall happen in a predictable manner (either the denial of rights will win, or the granting of rights will win in all cases consistently).
645	Provide Configurable PMMS Alerts and notification when new Authorized User accounts are created, or existing accounts are changed.
646	Provide Configurable PMMS Alerts and notification when Authorized User accounts are disabled or reinstated.
647	Provide the capability to send PMMS Alerts for logging and notification based on the assignment/removal of a specific user role (Configurable as new roles will be created).
648	Provide the capability to send PMMS Alerts based on the assignment/removal of user roles based on events, for example, X or more changes to an Authorized User's roles within a date range.
649	Provide the capability to search for all Authorized Users with a specific user role and all user roles with a specific access right.
650	Provide the capability for an Authorized User to determine and report the 'resulting rights' of an Authorized User account created with multiple user roles.
651	Provide the capability to search and review all information about an Authorized User's account status on a particular date.
652	Provide the capability to search and report on Authorized Users and their user roles on a particular date and in a particular state, for example active and deactivated.
653	Provide the capability to automatically generate a user role report periodically that shows each active Authorized User currently assigned to each user role with the option to include information about the Authorized User's activity.
654	Provide the capability to distinguish, for the purposes of searching and reporting, between an active Authorized User account (able to access information according to its user roles) an inactive Authorized User account (temporarily unable to access information because of a locked password or expired from lack of use) and a disabled Authorized User account (an account no longer able to access information due to the intervention of an Authorized User).

9.4.6 Logging and Audit Mechanisms

These mechanisms provide chronological recording of system events and Authorized User account access and account activities. They also document the sequence of activities that have been affected at any time during a specific operation, procedure, or event.

655	Provide comprehensive, Configurable systemwide logging capabilities ensuring that every transaction of any type is logged including, but not limited to, changes to any record in the System (transactions, System settings and parameters, IVR transactions, App/web-based
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	transactions). All Authorized User and Customer access shall be logged. Audit logs shall be retained in compliance with Appendix E State of New Jersey General Records Schedule. NJTA plans to develop NJTA-specific policies, which shall supersede the use of the State of New Jersey General Records Schedule upon completion.
656	Provide logging in compliance with all PCI requirements and best practices.
657	Provide logging of all access and changes to Authorized User accounts and Customer Accounts.
658	<p>Provide System audit reports, including but not limited to:</p> <ul style="list-style-type: none"> a. reports of logged activity by Authorized User; b. reports of logged activity by activity type, and c. reports of logged activity by Authorized User accounts.
659	Create an audit trail when a user role is assigned to an Authorized User, changed, or removed from an Authorized User.
660	Provide screens so that Authorized Users can view all log files.
661	Provide filter and search capability for log file viewing screens with the capability to export screen contents.
662	Provide the capability to export all log files based on Approval by Authorized Users.
663	Provide for logging of all changes (view, add, delete, modify) to credit card information.
664	Provide for adjustment or deletion of data through a specified user role, including from logs, where unencrypted PCI information (such as credit card numbers) are present. Such capability shall be available at the database level, as well as on call recordings, and shall be fully logged. Sensitive information shall be presented as masked characters.
665	Provide for auditing of all activities and Accounts viewed by specific Authorized Users with date and time stamp.
666	Provide logging (Configurable in terms of level of detail to be logged) of Authorized User searches conducted by the search criteria used, Authorized User identification and by the results returned with date and time stamp.
667	Provide logging that includes actions taken within an Account with date and time stamp.
668	<p>For audit purposes, log any and all Account changes and provide the capability to view details including the prior value, the new value, identity of the Authorized User performing the change, date/time, and other pertinent information, including but not limited to:</p> <ul style="list-style-type: none"> a. changes to the Account information (old value and new value) that are automatically generated by the System;

	b. Flags added to and removed from the Account; c. System, Authorized User, or Customer originated, and d. date and time of change.
669	Provide logging of all disabling or deleting of an Authorized User account.
670	Provide logging of all Authorized User account login attempts, including but not limited to: a. username; b. originating IP address; c. date; d. time, and e. success/failure.
671	Create an audit trail of all Customer login attempts, including but not limited to: a. Uniform Resource Locator (URL); b. Account; c. browser/platform including version number; d. originating IP address; e. date; f. time, and g. success/failure.
672	Provide audit logging capabilities that provide the ability to view access by Authorized User and/or by Account to identify all Authorized Users that have accessed the Account or Case even if no changes have been logged.
673	Provide the capability to log all changes to System Configurations or settings and record the Authorized User's username, date, time, and IP address from which the change was made.
674	Provide the capability to generate a PMMS Alert when debugging logs are turned on within the production environment.
675	Provide the capability to generate a PMMS Alert when debugging logs are turned off within the production environment.
676	Prevent tampering with log file data. Ensure there are no alterations of the original audit log's content or time ordering.

677	Provide the capability to log and track changes to applications, databases, and operating systems.
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9.4.7 System and User Security

The Contractor shall provide security and access controls in accordance with all federal, state and NJTA security standards. The Contractor shall maintain compliance with these standards as they evolve over the Contract Term. In any circumstance of conflict between requirements, standards or statutes, the Contractor shall adhere to the most stringent requirement.

678	Design and implement the System to prevent Security Incidents and provide monitoring and detection tools to immediately identify any attempts to breach the security of the New Jersey E-ZPass System.
679	Comply with the most current version of all state and federal security standards and guidelines including all comprehensive state and federal data privacy acts such as the California Consumer Privacy Act and Connecticut State Data Privacy Law, where applicable. Compliance to security and privacy requirements also applies to similar laws enacted in Mexico and Canada.
680	<p>The Contractor's approach and compliance to System and user security shall include, but not be limited to:</p> <ul style="list-style-type: none"> a. cloud infrastructure and/or hosting data centers meet the Federal Risk and Authorization Management Program (FedRAMP) standards; b. compliance with the New Jersey Statewide Information Security Manual published by New Jersey Office of Information Technology and the New Jersey Office of Homeland Security, which is provided as Attachment 5 to the RFP. The most recent copy of which can be found at https://www.nj.gov/it/docs/ps/NJ_Statewide_Information_Security_Manual.pdf; c. compliance with PCI DSS; d. compliance with the FIPS, including FIPS 199 (Standards for Security Categorization of Federal Information and Information Systems) and FIPS 200 (Minimum Security Requirements for Federal Information and Information Systems); e. protecting the confidentiality of PII in accordance with the recommendations in publication 800-122 from the NIST, and f. conformance to applicable best practices for information security management as described by the International ISO/IEC 27000-series standards.
681	Certify that the System is in compliance with the security standards required in the current version of the New Jersey Statewide Information Security Manual.

682	<p>If the System employs cloud computing, the Contractor shall ensure information assets are secure and that security and privacy are maintained using de facto best practices aligned with FIPS as well as NIST Publications. Those best practices include, but not limited to:</p> <ul style="list-style-type: none"> a. NIST 800-144: Guidelines on Security and Privacy in Public Cloud Computing; b. NIST Special Publication 800-146: Cloud Computing Synopsis and Recommendations; and c. Cloud Security Alliance: Cloud Controls Matrix Version 3.0 (CCMv3).
683	<p>Provide for secure communications with the New Jersey E-ZPass CSC application, all Customer and Third-party Service Provider portals and all external interfaces, for example, https or similar.</p>
684	<p>Make the necessary Software changes required to ensure compatibility with the evolving technologies and the latest Software vendor and best practices for security and protection of PII.</p>
685	<p>Design the System to anticipate that during the Implementation and Operations Maintenance Phases the System will become subject to more restrictive digital privacy laws and regulations (for example, similar to European Union General Data Protection Regulation and the California Consumer Privacy Act). During design within the Implementation Phase, the Contractor shall provide documentation (within applicable deliverables) and demonstrate (during testing) the System's compliance with all such laws and regulations in effect including similar laws and regulations in Mexico and Canada, and preparedness to anticipate more restrictive privacy Requirements including the capability to purge specific but not all Account information, specific file types related to Customers based on Account specific triggering events, and transactional field-level data while retaining other information within the data record.</p>
686	<p>System shall be designed to support future privacy regulations that restricts access to Customer data.</p>
687	<p>Restrict access to Confidential Personal Information by location. Individuals and entities outside of the U.S. shall only have access to the development environments with no Confidential Personal Information.</p>
688	<p>Ensure no cardholder data, such as credit card number or CVV is present in any System environments or networks either in transit, at rest, or persisted in any System caches or registers.</p>
689	<p>Ensure no bank account information or numbers are present in any System environments or networks either in transit, at rest, or persisted in any System caches or registers.</p>
690	<p>All PII, PCI, bank account information, Tokenization, voice recordings and other sensitive data shall use strong encryption both during transmission (in-motion) and when stored within the System (at rest).</p>

691	Provide the capability to prevent an Authorized User or system administrator from viewing encrypted information in unencrypted form.
692	Provide the capability to allow an Authorized User or system administrator to view encrypted information in unencrypted form. Any such activity to view encrypted information in unencrypted form shall be logged and be available for reporting.
693	Ensure no PII, PCI, or bank account information is present in any non-production environments unless specifically requested and Approved by NJTA. All Customer related data, for example contact information shall be scrambled.
694	<p>Provide comprehensive user credential controls that are compliant with PCI standards, including but not limited to:</p> <ul style="list-style-type: none"> a. prevent the creation of 'generic' Authorized User accounts – all Authorized User accounts shall be associated to a specific person. For example, use the unique employee ID as a required field for each Authorized User account. Duplicate IDs would be rejected, and b. prevent an Authorized user (role-based) from logging in at two different machines at the same time, while allowing a single Authorized User on a single machine to have multiple sessions open at the same time.
695	System administration and database Authorized Users shall have separate and unique super user accounts.
696	<p>Provide the capability to Configure different credential controls for different types of users, including but not limited to:</p> <ul style="list-style-type: none"> a. Authorized Users who will access the System; b. Third-party Service Providers who will access the System via portal, and c. Customers who will access the System via the Self-Service Website, Mobile Application and the IVR system.
697	Provide the capability for a Customer to forego creating a username and password and to instead select one of their existing social media account logins to gain access to their New Jersey E-ZPass Account.
698	Interact with selected social media providers to authenticate user identity when Customers choose to access their New Jersey E-ZPass Account by using an existing social media account.
699	Provide the capability for multi-factor authentication for all System access including Customers, Third-party Service Providers and Authorized Users. Multi-factor authentication to include secret key via email, SMS verification (user selectable), push or call.

700	Provide the capability to manage registration for multi-factor authentication. Deliver a registration code or notice of proofing through an out-of-band channel (e.g. delivery to business email address or business mobile telephone number on file) to ensure that the individual associated with an address of record is the same individual that participated in the registration.
701	Provide the capability for an Authorized User account and/or Customer Account session time out after a Configurable period of inactivity.
702	Provide the capability for an Authorized User to set, based on user role, the length of inactivity time before a session time out.
703	Prevent Customers from accessing the System after a Configurable number of failed login attempts within a Configurable amount of time and send a PMMS Alert.
704	Reset Customer's access to the System after a Configurable amount of time has elapsed since their last unsuccessful login attempt.
705	When an Authorized User's account is disabled, provide the capability to immediately and automatically take actions, including but not limited to: <ul style="list-style-type: none"> a. disable all System access; b. invalidate all passwords, and c. notify NJTA of the update to the account.
706	Provide the capability to auto-detect clear-text credit card and bank account numbers and automatically replace the credit card/bank account number in a non-encrypted field with a masked credit card/bank account number on all Customer communication channels.
707	Provide the capability to auto-detect clear-text credit card and bank account numbers and send a PMMS Alert.
708	Provide the capability, if clear-text credit card and bank account numbers are detected, to delete data and automatically move the data to a quarantine location.

9.4.8 Cybersecurity Specifications, Standards and Policies

Contractor shall comply with the latest version of the New Jersey Statewide Information Manual at the time of Go-Live. In any circumstance of conflict between requirements, standards or statutes, the Contractor shall adhere to the most stringent requirement.

709	Obtain and maintain compliance with all applicable regulatory and contractual responsibilities with regard to cybersecurity and privacy in accordance with the Requirements, based on the data processed and function of the System.
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710	Comply with NIST 800-53 for Security and Privacy Controls for Information Systems and Organizations and at a minimum, comply with the security control baselines for a “Moderate-Impact” information system.
711	Comply with and follow the NIST Risk Management Framework (RMF).
712	Comply with and provide evidence of compliance with NIST controls standard as applicable and fill out the CSO Security Controls Matrix (NIST based for an on-premise solution and/or off-premise solution, Cloud Security Alliance (CSA) based for cloud solution, and both for hybrid combination) to be provided upon Agreement award.
713	For the applicable security and privacy controls, the Contractor, System, network and all Interfaces shall comply with all cybersecurity policies and standards published by New Jersey Office of Information Technology and the New Jersey Office of Homeland Security, including Attachment 5 to the RFP, the Statewide Information Security Manual. It is the Contractor’s responsibility to be aware of any additions to or modifications of IT policies and standards located at https://www.nj.gov/it/whatwedo/policylibrary/ (or revised location).
714	Adopt and follow secure SDLC (System Development Life Cycle) process standard (i.e., OWASP (Open Web Application Security Project)).
715	Provide strong end-to-end encryption for all sensitive information, including Confidential Personal Information stored within databases (at rest) and being transmitted (in-motion).
716	Use strong encryption methods such as AES FIPS-179 (128 bits and higher) or RSA (2048 bits and higher), or an equivalent if Approved by NJTA.
717	Adhere to all aspects of the Drivers Privacy Protection Act - 18 USC.2721 et seq.
718	If any cybersecurity-related Requirements are in conflict, conform to the more stringent version of the Requirement, as determined by NJTA.
719	Ensure that System processes are not co-mingled with other of Contractor’s Customers and/or merchants including access, logging, to the cardholder data environment to enable logs and processes for forensics and incident response.
720	Implement authentication, authorization, data validation, and encryption for all APIs and transport communications.

9.4.9 Archival and Purge Control Mechanisms

NJTA is a public agency and is, therefore, subject to the law governing the retention and disposition of information considered as public record. The Contractor shall maintain compliance with data retention standards as they evolve over the Contract Term. Initially, the Contractor will develop the System to comply with the Appendix E State of New Jersey General Records Schedule. NJTA plans to develop NJTA-specific retention policies, which will supersede the use of the State of New Jersey General Records Schedule upon completion.

The Requirements for archiving and purging include Requirements for automating these activities in a way that maintains compliance with the data retention standards and all applicable state and federal laws, while providing NJTA a method to Approve the disposition of records before they are deleted.

721	Provide the capability for fully automated and Configurable data archival and purging in accordance with NJTA's data retention Requirements.
722	Archival and purge routines shall be Configurable for each impacted data element, including but not limited to: a. data; b. images; c. documents, and d. third-party files.
723	Servers shall retain and archive transaction and summarized data, images, and system logs, in accordance with the data backup and retention procedures described in the Business Rules and in accordance with any NJTA, state or federal data retention and PII statutes. In the event of conflict between two retention requirements the Contractor shall maintain records for the longer retention period.
724	Provide the capability to notify maintenance personnel a Configurable number of days in advance and require manual approval when archival and purging jobs are to be executed, including but not limited to: a. data elements to be impacted; b. date range applied, and c. data size impact.
725	After successful archival of data and confirmation via the PMMS, the deletion of online data shall be automatic, without user intervention, and shall generate a message to be transmitted according to the PMMS rules. Absolutely no transactions shall be deleted unless confirmed to be successfully archived. The System servers shall be sized to accommodate for the restoration of selected archived data (1 year minimum), if needed, Authorized Users shall be able to generate queries from the restored data.

9.5 Payment Card Industry Standards and Other Compliance

The Payment Card Industry Security Standards Council (PCI SSC) is responsible for the development, management, education, and awareness of the PCI Security Standards, including the Data Security Standard (PCI DSS), Payment Application Data Security Standard (PA-DSS) and PIN Transaction Security requirements. The PCI Security Standards provide guidance for merchants, vendors, and security consulting companies to mitigate data breaches and prevent payment cardholder data fraud.

The Contractor is fully responsible for achieving PCI compliance prior to the transition of the Existing New Jersey E-ZPass System to the new System. The Contractor is required to ensure the New Jersey E-ZPass System continues to be PCI compliant as updates and upgrades to the software take place through the Contract Term. It is important to note that each Toll Agency toll collection system is independent, and Contractor is responsible for maintaining secure connection to each Toll Agency to support the Interface Requirements.

726	Ensure the E-ZPass CSC System is in compliance with the PCI DSS for a Level 1 merchant or the appropriate merchant level as defined by the PCI SSC at the time of Cut-Over and maintained throughout the Contract Term.
727	Utilize the PCI SSC's Prioritized Approach method to indicate how each PCI Requirement is being addressed prior to Cut-Over. The Prioritized Approach shall be submitted to NJTA along with substantiating evidence for review.
728	Lead the effort in responding to the qualified security assessor (QSA) requests and the implementation of remedies for all issues identified and remedy any vulnerabilities prior to Cut-Over.
729	Ensure the E-ZPass CSC System is in compliance with PA-DSS for any COTS software that will be used in payment applications.
730	Provide, prior to E-ZPass CSC System Cut-Over: <ol style="list-style-type: none">PCI Attestation of Compliance (AOC) by either a qualified internal security assessor (ISA) or an independent QSA, or as required by PCI DSS;a report summarizing results of vulnerability scan by an Approved scanning vendor and explaining how any findings were addressed, anda report summarizing results of internal and external penetration testing and explaining how any findings were addressed.
731	No more than three (3) months after the Go-Live Date, provide a complete Report on Compliance (ROC), including details about the System environment and the assessment methodology, as well as documentation regarding the New Jersey E-ZPass System's and operations compliance status for each PCI DSS Requirement. The ROC shall outline a clear plan and schedule (in writing) to achieve full PCI compliance no more than six (6) months after Go-Live.
732	Remedy any identified vulnerabilities and provide a ROC and an updated AOC prior to System Acceptance.
733	Ensure the E-ZPass CSC System is compliant with the following, including but not limited to: <ol style="list-style-type: none">the National Automated Clearing House Association (NACHA) operating rules for the exchange of ACH payments;

	b. appropriate SSAE 18 Type II financial reporting controls, and c. appropriate legislative requirements for the state of New Jersey, as described in these Requirements.
734	Ensure all financial transactions are processed and posted to the financial systems in accordance with GAAP.

9.6 Legal and Security Requirements and System Standards

The Contractor is required to be compliant with all regulations and laws that govern New Jersey E-ZPass; E-ZPass; and E-ZPass Plus; unpaid transaction enforcement; interoperability in New Jersey, Delaware and Pennsylvania, and all applicable legislation, rules, codes, and statutes related to the Requirements. Reference to few of the legislative initiatives and statutes are provided, it is the Contractor's responsibility to identify and comply with all applicable legislation, rules, codes, and statutes. The design, development, installation, testing, operation and Maintenance of the New Jersey E-ZPass System and related operations shall comply with applicable standards. In any circumstance of conflict between requirements, standards or statutes, the Contractor shall adhere to the most stringent requirement.

735	Ensure compliance with all applicable legislation, rules, codes, and statutes relating to toll evasion on New Jersey E-ZPass Group Toll Facilities.
736	Ensure compliance with P.L. 2021, c..251 related to providing electronic push notifications for New Jersey E-ZPass Customers for tolls incurred after passing through toll plazas operated by NJTA or SJTA within 24 hours of the charge posting to Customer's Account.
737	Ensure compliance with the Uniform Unclaimed Property Act, N.J.S.A.46:30B-1 through 46:30B-109. This Requirement shall apply to all legacy funds and funds collected under this Agreement.
738	Adhere to the software design standard ISO/IEC/IEEE 26515 in the development of the System.
739	Ensure compliance with PCI Requirements based on the credit card processing solution implemented.

9.7 Interfaces

The Contractor is responsible for establishing the required Agreements and relationships with Third-party Service Providers to meet the Requirements. Services for which NJTA does not require a Third-party Service Provider but can be done by the Contractor are identified. The Contractor shall have full responsibility for working with NJTA, NJTA-procured Third-party Service Providers and Contractor's external Third-party Service Providers in the designing; developing; documenting; testing and implementing of all required interfaces, web services, and application programming interfaces (APIs). All interfaces to NJTA-procured services, external partners, Third-party Service Providers, and third-party vendors/entities shall be tightly integrated to the New Jersey E-ZPass System and all Account statuses, states and Customer contact shall be

updated in the New Jersey E-ZPass System. The New Jersey E-ZPass System shall be the System of record and depository of all Customer data.

Interface specifications may be documented in ICDs, API specifications, or in another form, depending on the nature of the interface. During the design process the Contractor shall evaluate each interface, consider the capabilities of the external entity, and provide recommendations for how best to accomplish the interactions described in the Requirements.

The New Jersey E-ZPass System shall interface with the Toll Agencies for the transfer of toll and non-toll data in accordance with each Toll Agency's interface specifications.

ICDs that detail the existing interfaces between the New Jersey E-ZPass System and each Toll Agency's Host and Image Capture systems are provided as Appendices to this RFP. The Contractor shall work with each of the Toll Agencies to develop a data transfer process that meets each Toll Agency's unique requirements. Where an existing interface specification does not exist, or where an alternative method of interaction is to be utilized, the Contractor shall be responsible for developing the documents. Where changes to existing interface specifications are required, these documents shall be modified by the Contractor during the Implementation Phases as part of this RFP based on the Contractor's solution. The interface specifications shall include requirements for data format and transmission, criteria for Acknowledgement and validation of transmitted data and procedures for recording and reconciliation, as appropriate for each interface. It is expected that the latest version of the interface specifications will be implemented at Cut-Over and that the Contractor shall continue to update the interface specifications as appropriate for the Contract Term.

The intent of the Requirements in this section is to obtain a data transfer interface solution that:

- provides the flexibility to adapt easily to the changing needs of the New Jersey E-ZPass operations;
- provides the Configurability to adapt easily to each Toll Agency's changing needs;
- is industry standard and complies with established industry specifications;
- provides an audit trail for confirmation of successful transfer of data between the entities, and
- provides one hundred percent (100%) reconciliation of timely data transfer.

740	<p>Provide electronic automated interfaces, web services, and application programming interfaces (APIs), including but not limited to:</p> <p class="list-item-l1">a. each Toll Agency's Host System;</p> <p class="list-item-l1">b. each Toll Agency's Image Capture System;</p> <p class="list-item-l1">c. Toll Agencies' Data Warehouse;</p> <p class="list-item-l1">d. all Contractor-selected Third-party Service Providers;</p> <p class="list-item-l1">e. all NJTA-selected Third-party Service Providers;</p> <p class="list-item-l1">f. all IAG/Interoperable Agencies and Third-party Entities, and</p>
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	g. all interfaces necessary to support the System and meet the Requirements.
741	Provide for guaranteed transmission of data for all interfaces, web services, and APIs.
742	Provide real-time PMMS Alerts for interface and data transmission failures.
743	Provide for one hundred percent (100%) reconciliation of the transmitted data and files.
744	<p>Provide a state-of-the-art Integration Engine for all New Jersey E-ZPass System interfaces, web services, and APIs with functionality, including but not limited to:</p> <ul style="list-style-type: none"> a. workflow user interface for managing and monitoring steps within each interface; b. status and history of executions; c. comprehensive scheduling and tracking of file transmissions; d. tools for viewing data and/or contents of files received via interfaces, web services, and APIs (compressed or encrypted); e. comprehensive reporting for inbound and outbound transmissions; f. tight integration with the PMMS and notification of failed transmissions; g. real-time Dashboard for showing that all interfaces have expected volumes and are exchanging data per the interface specifications, and h. ability to manually execute a failed transmission.
745	Develop and document a standard New Jersey E-ZPass API that can be modified as necessary to accommodate new external entity interactions with NJ E-ZPass Systems. This API shall be developed in collaboration with NJTA and shall be owned by NJTA.
746	Utilize secure file transmission protocols for the transfer of data and/or files via interfaces, web services, and APIs.
747	Data and file transfers shall utilize industry standard secure and reliable transfer protocols to be determined jointly with NJTA during System design.
748	Provide the capability to transmit and receive multiple files during each scheduled batch.
749	Provide the capability to transmit and receive multiple files in a day.
750	Utilize file naming conventions that prevent the over-write of data and/or files (for example include the date and time of transmission).
751	Utilize file handling and processing methods that provide a complete audit trail of the data and/or file transfer process (for example files that are successfully processed are moved to a processed folder).
752	Validate records and identify errors in the received data and/or files, including but not limited to:

	<ul style="list-style-type: none"> a. mandatory fields; b. data formats; c. data validity (for example Account number not found in the System); d. duplicate records; e. responses that indicate error conditions; f. unexpected response; g. checksum/record count verification; h. incorrect status, and i. incorrect change in state.
753	When issues with received data and/or files are detected, transmit the error details to the transmitting entity.
754	Provide Authorized Users a user interface to correct and re-transmit data and/or files.
755	Provide the capability to process re-transmitted data and/or files.
756	Provide the ability to identify missing records/transactions/images, create PMMS Alerts and request the transmission of such missing records/transactions/images.
757	Reconcile the transmitted records to the records received and accepted by the receiving entity.
758	<p>Provide the means to identify interface issues by validating the file transmission process, including but not limited to:</p> <ul style="list-style-type: none"> a. creation and transmission of data and/or a file at the scheduled time even if there are no records to transmit; b. determining if the data and/or file was transmitted or received at the scheduled time; c. identifying conditions outside of normal trends, creating PMMS Alerts, and pausing file/data processing; d. creation of PMMS Alerts if data and/or file was not created or received at the scheduled time; e. creation of PMMS Alerts if received data and/or file was not acknowledged; f. creation of PMMS Alerts if records in the received data and/or file had errors when processed; g. provide details to the PMMS of each failed record; h. creation of emails/SMS to the third-party when file has been successfully transmitted; i. creation of emails/SMS to the third-party when third-party data and/or file had errors, and

	j. creation of PMMS Alerts when response has not been received for individual records within the expected duration.
759	Provide data and/or file transmission and reconciliation reports as described in these Requirements.
760	All responses received from third-party interfaces and all actions required of the third-party to a file transmitted by the System shall be associated to the original transaction, including but not limited to: a. images of lockbox check copies for a payment; b. all incoming Customer Correspondences, chats, and inquires; c. Correspondence Items to Customers transmitted by the Collections Services Contractor(s); d. comments and dispositions transmitted in the response file, and e. "Contact Us"/SMS received from the Customer related to a specific transaction.
761	When information is passed to or processed by Third-party Service Providers/entities, processes or systems that impact a Customer's Account status, the exchange of information, the status of the Account and details related to the interface shall be updated immediately to the Account so that Authorized Users have the most current Account status.
762	Authorized Users shall have the capability to obtain the history of updates to transactions and/or Accounts, made as the result of information passed to or processed by Third-party Service Providers/entities, and the source of the updates.
763	Provide a Dashboard that tracks the progress of the file transmissions through each stage and their Acknowledgements by the receiving entity, including but not limited to: a. transactions eligible for transmission; b. file and /or data created with file name; c. file and/or data transmitted; d. file and/or data received; e. file and/or data accepted; f. file and /or data rejected; g. file and/or data re-transmitted; h. number of records in the file and/or data set; i. number of unique Accounts, and j. number of failed records.

764	Provide Authorized Users the capability to establish, update and modify the parameters related to file and/or data transmission for each interface.
765	Monitor the disk capacity where files and/or data are deposited and send a PMMS Alert and automatically notify any responsible third-party if folders are near a Configurable capacity level and if full.
766	Provide the tools to automatically manage the folders where files and/or data are deposited by archiving successfully processed data and/or files after a Configurable number of days in accordance with data retention Business Rules.
767	Provide the tools to import data to reconcile file transmissions.
768	Conform to all existing interface specifications if applicable, modify existing interface documentation as necessary, and develop all new/missing interface documentation.
769	Maintain a repository of interface documentation and modify interface documentation as needed throughout all Project phases.
770	The System shall interface to NJTA Security Information and Event Management (SIEM) to transmit all security related incidents and alerts as Approved.

9.7.1 Interface to the Toll Agency Host Systems/Host and Image Capture Systems

This interface connects the New Jersey E-ZPass System with each Toll Agency's Host Systems/Host and Image Capture Systems for the transfer of transponder status data, transactions, toll rates, reconciliation data, adjustments, payment data, GL data, images and image data, and other relevant data as determined during the design and documented in the interface specifications.

771	Provide the capability to support each Toll Agency's interface independent of other Toll Agencies in accordance with each interface specification.
772	Provide the interface to each individual Toll Agency's Host Systems to obtain and acknowledge one hundred percent (100%) of the toll and non-toll transactions in accordance with the interface specifications.
773	Provide the interface to each individual Toll Agency's Host Systems to send transponder statuses in real-time and at scheduled intervals in accordance with the interface specifications
774	Provide the interface to each individual Toll Agency's Host Systems to receive other files in accordance with the interface specifications, for example toll rates.
775	Provide the interface to each individual Toll Agency's Host Systems to transmit reconciliation data, adjustment files, bank wire files, invoice files, GL files and other files in accordance with the interface specifications.
776	Provide the interface to each individual Toll Agency's Host System/Host and Image Capture Systems to obtain one hundred percent (100%) of the images and the associated transaction data in accordance with the interface specifications.

777	Provide the capability to confirm receipt of all data and images, and to reconcile data transmissions from each individual Toll Agency's Host System/Host and Image Capture Systems.
778	<p>Reconcile all transactions and associated images against individual Toll Agency Host System/Host and Image Capture Systems and send reconciliation status back to the Toll Agency Host System that originated the transaction, in accordance with each Toll Agency's Host System to New Jersey E-ZPass CSC interface specifications and the reconciliation matrix, including but not limited to:</p> <ul style="list-style-type: none">a. each transaction received;b. each image received;c. at each movement through the different workflows, for example during the license plate extraction process, the filtering process, Customer validation and Account creation process;d. transaction adjustments or reversals;e. fee adjustments;f. terminated transactions;g. paid transactions;h. rejected transactions;i. rejected images;j. dismissed transactions, andk. all other status updates.
779	During the Contract Term it is anticipated that one or more of the Toll Agencies will select a new vendor for their roadside system and therefore will migrate to a new Toll Agency Host System/Host and Image Capture System. When this occurs, the Contractor shall interact with the new vendor as needed to plan the migration and to understand the System changes that will be required. The Contractor will also make all necessary changes to interface the System with the new Toll Agency Host System/Host and Image Capture System and will support associated testing and cutover activities.

9.7.2 Interface to NJTA's Data Warehouse

This interface connects the primary and secondary New Jersey E-ZPass System with NJTA's Data Warehouse.

780	Provide the interface to NJTA's Data Warehouse to transfer System data as determined during design in accordance with the interface specifications. Perform the ETL process on System data prior to transfer. Data shall be transferred daily such that the previous day's data is available in NJTA's Data Warehouse by 6:00 AM Eastern Time.
781	<p>Data transferred shall include, but not be limited to:</p> <ul style="list-style-type: none"> a. transaction data including posting and processing updates; b. payment data; c. Customer demographic information, and d. Toll Facility usage information.

9.7.3 Interface to Toll Agencies' Data Warehouse(s)

NJTA is currently the only Toll Agency requiring access to their Data Warehouse, however, additional Toll Agencies may decide to provide a data warehouse in the future, to which the Contractor shall interface.

782	Provide the interface to the Toll Agency's Data Warehouse to transfer System data as determined during design in accordance with the interface specifications. Perform the ETL process on System data prior to transfer. Data shall be transferred daily such that the previous day's data is available in the Toll Agency's Data Warehouse by 6:00 AM Eastern Time.
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9.7.4 Interface to Time Server

783	Provide the capability for time synchronization to a Stratum 1 source Approved by NJTA.
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9.7.5 Interface to the IAG Agencies / Regional Hub

This interface connects the New Jersey E-ZPass System with the IAG Agencies through a Regional Hub for data exchange.

784	Provide the interface and full support of the IAG as described in the IAG Reciprocity and operating agreements, related amendments and interface specifications (Appendix D IAG Interface File and Reporting Specifications). The latest interface specification, file transmission processes, and report specifications at the time of design shall be used.
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9.7.6 Interface to Retail Cash Payment Processors (Payment Services and POS)

This interface connects the New Jersey E-ZPass System with the Contractor-provided third-party Retail Cash Payment Processors for payment or replenishment of Customer Accounts for Customers who choose to replenish or pay their Customer Accounts with cash.

785	Provide the capability to interface with third-party Retail Cash Payment Processors for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
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9.7.7 Interface to License Plate Review Services Contractor

This interface connects the New Jersey E-ZPass System with NJTA-selected License Plate Review Services Contractor for transmitting transactions/images from the New Jersey E-ZPass System into the License Plate Review Services Contractor System and receiving license plate data and Gross Class Mismatch results from the License Plate Review Services Contractor system into the New Jersey E-ZPass System.

786	Provide an interface to the License Plate Review Services Contractor system for the functionality described within these Requirements and in accordance with the interface specifications to be developed during Project design.
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9.7.8 Interface to New Jersey MVC – Vehicle Registration

This interface connects the New Jersey E-ZPass System to the New Jersey Motor Vehicles Commission (MVC) to obtain vehicle registration information (such as name, address, vehicle make/model) about the New Jersey registered owner of vehicles that have incurred tolls on the Toll Agencies' toll roads but are not registered as Customers. The Contractor is responsible for establishing the relationships.

787	Provide the interface to the MVC to provide for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
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9.7.9 Interface to Out-of-State DMV – Vehicle Registration

This interface connects the New Jersey E-ZPass System to the out-of-state DMVs to obtain vehicle registration information (such as name, address, vehicle make/model) about the registered owner of vehicles not registered in the state of New Jersey but have incurred tolls on the Toll Agencies' toll roads and are not registered as Customers. The Contractor is responsible for establishing the relationships.

788	Provide the interface to the out-of-state DMV to provide for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
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9.7.10 Interface to MVC/DMV - Vehicle Registration Suspension/Hold

This interface connects the New Jersey E-ZPass System to the MVC/DMVs (both New Jersey and out-of-state) to place/release Vehicle Registration Suspension/Hold on vehicles for non-payment of tolls. Where the MVC/DMVs support suspension of driving privileges, the New Jersey E-ZPass System shall provide such functionality. The Contractor is responsible for establishing the relationships including those agreements required to support Vehicle Registration Suspension/Hold and Driver's License Suspension interoperability.

789	Provide the interface to the MVC/DMVs to support Vehicle Registration Suspension/Hold to provide the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
790	Provide the interface to the MVC/DMVs to support Driver's License Suspension to provide the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
791	Provide the interface to Toll Agencies and third-parties to support Vehicle Registration Suspension/Hold and Driver's License Suspension interoperability in accordance with interface specifications to be developed during Project design.

9.7.11 Interface for Temporary (Dealer) License Plates

This interface connects the New Jersey E-ZPass System to the vehicle dealers in New Jersey to obtain information (such as name, address, vehicle make/model) on temporary plates on vehicles that have incurred tolls on the Toll Agency toll roads and are not registered as Customers.

792	Provide the interface to obtain ownership information for New Jersey temporary (dealer) license plates to provide for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
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9.7.12 Interface to the Transponder Manufacturer(s)

This interface connects the New Jersey E-ZPass System to the different Approved transponder manufacturer(s) for the receipt of transponder inventory data during purchase and exchange of RMA data.

793	Provide the interface to Approved transponder manufacturer(s) to obtain and transmit transponder inventory and RMA data to provide for the functionality described within the Requirements and in accordance with interface specifications to be developed during Project design.
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9.7.13 Interface to Transponder Reader/Programmer(s)

This interface connects the New Jersey E-ZPass System to the transponder reader/programmer(s) for programming vehicle information into the transponder. There may be separate reader/programmers for the current time-division multiplexing (TDM) IAG protocol, International Organization for Standardization (ISO) 18000-6C protocol, and Super eGo (SeGo) protocol or a single reader/programmer that supports all protocols.

794	Provide the interface to transponder reader/programmer(s) to provide for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
795	Support TDM, ISO 18000-6C and SeGo protocol transponder reader/programmer(s), either as a single unit per protocol or separate unit for one or more protocols.

796	Support reading multi-protocol transponders.
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9.7.14 Interface to Transponder Tester(s)

This interface connects the New Jersey E-ZPass System to the transponder tester(s) for recording the results of the test. There may be separate testers for the current TDM IAG protocol, ISO 18000-6C protocol, and SeGo protocol or a single tester that supports all protocols.

797	Provide the interface to transponder tester(s) to provide for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
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9.7.15 Interface to Merchant Services Contractor

This interface connects to the Merchant Services Contractor's POP for clearing credit card, debit card and ACH payments. The Merchant Services Contractor will provide the payment gateway, payment Tokenization and hosted third-party credit card storage.

798	Provide an interface to the Merchant Services Contractor's POP to provide for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
799	Provide an interface to commercially available e-Commerce Payment Systems (e.g., PayPal, Venmo) to provide for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
800	Provide an interface to commercially available Digital Wallet providers to provide for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.

9.7.16 Interface to the New Jersey E-ZPass and Individual Toll Agency Banks

This interface is to NJTA-provided New Jersey E-ZPass bank(s) and to individual Toll Agency-provided banks for processing disbursement checks and payments.

801	Provide an interface to NJTA-provided bank(s) to provide for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
802	Provide an interface to the Toll Agencies' bank(s) to provide for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.

9.7.17 Interface to Collections Services Contractor(s)

This interface connects to NJTA-selected third-party Collections Services Contractor(s) for transmitting Customer Account/unpaid transaction information regarding Customers with transactions on Toll Agency

toll roads who have failed to remit payment through the normal invoicing/noticing process or have an outstanding balance on their Account. This interface is also used to request Skip Tracing in cases where the System is unable to obtain the correct mailing address for a Customer.

803	Provide an interface to the Collections Services Contractor(s) to provide for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
804	Provide a secure web portal for Collections Services Contractor(s) to provide the functionality described within these Requirements.
805	If the Collections Services Contractor(s) require an API for the exchange of collections data, the Contractor shall work with the Collections Services Contractor(s) to develop and implement the API.

9.7.18 Interface to Court

This interface connects the New Jersey E-ZPass System to the court systems when an agreement is reached with the courts to establish the judicial process electronically or via manual methods.

806	Provide an interface to the court specific to the location(s) of each Toll Agency's facilities to support the escalation of the unpaid transactions and balance owed through the judicial process in accordance with each Toll Agency's Business Rules and legislation for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
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9.7.19 Interface to Law Enforcement Agencies

This interface connects the New Jersey E-ZPass System to systems of Configured law enforcement agencies.

807	Provide an interface to Configured law enforcement agencies for interactions to support Toll Agency Business Rules for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
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9.7.20 Interface to Public Access to Court Electronic Records

This interface connects the New Jersey E-ZPass System to the Public Access to Court Electronic Records (PACER), which provides electronic public access to federal court records.

808	Provide an interface to the bankruptcy court system to support the notification of filings for legal resolution or relief of the unpaid transactions and balances owed to the New Jersey E-ZPass Program. The interface shall support the initial filing and status of the record through dismissal or discharge in accordance with the Business Rules.
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9.7.21 Interface to Toll Agency Financial Systems

This interface connects the New Jersey E-ZPass System to each Toll Agency's financial system for the transmission of each Toll Agency's toll receivables and payments.

809	Provide an interface to each individual Toll Agency's financial system to provide for the functionality described within these Requirements and in accordance with existing ICDs and with interface specifications to be developed during Project design.
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9.7.22 Interface to Retail Distributors of Inventory

This interface connects the New Jersey E-ZPass System to the Contractor-selected Retail Distributors of Inventory tracking and invoicing.

810	Provide the interface to Retail Distributors of Inventory for outsourcing of the inventory fulfillment process to provide for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
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9.7.23 Interface to Airport and Other Parking Facility Operators (E-ZPass Plus)

This interface connects the New Jersey E-ZPass System with parking facilities at airports and other locations (such as event, public and other parking) for exchanging transaction and payment information for Customers who use their E-ZPass transponders for paying parking fees.

811	Provide the interface and full support of the facility operators as described in the IAG Reciprocity and operating agreements, related amendments and interface specifications (Appendix F Facility Operator Interface Files and Reporting Specifications). The latest interface specifications and report specifications at the time of design shall be used.
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9.7.24 API/Interface to Existing/Future Rental Car Agencies/Fleet Agencies/Third-party Entities

This interface connects to rental car agencies/fleet agencies/Third-party Entities to exchange transactions, transponder, vehicle, and payment information with the New Jersey E-ZPass System.

812	Provide the interface to the rental car agencies/fleet agencies to provide for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design.
813	Provide the capability to interface with existing and future Third-party Entities for the functionality described in the Requirements and in accordance with individual interface specifications to be developed and/or finalized during Project design (examples include Appendix G-1 Bestpass Toll Interface Implementation Guide and Appendix G-2 Daily Fleet Toll File ICD).

9.7.25 Interface to Existing API-based Systems

This interface connects to existing API-based services to exchange Transponder activation, re-assignment and status data, transaction posting and reconciliation data, and payment data.

814	Provide the interface to existing and future API-based services to provide for the functionality described within these Requirements and in accordance with interface specifications to be developed during Project design. Current application-based services include, but are not limited to: a. PlusPass; b. PayIt; c. Peasy, and d. GoToll.
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9.7.26 Interface to Future API-based Systems

New Jersey E-ZPass System may need to add other interfaces to meet a future need and the System architecture shall provide the flexibility to support the use of APIs.

815	Provide the New Jersey E-ZPass System the capability to access the System programmatically through APIs for the development of real-time services.
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9.7.27 Third-party Service Providers and System Accommodation

The Project will involve a number of services that may be outsourced to a Third-party Service Provider selected by the Contractor, NJTA, the License Plate Service Provider, or the Collections Services Contractor(s).

816	Provide connectivity to Contractor-selected Third-party Service Providers as required to meet the Requirements, including but not limited to: a. Retail Distributors of Inventory; b. Retail Cash Payment Processor; c. ROV Lookup Service Provider; d. Lockbox Service Provider that is a financial institution; e. Escheatment Service Provider; f. Print/Mail Service Provider (optional); g. Email Distribution Service Provider;
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	<ul style="list-style-type: none"> h. SMS Distribution Service Provider; i. Address Standardization Service Provider; j. Zip Code Update Service Provider; k. Address Verification Service Provider; l. Email Validation Service Provider; m. Vehicle Make/Model Database Service Provider, and n. Customer Satisfaction Analysis Provider.
817	<p>Integrate the following NJTA-provided Third-party Service Providers into the System, including:</p> <ul style="list-style-type: none"> a. Merchant Services Contractor; b. Banking Services Provider; c. License Plate Review Services Contractor, and d. Collections Service Contractors.

9.8 Performance Management and Monitoring System (PMMS)

The Performance Management and Monitoring System (PMMS) supports System Maintenance, Administration and Software Support Requirements for all hardware, Software and other System components by monitoring System processes, equipment, jobs, and interfaces in real-time to identify degradations in performance or availability before they impact end users. In addition, the PMMS monitors and evaluates selected data points to determine when Configurable conditions occur. The System generates real-time Operational and PMMS Alerts, automatically creates actionable tickets, and allows Authorized Users to create, view and update tickets that are tracked to resolution. Both real-time and historical PMMS detail and summary data is available to Authorized Users via Dashboards, access to the PMMS ticket repository, and through reports. Authorized Users shall have access to all PMMS screens based on user role. In addition, Toll Agencies shall have access to all PMMS platforms, tools and third-party applications used for the detection of errors and failures.

818	Provide a PMMS that is an integrated component of the System and supports System maintenance and administration operations for all Software, hardware, and other System components, in accordance with these Requirements.
819	The PMMS shall be Configurable and flexible to accommodate multiple Toll Agencies and facilities, changing staff, reporting Requirements, changes in systems, sub-systems, components, and parts.

820	Any third-party products or services utilized in the Contractor's PMMS solution shall be tightly integrated with the PMMS so that events detected by third-party products or services are automatically transmitted to the PMMS in real-time via a guaranteed messaging protocol.
821	The Contractor shall provide the Toll Agencies with access to the PMMS, as well as all screens and data from the PMMS.
822	<p>As part of the PMMS, the Contractor shall provide an enterprise-level monitoring solution to monitor all System equipment, System operations, connectivity, throughput, and intrusion points related to the System. The monitoring solution shall utilize best practices for automated monitoring and alerting based on both real-time data and trending data. The monitoring solution shall be simple network management protocol (SNMP) v2, v3 and MIB-II compliant (or the latest and most secure version at the time of design) and shall be capable of becoming compliant with later versions as they become available. The monitoring solution shall provide robust capabilities to assure network, device, and equipment health, including but not limited to:</p> <ul style="list-style-type: none">a. receive alarms from devices and equipment through SNMP traps, PMMS tickets and email;b. identify events by evaluating logs, alarms and SNMP traps and take Configured actions;c. provide real-time notification, to Configured recipients, of failures, and other events detected;d. provide the capability to interact in real-time with the enterprise-level internal communication solution's software to provide Operational Alerts;e. provide an overview Dashboard showing the current status of the System and all current failures, PMMS Alerts, requests for Operational Alert requests sent to the internal communication solution's software, or other events detected with the ability to easily navigate to view detailed information;f. support filtering of PMMS Alerts, Operational Alert requests and events;g. support comprehensive log management;h. perform monitoring of production and non-production environments;i. provide metrics, andj. produce both canned and custom reports.
823	Maintain a network and computing topology map for the New Jersey E-ZPass system and constantly assess its operational status and create alerts when issues are detected.
824	The PMMS shall monitor availability of all third-party connections which are critical to operations such as constant connections to payment processors.
825	The PMMS shall perform real-time monitoring of database health.

826	Provide and integrate a best-in-class third-party COTS application performance and response monitoring tool that constantly, and in real-time, monitors the response of the System by accessing various functionality and screens to simulate access from:
a. Customers accessing, receiving, and updating System information via the Self-Service Website;	
b. Customers accessing, receiving, and updating System information via the Mobile Application;	
c. Customers accessing and receiving information from the IVR;	
d. Contractor's operations and other staff performing Customer service while accessing, receiving, and updating System information;	
e. Third-party Service Providers performing Customer service while accessing, receiving, and updating System information, and	
f. the Toll Agencies' staff accessing, receiving, and updating System information.	
827	Third-party cloud infrastructure monitoring software or a cloud monitoring service shall be implemented if any portion of the System is hosted by a cloud service provider.
828	Provide a third-party COTS PII Data scanning tool that assures non-production environments are properly cleansed and conveys any identified issues to the PMMS.
829	Provide a PMMS that automatically monitors, sends PMMS Alerts and generates tickets in real-time for all processes, equipment, jobs, repositories and interfaces and updates and tracks those tickets through resolution, including but not limited to:
a. communications issues;	
b. interface issues;	
c. electrical power and facility issues;	
d. hardware issues;	
e. software issues or failures;	
f. database issues;	
g. issues with Customer channels (Self-Service Website, Mobile Application and IVR);	
h. issues with third-party portals;	
i. file systems and file system issues;	
j. issues with scheduled jobs, processes, or data flows;	
k. transactions and/or images not properly advancing through the workflow;	

	<ul style="list-style-type: none">l. processes not running or completing as scheduled;m. System health – overall and by component;n. System application performance and response;o. Configurable low storage space thresholds;p. Configurable (central processing unit) CPU utilization thresholds;q. Configurable CPU load thresholds;r. Configurable memory utilization thresholds;s. all security events;t. logs;u. access controls;v. secondary environment data transfer and synchronization status and issues;w. backup;x. image and data archival;y. image and data purge, andz. data restores.
830	<p>Provide a PMMS with comprehensive recording capabilities, including but not limited to:</p> <ul style="list-style-type: none">a. log aggregation (from disparate systems or Modules);b. event correlation (cause and effect association);c. documenting all service outages;d. log shipping, ande. log management functions.
831	<p>Provide a PMMS with the ability to receive success or failure information regarding data management activities, including but not limited to:</p> <ul style="list-style-type: none">a. backup;b. secondary System environment data transfer and synchronization status;c. NJTA's Data Warehouse data transfer status;d. other data transfers from one environment to another;e. data archival;

	f. data purge, and g. data restores.
832	Provide a PMMS that interfaces with the enterprise-level internal communications solution's software to provide initiate a request for an Operational Alert to be sent for Configured events and conditions.
833	Maintain a list of all third-party products and services utilized in the Contractor's PMMS solution along with a description of the tool, its role, the devices, and resources it monitors and the types of events it is responsible for identifying.
834	Provide a diagram illustrating components, communications, and dataflow within the PMMS, including all third-party products and services.
835	Provide the capability for an Authorized User to create and maintain a repository of events and to define the characteristics for each event including, but not limited to: a. unique identifier(s) for the event; b. the type of event; c. specific Toll Agency to which the event pertains (if any); d. criteria for the event, including the value of any Configuration settings; e. event category (infrastructure (network, hardware), interfaces, processes, unusual events/activity, etc.); f. sub-system(s) whose availability is impacted by the event; g. performance report that includes the event; h. event's normal severity level; i. event's escalated severity level; j. action(s) to be taken including creation of ticket; k. ticket prioritization and ranking, and response and repair times for each severity level; l. PMMS Alert(s) and/or Operational Alert(s) to be issued for the event; m. Communication Channel(s) for PMMS Alert(s) and Operational Alert(s) associated with the event; n. recipient distribution list(s) for initial PMMS Alert(s) and Operational Alert(s); o. recipient distribution list(s) if event escalates; p. whether a ticket is created for the event;

	<p>q. tool used to monitor for and identify the event, and</p> <p>r. reference to the related Requirement.</p>
836	<p>Provide a PMMS that includes but is not limited to the following capabilities:</p> <p>a. receiving and monitoring status messages of all System hardware and software;</p> <p>b. receiving and monitoring event messages from third-party tools, software and services that are part of the Contractor's PMMS solution;</p> <p>c. monitoring predetermined thresholds set for items displayed via the Dashboards and issuing Configured Operational Alerts and/or PMMS Alerts when Configured threshold conditions occur;</p> <p>d. is capable of local ticket manual entry or email entry by Authorized Users;</p> <p>e. automatic ticket generation;</p> <p>f. automatic assignment of Configured severity level to tickets and ranking tickets;</p> <p>g. storing data in a relational database to allow for data recovery and flexibility in reporting the raw data (including via Dashboards and Ad-hoc reporting);</p> <p>h. generating (automatically) daily, weekly, and monthly performance reports as determined by NJTA during design;</p> <p>i. tracking Configured failure events and service requests;</p> <p>j. assigning tickets to technical support personnel;</p> <p>k. reassigning (manually) tickets to other technical support personnel;</p> <p>l. escalating (automatically) tickets to other technical support personnel, for example, automatically escalate to a supervisor when ticket is not resolved within a Configurable amount of time;</p> <p>m. recording time of acknowledgement by technical support personnel;</p> <p>n. recording time of acknowledgement by all subsequently assigned technical support personnel;</p> <p>o. recording time the technical support personnel assigned to resolve an issue responds and begins actively working to correct the issue;</p> <p>p. recording time correction is complete;</p> <p>q. recording time of equipment and process/job recovery;</p> <p>r. recording completion of service calls;</p> <p>s. recording the time the closure of the ticket was Approved by NJTA;</p>

	<ul style="list-style-type: none"> t. attachment of common document type, such as Microsoft Word, Portable Document Format (PDF), email, Visio drawings, and screen capture images; u. providing automatic PMMS Alert for ticket not closed out in specified time; v. maintaining and tracking Corrective Activity; w. is capable of accepting and updating tickets via mobile device; x. tracking all System components via an asset management Module; y. is capable of role-based security; z. containing an automatic System exception reporting for all processes that are not running, and aa. providing reports on all System component failures and ticket resolution status in real-time.
837	The System will record all Configuration data, and will be versioned after each System component change, including application of System patches.
838	Maintain a repository of all current and previous Configuration data so that Configuration settings for any point in time can be determined.
839	<p>Provide a PMMS that supports, including but not limited to:</p> <ul style="list-style-type: none"> a. maintaining network and computing topology and displaying their operational status; b. automatic System job/workflow/queue exception reporting, ticket creation and PMMS Alerts for all items that are not processing correctly or are hung in the System; c. issuing Correspondence Items via email, SMS, and push notification, as Configured, to technical support personnel when problems are detected; d. prioritization of issues according to severity level; e. for the calculation of response times, correction times, and downtime from the data entered by the technical support personnel and automatically generated by the System, and f. scheduling and tracking preventive maintenance for example regularly scheduled events for applying patches, running routine diagnostics and planned replacement of hardware components nearing the end of their service life, shall be performed through the PMMS and automatic tickets shall be generated at the scheduled times.
840	<p>Provide a PMMS that supports asset management, including but not limited to:</p> <ul style="list-style-type: none"> a. tracking of all System hardware and software items; b. tracking of installation dates for all System hardware and software items; c. tracking of decommission dates and reasons for all System hardware and software items;

	<ul style="list-style-type: none"> d. tracking of all tickets associated with System hardware and software items including those manually created during Operations and Maintenance Phase to track defects and changes; e. tracking of all System hardware and software locations; f. tracking of all System hardware and software versions; g. tracking of all maintenance and service agreements; h. maintains a list of vendors from where products were procured; i. associates the original purchase order number to the individual item; j. associates the original vendor number(s), such as part numbers, to the individual item; k. associates all license information to the individual item; l. provides a PMMS Alert prior to license expiration; m. associates all warranty information to the individual item; n. provides a PMMS Alert prior to warranty expiration, and o. provides automatic PMMS Alerts for spare parts levels.
841	Provide Authorized Users with a screen(s) in the PMMS that allows for the verification and monitoring of all processes, programs, and scheduled tasks and failures shall be forwarded to a PMMS screen that is accessible to Authorized Users. Various events and error logs shall be provided for each program that shall assist maintenance personnel in investigating problems.
842	Provide the capability to restrict Authorized Users, based on role, to read-only versions of PMMS screens.
843	The PMMS shall automatically detect and evaluate repetitive failures that occur over a Configurable period of time and automatically take appropriate action based on the frequency of the failure, including escalation. For example, if a hardware component or a process fails a Configurable number of times over a Configurable period of time, a ticket is generated and escalated to investigate the reason for the repetitive failures.
844	<p>The PMMS shall provide a pictorial Dashboard with drill-down capability to the PMMS Alert level that reports real-time health of System components that include but are not limited to:</p> <ul style="list-style-type: none"> a. System hardware; b. New Jersey E-ZPass networks; c. System interfaces; d. System database; e. CSC user interface, IVR system, Self-Service Website, and Mobile Application;

	<p>f. Customer Contact Center System;</p> <p>g. CSC facility systems, equipment, and devices,</p> <p>h. security Systems.</p>
845	The PMMS shall, in the course of monitoring the System, automatically populate a System KPI Dashboard with metrics pertaining to achievement of System Performance Requirements. Such metrics shall be provided in real-time.
846	The PMMS shall associate events and conditions with incidents of KPI non-compliance.
847	<p>Provide Authorized Users with operational, management and performance reports from the PMMS that include but are not limited to:</p> <p>a. summarized and detailed alarm history;</p> <p>b. notification and response and repair history;</p> <p>c. ticket status and tracking;</p> <p>d. corrective maintenance activities and planned;</p> <p>e. response and repair time achieved for each of the severity levels;</p> <p>f. total System availability;</p> <p>g. sub-system availability for the System, CSC application, enterprise telephony solution systems, including the IVR, Self-Service Website, Mobile Application, email exchange server, mail processing hardware;</p> <p>h. equipment versions, software versions, firmware versions and serial numbers for all equipment installed under these Requirements;</p> <p>i. incident logs and lost revenue estimates;</p> <p>j. mean time between failures (MTBF) for the preceding and current reporting periods and cumulative;</p> <p>k. performance measures and system response reports including overall System and sub-system availability (for example, IVR, Self-Service Website and Mobile Application);</p> <p>l. compliance to the System Performance Requirements;</p> <p>m. an exceptions report summarizing all unusual or significant occurrences during the period, and</p> <p>n. trend analysis for repetitive failure.</p>
848	Provide a PMMS that has the ability to receive information (success or failure), including but not limited to:

	<ul style="list-style-type: none"> a. all scheduled jobs and processes; b. backup; c. disaster recovery data transfer and synchronization status; d. archival, and e. restore data.
849	The PMMS shall provide self-diagnosis functions to detect and report on the status and functioning of the PMMS and shall notify Authorized Users in case of failure.
850	PMMS tickets shall only be closed by NJTA based on Agency satisfaction with resolution of the ticket.

9.9 Inventory Management System

The System will have an inventory and management system that tracks and maintains transponder inventory, identifies, and manages the transponder replacement program, manages retailer purchase/distribution of transponders, tracks, and manages transponder warranty and provides inventory reports including annual forecasting based on usage and transponder replacement projections. Inventory levels are required to be monitored and frequently communicated to NJTA to ensure no disruption in transponder availability. The transponder inventory and management system shall also have the capability to support management of other types of Inventory Items such as transponder mounting supplies.

NJTA purchases transponders, under a separate contract from various manufacturers, and the System will record the purchase and manage these Inventory Items throughout their lifecycle including management of the transponder replacement (tag swap) program. In addition, the System will support the recording and tracking of transponders issued by equipment manufacturer (OEM) and other IAG/Interoperable Agencies that the Customers will register with the New Jersey E-ZPass CSC.

9.9.1 Inventory Definition and Tracking

851	<p>Provide the capability to support, manage, track, and maintain Inventory Items including, but not limited to:</p> <ul style="list-style-type: none"> a. Inventory Items from multiple manufacturers; b. single transponder communication protocols, for example TDM IAG protocol, ISO 18000-6C protocol, and SeGo; c. multi-protocol transponders; d. different model numbers; e. inventory brands;
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	<p>f. transponder chip technology, for example single protocol or multi-protocol (with 3 identification numbers), and</p> <p>g. transponder style.</p>
852	Provide the capability to view the entire history of a specific Inventory Item.
853	Provide the capability to create and track multiple inventory types (motorcycle, bumper, etc.).
854	Provide the capability to enter global transponder Inventory Item attributes, including but not limited to: <ul style="list-style-type: none">a. Inventory Item description;b. inventory brand;c. model number;d. manufacturer;e. lot, case, and tray information;f. version of transponder chip technology;g. transponder communication protocol;h. transponder style, andi. color.
855	Provide the capability to enter transponder individual Inventory Item attributes, including but not limited to: <ul style="list-style-type: none">a. model number;b. procurement cost;c. Configurable sales price;d. Configurable purchase price;e. manufacture date;f. date received;g. manifest number;h. inventory number;i. expiration;j. date assigned/purchased;

	<ul style="list-style-type: none">k. date first used;l. location assigned to Customer from;m. staff/System assigned by;n. replacement date;o. warranty start date;p. warranty period;q. swap out date;r. end of life date;s. purchase order number;t. agency code;u. primary, secondary, and tertiary transponder ID number, for example, with a multi-mode transponder which contains multiple transponders in a single case;v. transponder serial number;w. external barcode number;x. activation code;y. state code;z. transponder class;aa. status, andbb. inventory location.
856	<p>Provide the capability to enter Inventory Item attributes for other types of Inventory Items, including but not limited to:</p> <ul style="list-style-type: none">a. Inventory Item description, andb. manufacturer.
857	<p>Provide the capability to enter individual Inventory Item attributes for other types of Inventory Items, including but not limited to:</p> <ul style="list-style-type: none">a. Inventory Item description;b. manufacturer;c. procurement cost;

	d. Configurable purchase price; e. Configurable sales price; f. date received; g. expiration date; h. date purchased; i. date redeemed; j. date first used; k. location purchased; l. staff/System assigned by; m. ID number; n. activation code; o. inventory location; p. quantity ordered, and q. quantities received.
858	Provide the capability to track the running balance of transponders from purchase order quantity until all transponders are received from the transponder manufacturer to the CSC secured warehouse.
859	Provide Authorized Users the user interfaces to enter new inventory pieces into the System via several methods, including but not limited to: a. manually; b. via file upload; c. via barcode (scanner); d. QR code (scanner), and e. chip enabled.
860	Provide the capability to upload the bill of lading and attach to the delivery status.
861	Provide the capability to upload a file with inventory information, such as but not limited to transponders, using an intuitive and user-friendly process with support for multiple data formats. Functionality shall include, but not be limited to: a. a mapping tool where inventory fields can be mapped to a file;

	b. provide a browse button to locate the file; c. provide validation of the file prior to import (invalid files shall not be imported and an error message shall be presented), and d. provide feedback of successful processing by indicating the number of records updated and unsuccessful updates.
862	Provide the capability to enter bulk inventory by entering the start number in a range and the end number, for example via scanner upload inventory by scanning the first inventory piece's barcode and the last inventory piece's barcode.
863	Provide the capability to automatically create a Case, generate alerts and assign to operations staff when Inventory Item reaches the re-order threshold.
864	Provide the capability to set the Configurable re-order thresholds and Configurable ranges for all parameters related to Inventory Item quantity levels and lead time requirements for replenishment by transponder manufacturer.
865	Provide user interface(s) that logically lead an inventory CSR through all of the necessary steps to assign attributes to Inventory Items in bulk, providing an on-screen roadmap of the steps (step x of y) through the completion of the process.
866	Provide the capability and enforce the entry of required attributes fields when entering inventory.
867	Provide the capability to track multiple types of warranties based on transponder type, for example manufacturer's warranty and product warranty granted by the Program to the Customer.
868	Provide the capability to track individual Inventory Items by location by each end of day, including but not limited to: a. warehouse; b. call center; c. in-transit between locations; d. WIC; e. multiple individual retailers; f. multiple individual outsource inventory vendors; g. multiple individual CSRs; h. Account number; i. Retail Distributor of Inventory;

	j. shipping/receiving locations; k. returned to manufacturer, and l. disposed.
869	Ensure that individual inventory pieces are only in a single location at any one time.
870	Provide the capability to restrict Configurable transitions among individual Inventory Item locations in accordance with the Business Rules, for example, inventory that is in the “Assigned to CSR” cannot go to “Return to Manufacturer” location; it can only go to “Inventory” location or “Account” location.
871	Provide the capability to assign a status to each individual Inventory Item, including but not limited to: a. inactive; b. distributed; c. redeemed; d. damaged, and e. expired.
872	Provide the capability to change the status for an individual Inventory Item either manually or automatically based on the Business Rules.
873	Provide the capability to restrict Configurable transitions among individual Inventory Item statuses in accordance with the Business Rules; for example, a CSR can't change the status of an item that has been redeemed.
874	Allow WIC CSRs to generate requests for Inventory Items to be assigned to them.
875	Allow Inventory Items to be assigned to CSRs without an existing request, for example, an Authorized User may assign inventory to the CSR because the Authorized User knows that the CSR will be working at a marketing event and will need more transponders than usual.
876	Provide the capability to audit the physical inventory at Configurable intervals and record the results of the audit.
877	Provide the capability to automate the physical inventory process by allowing Authorized Users to scan barcodes on boxes, cases, and/or individual Inventory Items via hand-held devices.
878	Provide the capability to compare the Inventory Items, locations and counts of scanned inventory with the data in the System and automatically identify and report on any differences.

879	Provide the capability to resolve differences between scanned inventory and the System's inventory data and to enter comments regarding the actions taken.
880	Track and report on the outcome of the physical inventory, including details on actions taken to resolve any differences and on differences that could not be resolved.

9.9.2 Inventory Fulfillment

881	Provide the capability to perform inventory fulfillment activities.
882	Provide the capability to fulfill Inventory orders, including but not limited to: a. individually; b. by case, and c. by tray, containing multiple cases.
883	Provide the capability to create an Inventory Item transaction when Inventory order is fulfilled, including but not limited to: a. leased (zero sale price); b. full price sale; c. warranty sale; d. no sale (replacement), and e. discount sale (promos and coupons).
884	Provide the capability to assign multiple types of Inventory Items to Accounts.
885	Provide the capability to assign up to a Configurable number of transponders which are active on any given vehicle based on vehicle class and Business Rules.
886	Provide the capability to create an Inventory Item deposit or inventory sale transaction.
887	Provide the capability to reassign Inventory Items from one Account to another.
888	Provide the capability to replace an existing individual Inventory Item on an Account.
889	Provide the capability to issue individual Inventory Items to Customers via various distribution methods, including but not limited to: a. by mail; b. in person, and c. through third-party retailers.
890	Provide the capability for bulk transponder sales.

891	Provide the capability for Customer inventory orders to be fulfilled at time of request, for example, in the CSC with the Customer present.
892	Provide the capability for Customer inventory orders to be fulfilled and mailed to the Customer when the Customer is not physically present, for example, when the request was made during a call to a CSR or through self-service channels.
893	Provide the capability for verification that specially mounted transponders are assigned to the vehicles belonging to the list of vehicle makes and models which require a specially mounted transponder like on a motorcycle. (This would not prevent specially mounted transponders from being assigned to vehicles that are not on the list).
894	Inform the CSR or the Customer (if using a Self-Service Website or Mobile Application) that the vehicle belongs to the list of vehicle makes and models which require an externally mounted transponder or special mounting location.
895	Inform the CSR when the make and model does not match the vehicle class chosen.
896	Provide the capability for a Customer inventory order to be shipped only in full and include the entire inventory order placed at that time; for example, if a Customer wants two (2) of type A Inventory Items and two (2) of type B Inventory Items, that order will be a single Customer inventory order.
897	Provide the capability for Customer inventory orders to be partially fulfilled for example, when there may not be enough of a certain type of Inventory Item to complete the order those that are available can be fulfilled.
898	Provide the capability to automatically create a backorder for unshipped inventory, and to automatically trigger the fulfillment of remaining quantity when stock is available.
899	Provide the capability for inventory orders to be searched for a specific request or requests that meet specified criteria which can then be viewed, immediately fulfilled, or canceled.
900	Provide the capability to make modifications to the inventory orders; for example, a CSR may need to change the transponder type because the Customer's vehicle requires a bumper mounted transponder or add another transponder to the order based on Customer request.
901	Provide the capability to automatically assign a specified range of transponders to a series of transponder orders. For example, the System would automatically assign transponders to open orders and print out the packing slips/Customer transponder receipt for the fulfillment CSR to package the order.
902	Produce a list detailing specific transponders to be pulled from inventory for each order and print out each associated order's paperwork for packaging and mailing.
903	Provide a single Customer transponder receipt showing the vehicle license plate number, type and Jurisdiction and Account Plan(s) associated with each transponder, if applicable, for each transponder order detailing the entire order.

904	<p>Provide the capability to batch transponder distribution to improve the efficiency of the order fulfillment process, including but not limited to:</p> <ul style="list-style-type: none"> a. identify open transponder orders and assign transponders to the Accounts automatically; b. create batches by Inventory Type and order type (new, replacement or additional); c. transmit data to the mailing services to generate mailing labels by batch; d. pool and print letters overnight, and e. track the mailing of transponders to Customers.
905	Provide the capability to print the postage directly on the envelope for fulfillment mailings.
906	Provide the capability to validate the mailing address through the Address Standardization Service Provider prior to sending Inventory Items.
907	Provide the capability for Inventory Item receipts to be provided to the Customer.
908	Provide the capability for a Correspondence Item to be sent to the Customer notifying them that an Inventory Item(s) has been placed in the mail.
909	Provide the capability to generate Intelligent Mail® package barcode (IMpb) barcodes on mailing labels to create a tracking number, associate to a shipment and update the Customer Account.
910	Provide the capability to return items to stock and re-issue inventory to other Customers (in the event of returned mail, etc.), and note the return process in the inventory record for that item.
911	Provide the capability to send and receive files containing fulfillment orders, inventory assignments and other information required to support the retail distribution of inventory.

9.9.3 Transponder Portability

912	Support vehicle OEM transponders by allowing Customers to register vehicle OEM transponders to their Account.
913	Support transponder portability by allowing Customers to register transponders belonging to another IAG/Interoperable Agency or a Third-party Entity to their Account.
914	Provide the capability to accept transponders that have been transferred from another IAG/Interoperable Agency and from Third-party Entities.
915	All features and functions available to Customers on New Jersey E-ZPass CSC issued transponders shall be made available to such another IAG/Interoperable Agency, Third-party Entity, and vehicle OEM transponders.

916	Track transponders owned by another IAG/Interoperable Agency, Third-Party Entities and vehicle OEMs separate from transponders owned by the New Jersey E-ZPass CSC.
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9.9.4 Transponder Testing

917	Provide the capability to test transponders using the transponder tester.
918	Provide the capability to establish criteria for testing transponders, including but not limited to: a. failure rate for a given period; b. random sampling of transponders for testing, and c. specific transponders identified to have issues.
919	Provide the capability to automatically capture the result of the transponder test and have it recorded in the database and associated with the transponder.
920	Provide the capability to mark each transponder that is returned and within the end of life as requiring testing and prevent the issuance of such transponders to Customer Accounts unless transponder tests as “good”.
921	Provide the capability to test returned transponders that are marked for testing in a batch mode.
922	Provide the capability to automatically mark a transponder defective if transponder does not pass the transponder tester tests.

9.9.5 Retail Distributor of Inventory Program

The Retail Distributor of Inventory Account Management program allows eligible retailers the opportunity to sell New Jersey E-ZPass transponders in their stores.

923	Provide the capability for an Authorized User, via screens, to enter, modify and delete third-party Retail Distributors of Inventory. These screens shall include the fields to enter information about the Retail Distributor of Inventory, including but not limited to: a. name; b. contact person; c. address; d. phone numbers; e. status, for example, active or inactive; f. Inventory Items stocked;
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	<ul style="list-style-type: none">g. item price;h. restock threshold;i. current inventory level;j. preferred restock frequency, andk. restock quantity.
924	Provide the capability to track Inventory Items which are lost by Retail Distributors of Inventory separately from Inventory Items lost by Customers.
925	Provide the capability to automatically create a re-stocking Case and assign to operations when the inventory at an inventory location reaches the Configured re-stock threshold.
926	Provide the capability to calculate the optimal restock amount based on usage history and preferred restock frequency.
927	Provide the capability to create groups of inventory locations.
928	Provide the capability to set the Configurable reorder thresholds and Configurable ranges for all parameters related to Inventory Item quantity levels and lead time requirements for replenishment by transponder manufacturer or the New Jersey E-ZPass CSC.
929	<p>Provide the capability for the Retail Distributors of Inventory to manage their relationship via an online portal, including but not limited to:</p> <ul style="list-style-type: none">a. order Inventory Items;b. check order status;c. modify contact information;d. transponder activation codes;e. update sales/current inventory level;f. make and log payments, andg. view order history.
930	Fulfill inventory orders for individual retail locations.
931	Provide the capability to automatically create a Case and assign to operations when Retail Distributor of Inventory's stock reaches the re-stock threshold.
932	Provide the capability to sell the inventory to the Retail Distributor of Inventory.
933	Provide the capability to place the inventory with the Retail Distributor of Inventory on consignment.

934	Produce Retail Distributor of Inventory invoices for inventory order.
935	Provide the capability to view accounts receivable by individual location and Retail Distributor of Inventory.
936	Provide for the import of transponder activation codes from the manufacturer via electronic file.
937	Provide the capability to generate an activation code for each transponder.
938	<p>Provide the capability to search and view all stored information regarding Retail Distributors of Inventory, including but not limited to:</p> <ul style="list-style-type: none"> a. the date the Retail Distributor of Inventory joined the program; b. the total number of individual Inventory Items sold by Inventory Type; c. the total number of individual Inventory Items sold by Inventory Item; d. detailed listing of all individual Inventory Items sold by serial number; e. history of orders; f. financial aspects; g. number of orders; h. number of items assigned; i. oldest item(s) assigned; j. current amount receivable, and k. contact information.

9.9.6 Transponder Replacement Program (Transponder Swap Program)

The Contractor shall manage a transponder replacement/transponder swap program for New Jersey E-ZPass, whereby, on a monthly basis, transponders that have reached the end of their useful life are identified and replaced. The System shall support the identification of the transponders that need replacement and the associated Customer Accounts and generate communications. The Contractor shall issue new transponders and manage the handling of returned transponders, including their disposal. The System shall ensure that attributes associated to the transponders including Account Plans are maintained on the new transponder.

939	Identify transponders needing replacement based on attributes, including but not limited to:
	a. transponder age;
	b. transponder manufacturer;

	c. transponder style; d. indication from the lane; e. warranty period end date; f. recall from manufacturer; g. excessive ITolls; h. date the transponder was assigned to the Account; i. purchase date, and j. manufacture date.
940	Provide the capability to swap the transponders that meet the replacement criteria.
941	Forecast required transponder volumes by transponder type based on past sales, Customer new Account acquisitions, Reward Programs, and events (e.g., transition to AET).
942	Provide the capability to view the details about transponders that are eligible for replacement, including but not limited to: a. Account number; b. warranty status; c. transponder manufacturer; d. transponder style; e. transponder type; f. date assigned; g. date manufactured; h. inventory location; i. reason qualified for replacement; j. number of transponders on the Account, and k. date of last transponder transaction.
943	Provide the capability to send Correspondence regarding the transponder replacement process.
944	Provide the capability to proactively mail replacement transponders.
945	Provide the capability to send follow up Correspondence if the transponder being replaced is not returned.

946	Provide the capability to replace all transponders on an Account if one qualifies for replacement. For example, if two (2) transponders qualify for replacement and the Account has three (3), NJTA may elect to replace all three (3) on the Account to reduce Customer confusion.
947	Provide the capability to replace only the transponder that is eligible for replacement. For example, if two (2) transponders qualify for replacement and the Account has four (4) transponders on it, NJTA may elect to only replace the two (2) specific transponders that qualify for replacement.
948	Provide the capability to automatically create transponder orders based on qualification or automatically present staff with a list of transponders meeting the criteria for replacement so that transponders can be selected individually or in groups for replacement.
949	<p>Provide the capability for monthly Account selection of eligible transponders, including but not limited to:</p> <ul style="list-style-type: none"> a. transponders in circulation for a Configurable period of time, for example 10 years, or more based on transponder production date; b. how Accounts will be re-evaluated monthly based on previous exception; c. transponder eligibility criteria (e.g., Accounts in low balance status); d. Nixie status exception; e. sibling transponders not included; f. Account exception criteria; g. no address, and h. financial status of revoked warning or revoked final.
950	Provide the capability to manage the various Account Plans associated to the recalled transponder on the replacement transponder and apply the adjustments accurately.
951	Provide the capability to assess fees for transponders not returned within the required timeframe.
952	Institute automated validation and tracking processes to prevent incorrect shipment of transponders, for example wrong Customer, removal of transponder specific plans, incorrect transponder class etc.
953	<p>Provide the capability to run weekly and monthly reports, including but not limited to:</p> <ul style="list-style-type: none"> a. transponder replacement totals, by transponder type and color; b. weekly transponder replacement performance against forecast and associated catch-up plan, if applicable;

c. Customer returned transponder totals;
d. current transponder inventory levels, by transponder type and color;
e. transponder shipment volume;
f. Accounts eligible for replacement;
g. returned mail volume (broken out by type and percentage of total);
h. transponder disposal totals;
i. program close out totals, and
j. fees collected.

9.9.7 Inventory Warranty and RMA Program

954	Provide Authorized Users with the capability to enter, modify and delete transponder manufacturers via screens. These screens shall include the fields to enter information about the manufacturer, including but not limited to: a. name; b. contact person; c. full address; d. phone numbers, and e. minimum number of transponders per return shipment.
955	Provide the capability to create shipments by manufacturer and associated packing lists for RMA.
956	Provide the capability for the opening, tracking, and closing of RMA shipments by RMA number.
957	Provide the capability to accept electronic files/spreadsheet from the manufacturer that maps old transponders to the new transponders in order to identify the remaining warranty.
958	Provide the capability for Authorized Users to add or remove specific items from an RMA shipment.
959	Provide the capability to prorate the warranty period based on the warranty left on the transponder identified for warranty return.
960	Provide the capability to track warranty payment or replacement transponders due from the manufacturer for returns under warranty.

9.9.8 Inventory Disposal

961	Provide the capability to view individual Inventory Items that have been marked for disposal.
962	Provide the capability to create shipments and associated packing lists for disposal.
963	Provide the capability for the opening, tracking, and closing of disposal shipments.
964	Provide the capability for Authorized Users to add or remove specific items from a disposal shipment.

9.9.9 Inventory Recycling

965	Provide the capability to track returned transponders.
966	Provide the capability for an Authorized User to select a Configurable action for each returned transponder, based on the transponder's condition, including but not limited to: a. prepare for reissue; b. store for disposal, and c. or returned to the manufacturer under the warranty provisions.
967	Provide the capability to reassign a returned transponder to a new Account.

9.10 Customer Contact Center System

The Contractor shall provide an omnichannel Customer Contact Center System which employs currently available tools and technologies to best assist Customer interactions. The Customer Contact Center System shall utilize artificial intelligence (AI) and machine learning to improve operational efficiency and enhance the Customer experience. Current examples of tools which should be deployed include intelligent voice and chat bots, real-time analytics, and sentiment monitoring. The Contractor is expected to stay up-to-date with current trends in emerging communication channels and advancements in virtual assistant, AI, and knowledge base technologies, as well as evolving Customer preferences to provide Continuous Improvements to the Customer Contact Center System.

9.10.1 Omnichannel Solution

The Customer Contact Center System should be a state-of-the-art omnichannel solution that allows for seamless transition of Customer interactions across all available communication channels.

968	Provide the capability for a CSR to continue a conversation with a Customer across contact channels, while preserving the interaction history.
969	Provide the capability to have a single queue for all contact channels and set priority by channel.

970	Provide the capability to have a single sign-on for all communication channels, including but not limited to: a. phone; b. email; c. Self-Service Website chat; d. Mobile Application chat; e. social media direct message; f. X (formerly known as Twitter); g. messaging applications such as WhatsApp and Facebook Messenger, and h. SMS.
971	Provide the capability to save full transcripts of activities across channels and associate them with an Account.
972	Create a Customer contact record for all Customer interactions.
973	Provide Authorized Users with a complete view of the Customer's journey across channels.
974	Provide the capability for an Authorized User to monitor live call/chat/SMS/direct message interactions.
975	Provide the capability to record all conversations (including voice, chat, SMS and direct message) and associated screens, and allow synchronized reply of selected conversations and screen captures with sensitive data elements such as PII, credit card and bank account information redacted.
976	Provide the capability to manage call/chat/SMS/direct message recording profiles by Authorized User.
977	Provide the capability for the Authorized User to pause the recording in the event the Customer begins to state any sensitive information that should not be recorded then resume when done.
978	Provide the capability for an Authorized User to delete a portion of the recording if the CSR was not able to pause the recording during the time the Customer stated sensitive information.
979	Provide Toll Agency staff with direct access to the recorded call system repository for the purpose of selecting and listening to recorded calls.

9.10.2 Virtual Assistant

The Customer Contact Center System shall include the use of AI-powered chat bots and voice bots, in the form of an intelligent virtual assistant, to resolve simple Customer and Authorized Users inquiries. The virtual assistant should use machine learning and AI to continuously improve responses. In addition, conversational AI should be incorporated to generate personalized responses.

980	Provide the capability to greet Customers and collect required information using AI and natural language processing (NLP) via a virtual assistant using various Customer contact channels, including but not limited to: a. IVR; b. Self-Service Website chat; c. Mobile Application chat; d. social media direct message; e. SMS, and f. smart home device.
981	Provide the capability for virtual assistant interactions initiated by Authorized Users who are simultaneously using other CSC software.
982	Provide the capability to resolve basic Customer requests (e.g., balance inquiry) via a virtual assistant.
983	Provide virtual assistant capabilities for both Customers and Authorized Users by utilizing content from the knowledge base.
984	Provide virtual assistant interaction in both Spanish and English.
985	Provide the capability to employ machine learning and AI to improve virtual assistant responses for both Customers and Authorized Users based on the results of previous interactions.
986	Provide the capability to utilize conversational AI to generate personalized virtual assistant responses for both Customers and Authorized Users.
987	Provide the capability to provide a seamless transfer of Customers from virtual assistant to CSR, when human interaction is required.
988	Provide the capability to deliver the full context of the Customer-virtual assistant conversation prior to transfer to a CSR, so the Customer does not have to repeat any information.

989	Provide the capability for virtual assistant Customer chat interactions to follow different paths based on whether or not CSRs are available to take live chats for the required language and skill set. For example, when outside of the CSC operating hours, rather than transferring the chat to a CSR, the virtual assistant would offer other options, such as suggesting the Customer create a Case or providing the normal chat hours and suggesting the Customer initiate the chat during that time.
990	Provide the capability for the virtual assistant to support chats initiated by people who do not have Accounts.

9.10.3 Knowledge Base

Provide a centralized repository of information, or knowledge base, to support Customers and Authorized Users in finding solutions to their problems without asking for help. The knowledge base shall also serve as an education program in training Authorized Users. The knowledge base should include answers to frequently asked questions, how-to guides, troubleshooting instructions, and a response library containing canned responses. The knowledge base should be searchable and should utilize AI to search through various information sources to quickly obtain answers.

991	Provide a knowledge base tool that allows Authorized Users to search for information or answers to questions using key words and phrases.
992	Provide a knowledge base tool, accessible by Customers via the Self-Service Website and Mobile Application that allows Customers to search for information or answers to questions using key words and phrases.
993	Provide the capability to differentiate the responses on the Authorized User knowledge base tool from that of the Customer tool. For example, if the Customer searches for "find Violation Notice" the tool would provide a link to where the Customer could search for a specific Violation Notice, whereas the CSR might receive instructions on how to search for a Violation Notice in the System.
994	Provide the capability to include information and educational materials in the knowledge base for internal use to serve as training guide and a reference source for Authorized Users in the course of the workflow and to help educate and coach staff members.
995	Provide the capability for the knowledge base tool to search multiple sources of information to provide the required answer.
996	Provide the capability for the knowledge base tool to track searches that do not yield results and suggest adding content for words or phrases that are frequently searched for without success.
997	Provide the capability to use machine learning to continuously optimize knowledge base search results.

998	As part of the knowledge base, provide a response library that serves as a repository for canned responses the virtual assistant and CSRs can use when responding to Customers' most common inquiries.
999	Provide the capability for an Authorized User to add, delete and modify the canned responses in the knowledge base's response library.
1000	Provide Authorized Users the capability to set all relevant parameters related to the response library drop-down list choices content and underlying content for Customer contact.

9.10.4 Real-Time Sentiment Monitoring

Real-time sentiment monitoring should be used across all voice and chat/message channels. Results from the real-time sentiment monitoring should be used to alert supervisors of Customer interactions that may need support. Results should also be used to identify issues (e.g., a large number of Customers are calling in with duplicate transactions on their Toll Bills) and trends to support improved operations.

1001	Provide the capability to perform real-time Customer sentiment monitoring across all voice and chat/message channels.
1002	Provide the capability to perform real-time analysis, using AI and machine learning, of sentiment monitoring performed for voice and chat/message channels.
1003	Provide the capability to perform real-time analysis of transcripts from all voice and chat/message channels to detect issues and Customer experience trends.
1004	Provide the capability to monitor, via speech-to-text analytics, live calls and present a real-time Operational Alert when a Customer is expressing dissatisfaction.
1005	In the event a notification is sent indicating CSR requires support, provide the capability to deliver full transcripts to a Configurable Authorized User for the purpose of supporting the interaction without requiring the Customer to repeat the previous conversation.
1006	Provide the capability to provide real-time prompts and guided scripts based on monitoring of phone calls, chats, and SMS conversations.

9.10.5 Enterprise Telephony Solution

An enterprise telephony solution is required to support all CSC operations and shall include a robust IVR system. NJTA intends for the IVR to allow Customers to perform all actions that they might ask of a CSR with the exception of certain functions that are specific to an Authorized User with an elevated user role, for example adding a non-revenue plan to a transponder or changing the toll rate on a transaction due to a classification error. The IVR must provide all required functions in both English and Spanish.

1007	Provide an integrated enterprise telephony solution including private branch exchange (PBX) and automated call distribution that is fully integrated with the Customer Contact Center System.
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1008	Provide sufficient Primary Rate Interfaces (PRI) and IVR processing capacity to support 250% of the current call volumes provided in Appendix A New Jersey E-ZPass Program Volumes.
1009	Utilize the existing toll-free number or provide a toll-free number through which Customers can access the IVR System.
1010	The IVR System shall support various modes of operation, including but not limited to: <ul style="list-style-type: none"> a. New Jersey E-ZPass CSC open hours when the IVR, self-service portals and CSR options are available to service the Customer; b. New Jersey E-ZPass CSC off-hours when only the IVR and self-service portals are available to service the Customer, and c. conditions where the System is not functional, New Jersey E-ZPass CSC is not open for operations, but the IVR System is operational.
1011	The enterprise telephony solution shall include an ACD system that supports the transfer of a call to a CSR when the IVR system is down but the New Jersey E-ZPass CSC is open for operations.
1012	Provide automated call routing based on Customer selections. For example, if the Customer selects the Spanish language option and then wishes to pay a Violation Notice with the help of a CSR, the call is sent to a Spanish-speaking CSR with the ability to accept payments.
1013	Provide automated call routing, including conditional routing to Authorized Users with a specific skill.
1014	Provide the capability to auto-dial Customers, deliver messages, play the spoken name, and ask the Customer for a confirmation.
1015	Provide a single IVR recording voice talent and have consistency in voice volume and intonation.
1016	Provide a mechanism for NJTA to update the system voice messages.
1017	Provide the ability to automatically route calls using machine learning and AI.
1018	Provide the capability for Authorized Users to Configure the relevant parameters related to call handling, including but not limited to: <ul style="list-style-type: none"> a. service levels; b. skills and skill levels; c. language selection; d. phone number and hours of operation for the call center; e. conditional escalations;

	f. prioritization of queues; g. call routing rules; h. call recording rules; i. call wait-time rules; j. music on hold selections, and k. message on hold selections.
1019	Provide the capability to automatically move calls between service groups to meet service levels and Operations Performance Requirements.
1020	Provide the capability to prioritize calls.
1021	Provide the capability to reprioritize calls in queue.
1022	Provide the capability for Authorized User outbound calling.
1023	Provide the capability to restrict outbound calling to only specific Authorized Users.
1024	Provide the capability to make outbound pre-recorded calls.
1025	Provide the capability to manage outbound call campaigns.
1026	Provide the capability to manually initiate automated outbound calls to Accounts that meet specified criteria.
1027	Provide the capability to restrict automated outbound calls to certain days of the week and to avoid calling on certain holidays.
1028	Provide the capability to restrict automated outbound calls to certain time ranges and to assure the selected time ranges are in compliance with the Telephone Consumer Protection Act of 1991.
1029	Provide the capability for Authorized Users to be designated for either outbound or inbound calling, or both.
1030	Provide the capability for virtual queuing, which allows Customers to hang up while still keeping their place in the queue and receive a call back when it is their turn rather than waiting on hold.
1031	Provide the capability to notify callers of the estimated wait time either on hold or for a call back.
1032	Provide expected wait time messages during the time the Customer is on hold.
1033	Provide recorded audio while Customers are on hold.
1034	Provide the capability to record messages to be played to on-hold Customers.

1035	Provide for the interspersing of music for pre-recorded on-hold messages.
1036	Provide the capability to prevent recording of credit card information.
1037	Provide, via the IVR, Customers the capability to manage their Account, per the Business Rules.
1038	Provide, via the IVR, the ability to authenticate the Customer and for the Customer to securely access the Account using various pieces of information, including but not limited to: a. Account number; b. PIN; c. license plate number; d. transponder number, and e. Correspondence Item number.
1039	The IVR System shall support use by secondary user and functionality for multiple PIN numbers for the same Account.
1040	The IVR System shall provide directed dialog natural language speech recognition for accessing information.
1041	The IVR System shall support bilingual (English and Spanish) interaction and shall provide the interface that supports bilingual options for Customer interaction.
1042	Spanish text used in the IVR shall be produced by a professional language translation service.
1043	Provide computer integration to the System to automatically display the Account information, including but not limited to: a. screen pop based on inbound caller ID; b. screen pop based on caller-entered information, and c. screen pop notifying CSR that Customer has successfully authenticated.
1044	The IVR System shall provide for the retention of Account number, license plate number, transponder number, Correspondence Item number or other information the Customer entered via the IVR as defined in the Requirements (excluding any credit card information).
1045	When a Customer exits the IVR and wishes to speak with a CSR, data entered by the Customer on the IVR as well as a view of the Customer's journey through the IVR shall be made available to the CSR taking the call.
1046	The IVR System shall provide the capability for the caller to execute multiple options within the same call (return to previous menu and repeat prompt options).

1047	The IVR System shall meet the requirements of the most current version of the Americans with Disabilities Act of 1990 (ADA amended in 2008).
1048	The IVR System shall have an accurate and fast speech recognition and Text-to-Speech engine.
1049	The IVR System shall fully integrate with the Merchant Services Contractor for credit card activities while maintaining PCI compliance.
1050	The IVR System shall have the Configurable capability to enable voicemail at the designated level within the IVR call-tree that allows Customers to leave a voicemail that can later be retrieved by Customer service staff. A Case shall be created for each voicemail and routed to the appropriate staff along with the transcribed message of the voicemail. Voicemails, Cases and transcribed message shall be automatically associated to the Account.
1051	Provide the capability to notify Authorized Users and the PMMS regarding IVR system performance.
1052	Provide a call center Dashboard that allows operations management and Toll Agencies to monitor the performance of the call center's call handling operations in real-time.
1053	Provide softphones.
1054	Provide softphones or physical phones for home agents.
1055	Provide the capability for remote Authorized Users to access real-time performance information, including but not limited to: a. overall Customer call queue information; b. specific call queue information; c. key performance indicators, and d. active users.
1056	Provide, via the IVR, the capability to assess Customer satisfaction.
1057	Provide, via the IVR, the capability to add and remove credit cards associated with the Account.
1058	Provide, via the IVR, the capability to enroll in automatic replenishment.
1059	Provide, via the IVR, the capability to edit credit card information associated with the Account.
1060	Provide, via the IVR, the capability to add and remove ACH associated with the Account.
1061	Provide, via the IVR, the capability to edit ACH information associated with the Account.
1062	Provide, via the IVR, the capability to make a one-time payment to the Account.

1063	Provide, via the IVR, the capability to make a payment using an existing Payment Method on the Account without having to re-enter the Payment Method information.
1064	Provide, via the IVR, the capability to update the order of preference of Payment Methods on the Account.
1065	Provide, via the IVR, the capability for a Customer to take actions based on Correspondence Items they received, including but not limited to: a. make payments for Correspondence Items, including but not limited to Toll Bills, Post-paid Statements and Violation Notices; b. respond to a 'request to consolidate Accounts' Correspondence Item, and c. respond to an Account inactivity Correspondence Item.
1066	Provide, via the IVR, the capability to make payments for Payment Plans.
1067	Provide, via the IVR, the capability to obtain the last Configurable number of the Account's toll and non-toll transactions and generate audio dialog to deliver details about the transactions to the Customer, including but not limited to date and time of the transaction, transaction location, and amount.
1068	Provide, via the IVR, the capability to obtain the last Configurable number of the Account's financial transactions and generate audio dialog to deliver details about the transactions to the Customer, including but not limited to, date and time of the transaction, information about the Payment Method used, and transaction amount.
1069	Provide, via the IVR, the capability to request activity statements.
1070	Provide, via the IVR, the capability to request copies of Toll Bills, Post-paid Statements and Violation Notices.
1071	Provide, via the IVR, the capability to add and remove vehicles and license plates from the Account.
1072	Provide, via the IVR, the capability to edit vehicle information and license plates on the Account.
1073	Provide, via the IVR, the capability to order transponders and other Inventory Items.
1074	Provide, via the IVR, the capability to activate transponders.
1075	Provide, via the IVR, the capability to report lost/stolen transponders.
1076	Provide a System generated Correspondence Item when certain activity occurs via the IVR, such as when an Account holder reports via the IVR a transponder Lost or Stolen.
1077	Provide, via the IVR, the capability to request and validate personal identification number (PIN).

1078	Provide, via the IVR, the capability to allow the Customer to reset their Account password by sending a link through their preferred Communication Channel.
1079	Provide the capability to send confirmation to Customers when Account updates or payments take place via the IVR.

9.10.6 Chat

1080	Provide the capability to manage Customer contacts received by chat.
1081	Provide the capability to authenticate the Customer via chat.
1082	Provide the capability to bypass authentication when the Customer accesses chat while logged into their Account.
1083	Provide the capability to support chats in both Spanish and English.
1084	Provide the capability to route Customers to an appropriate chat CSR based on Customer's preferred language.
1085	Provide the capability for an Authorized User with appropriate role and Approval to Configure the default message that appears in the chat text box when Customer initiates a chat.
1086	Provide the capability to respond to chats.
1087	Provide spell check for CSR and Customers chat text windows and prevent foul and improper language from posting after an initial warning.
1088	Provide the capability to support chat with Customers who have Registered Accounts as well as those who have Unregistered Accounts.
1089	When chat begins with Customer-virtual assistant interaction and leads to transfer to a live CSR chat, display the full context of the conversation with the virtual assistant to the CSR so the Customer does not have to repeat any information.
1090	Regardless of whether chat begins with Customer-virtual assistant interaction or not, when live chat is initiated with a CSR, provide the CSR with information about Customer's journey thus far so the CSR is aware of the Customer's steps prior to invoking chat and the exact point where they invoked chat.
1091	Provide the capability for the CSR to manage multiple chat sessions, with the quantity automatically adjusting depending on the skill level associated with the CSR.
1092	Provide the capability to prevent CSRs who are responding to chats from being in the queue for incoming Customer phone calls.
1093	Provide the capability to prevent CSR from accepting a chat session while on a Customer call.

1094	Provide the capability for the CSR to insert canned chat responses from the Knowledge Base's response library into the chat window when responding to a Customer via chat.
1095	Provide the capability to associate chat transcripts with an Account and retain them for a Configurable period of time in accordance with the Business Rules.
1096	Provide the capability for Customers and Authorized Users to view, download and optionally print chat transcripts.
1097	Provide the capability for an Authorized User to Configure chat availability hours.
1098	Provide the capability for the System to automatically determine the level of chat functionality that is available at a given time by channel. When CSRs are accepting live chats on a particular channel, chat is considered fully available for the channel and when CSRs are not available only virtual assistant chat is available for the channel.
1099	Provide the capability to inform Customers in the chat queue of the expected wait time if the wait time is anticipated to be over a Configurable amount of time.
1100	Provide the capability to display a Configurable inactive chat message if Customer has not responded to a chat message within a Configurable period of time. Message should request confirmation that the Customer wants to continue the chat session. If a negative response or no response is received within a Configurable period of time, terminate the chat.
1101	Provide the capability for a CSR to manually pause the chat timeout for a Configurable period of time in situations where the Customer needs time to perform an action such as walking to their vehicle to obtain the plate number.
1102	Provide the capability to display a Configurable message at the top of the Customer's chat windows, for example informing Customer not to provide sensitive information such as credit card number via chat.
1103	Provide the capability for a CSR to transfer the chat conversation to another CSR.
1104	Provide the capability to prevent the Customer from seeing the CSR's real name during chat.
1105	Provide the capability to automatically redact sensitive information when transcribing and/or transferring chat transcripts.
1106	<p>Provide reporting on chat activities by channel, including but not limited to:</p> <ul style="list-style-type: none"> a. chats initiated; b. chats answered; c. chats abandoned; d. chats handled entirely by virtual assistant; e. chats handled by virtual assistant with transfer to live chat;

f. chats handled entirely by live chat;
g. average chat duration;
h. average speed of answer;
i. chats answered within required amount of time based on Operations Performance Requirements, and
j. chats not answered within required amount of time and associated penalty.

9.10.7 SMS

1107	Provide the capability to manage Customer contacts received by SMS.
1108	Provide the capability to authenticate the Customer via SMS.
1109	Provide the capability to respond to SMS.
1110	Provide the capability for an Authorized User to create and maintain a repository of Configurable SMS templates.
1111	Each newly created SMS template shall be Approved by another Authorized User before it is made available for activation.
1112	Provide the capability to support SMS templates in both Spanish and English.
1113	Provide the capability to maintain an effective date when an SMS template becomes active and to automatically implement the template as of that date.
1114	Maintain a repository of historical SMS templates, including the date range when each template was active.
1115	Provide the capability for the CSR to manage multiple SMS sessions, with the quantity automatically adjusting depending on the skill level associated with the CSR.
1116	Provide the capability to provide automated SMS responses based on machine learning and AI.
1117	Provide the capability to automatically redact sensitive information when transcribing and/or transferring SMS conversation transcripts.

9.10.8 Social Media

1118	Provide the capability to set up social media channels in the Customer Contact Center System.
1119	Provide the capability to monitor social media channels in the Customer Contact Center System.

1120	Provide the capability to monitor, through the Customer Contact Center System, for direct messages received via social media platforms.
1121	Provide the capability, from within the Customer Contact Center System, for Authorized Users to interact with Customers via direct message on social media platforms, including but not limited to: a. Facebook; b. Instagram; c. WhatsApp; d. X (formerly known as Twitter), and e. other social medial platforms based on adoption as a direct messaging channel within the Customer Contact Center System.
1122	Provide the capability to track all social media interactions and associate transcripts of conversations with an Account, if applicable.
1123	Provide the capability to provide analytics on social media interactions over a Configurable time period.
1124	Provide the capability to monitor Customer sentiment on social media.
1125	Provide the capability to provide analytics on Customer sentiment trends over a Configurable time period.
1126	Provide the capability to provide real-time Operational Alerts of potential issues identified through Customer sentiment monitoring.
1127	Provide the capability to automatically redact sensitive information when transcribing and/or transferring social media conversation transcripts.
1128	Provide the capability for an Authorized User to manually redact sensitive information from social media conversation transcripts.

9.10.9 Contact Us Form

The Self-Service Website and the Mobile Application will both include a “Contact Us” form that Customers may fill out with details about their inquiries. The information is converted to a Case and enters the Case management workflow. Customers receive automated responses upon submittal of the form, if Case is updated, and then when the Case has been resolved.

1129	Provide the capability to manage Customer contacts received via the “Contact Us” button on the Self-Service Website and Mobile Application.
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1130	Provide the capability to send Configurable automated responses via the Customer's preferred communication channel and non-Account holder provided contact information upon receipt of a "Contact Us" request. The automated response shall include the time it will take to respond to the request.
1131	Provide the capability to respond to Customers (with or without Accounts) contacts received via the "Contact Us" link on the Self-Service Website and Mobile Application.
1132	Provide the capability to automatically convert each "Contact Us" request to a Case.
1133	Provide the capability for Authorized Users to seamlessly transition between handling of calls and "Contact Us" requests.
1134	Provide the capability for Authorized Users to view system-generated status information for responses to "Contact Us" requests (e.g., CSR verifies that messages have been successfully sent from the System).
1135	Provide full integration between the Customer Contact Center System, "Contact Us" requests and the System, including but not limited to: <ul style="list-style-type: none"> a. association of all "Contact Us" requests with the applicable Customer Account; b. the availability, within the context of the Account screens, of all Customer "Contact Us" Correspondence records, and c. the availability, within the context of the Account screens, of all Customer "Contact Us" Correspondence detail, including the body of the inquiry, all responses, and all uploaded files.
1136	Provide the capability to track all non-Account holder "Contact Us" requests and for an Authorized User to later associate such requests with an Account.

9.10.10 Fax

1137	Provide the capability for inbound fax.
1138	Provide the capability to associate incoming fax messages with a Case or an Account, where applicable.

9.10.11 Workforce Management Solution

1139	Provide workforce management tools, including but not limited to: <ul style="list-style-type: none"> a. work schedule development; b. forecasting contact volume based upon historical trends; c. managing key performance indicators; d. Dashboards monitoring key performance indicators;
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	e. real-time reports for monitoring key performance indicators, and f. call recording on demand or automatically.
1140	Toll Agencies shall have access to the workforce management tools used by the Contractor to determine daily staffing plan.
1141	Provide an enterprise-level internal communications solution to facilitate multi-channel internal communication, including but not limited to: a. communication among CSC staff members; b. communication between CSC staff and the Toll Agencies, and c. communication between the System and Configured recipients.
1142	The internal communications solution shall be integrated with the System and shall be used to communicate Operational Alerts when the System detects Configured conditions and events, for example if the System is Configured to provide an Operational Alert when a certain type of Case is created, and such Case is created, the System communicates the event, the message content, the recipient list, and the channel(s) for each recipient to the communications solution's software which provides the Operational Alert to the Configured recipients.
1143	The internal communications solution shall provide available success/failure/delivery information to the System about each Operational Alert it attempts to send.
1144	The System shall notify the PMMS if the internal communications solution is unresponsive, unavailable, or otherwise unable to provide requested Operational Alerts to recipients.

9.10.12 Customer Contact Center System Quality Control

1145	Provide the capability for an Authorized User to monitor in real time the phone, chat, social media direct message and SMS conversations between the CSR and the customer and also to view CSR screen navigations. Toll Agency staff shall have direct access to monitor in real time as well.
1146	Provide supervisory management tools, including but not limited to: a. silent monitoring of live calls/chats/SMS/direct message conversations; b. listen and talk/SMS/chat only to CSR (coach); c. initiate a three-way call/chat/SMS/direct message conversation; d. remove the Authorized User from the call/chat/SMS/direct message conversation; e. change Authorized Users' status in the System, for example, availability for calls, log them out or change skills profile;

f. access real-time CSR performance statistics, and
g. access real-time group performance statistics.

9.11 Account Management

The Account Management function shall serve the New Jersey E-ZPass CSC Customers by being a one-stop shop for all services related to the Customer's usage of the Toll Agencies' Toll Facilities. The New Jersey E-ZPass System shall maintain a single Account for a Customer that has all the Account attributes. The System shall determine, based on whether a valid transponder was used and on the Toll Facility the Customer used, what action is taken (e.g., debit of a Pre-paid Account, issuance of a Toll Bill, issuance of a Post-paid Statement, or issuance of a Violation Notice). Currently Post-paid Statements are not issued, however they are planned for implementation as part of the New Jersey Program wide AET Program.

The System shall support all types of existing Accounts and their conversion/migration to those Account Types and Sub-Types identified below.

Customer support staff and Customers shall use the Account Management function to service all Customer needs. For example, for an Account that is in collections, an Authorized User should be able to access that Account and provide service to the Customer if necessary. Any activity related to the Account regardless of where it occurred or who performed it should be reflected on the Account.

The intent of the Requirements in this section is to obtain an Account management solution that:

- provides Customers a single Account for managing payment of tolls and non-tolls regardless of which facility they have traveled on or used;
- provides Customers and Authorized Users an efficient, user-friendly system to establish and maintain different types of Customer Accounts;
- provides multiple portals and Configurable Communication Channels to access and maintain Account information;
- automatically notifies Customers or Authorized Users of a change in Account or transponder status based on Configurable parameters;
- provides multiple pre-payment and post payment options;
- offers flexible and Configurable Account benefit and Reward Programs based on characteristics of the Account, and
- provides multiple options for proactive and reactive Customer outreach over multiple communication delivery channels and flexibility to select or deselect these options based on legislation, Customer preference, and business needs.

The system will need to be designed and developed with enough flexibility to add new variables to Account management functionality.

9.11.1 Account Attributes

The New Jersey E-ZPass CSC offers a number of Accounts designed to serve the differing needs of the New Jersey E-ZPass Customers. The Accounts are categorized in several levels based on a set of attributes as described below.

Account Category - Accounts fall into either the Business or Private Account Category:

- *Business Accounts* - Used by rental car companies and businesses. Also used by individuals requiring six (6) or more transponders in accordance with Business Rules.
- *Private Accounts* – Used by individuals requiring no more than six (6) transponders in accordance with Business Rules.

Account Funding Type - Accounts are further classified by their Account Funding Type:

- *Pre-paid* – Accounts that must maintain a positive Account balance and must have at least one valid Payment Method on file such as credit card, debit card, ACH, check or cash, in advance, for their toll transactions to be accepted as valid.
- *Post-paid* – Accounts that do not require pre-funding. Payments are made based on Toll Bills, Post-paid Statements, Violation Notices, or Commercial Post-paid Invoices sent to the Customer for activity which has met a time and/or dollar amount threshold.
- *Non-Revenue* - For emergency responders and other qualifying vehicles whose tolls default to zero dollars on designated Toll Facilities based on the Business Rules.

Account Type - Accounts are then classified as Registered or Unregistered:

- *Registered* - Account is proactively established by the Customer who provides a means of identification (transponder/license plate). Tolls acquired on Registered Account are deducted from the pre-paid balance (for Pre-paid Accounts), charged to the Payment Method on file, or billed via Toll Bill, Post-Paid Statement, or Commercial Post-paid Invoice.
- *Unregistered* – Account is created by the System using the information provided by sending license plate information to the MVC/DMV or ROV Lookup Service Provider. Unregistered Account transactions result in Violation Notices on non-AET facilities and a Toll Bill or Post-paid Statement, which if unresolved after two billings results in Violation Notice, on AET facilities.

Account Sub-Type - Finally, Accounts are divided into Account Sub-Types:

- Transponder-Based – Accounts with one or more active transponder.
- License Plate-Based – Accounts with no active transponder.

Figure 9-1 illustrates the categorization of Account attributes for New Jersey E-ZPass Customers.

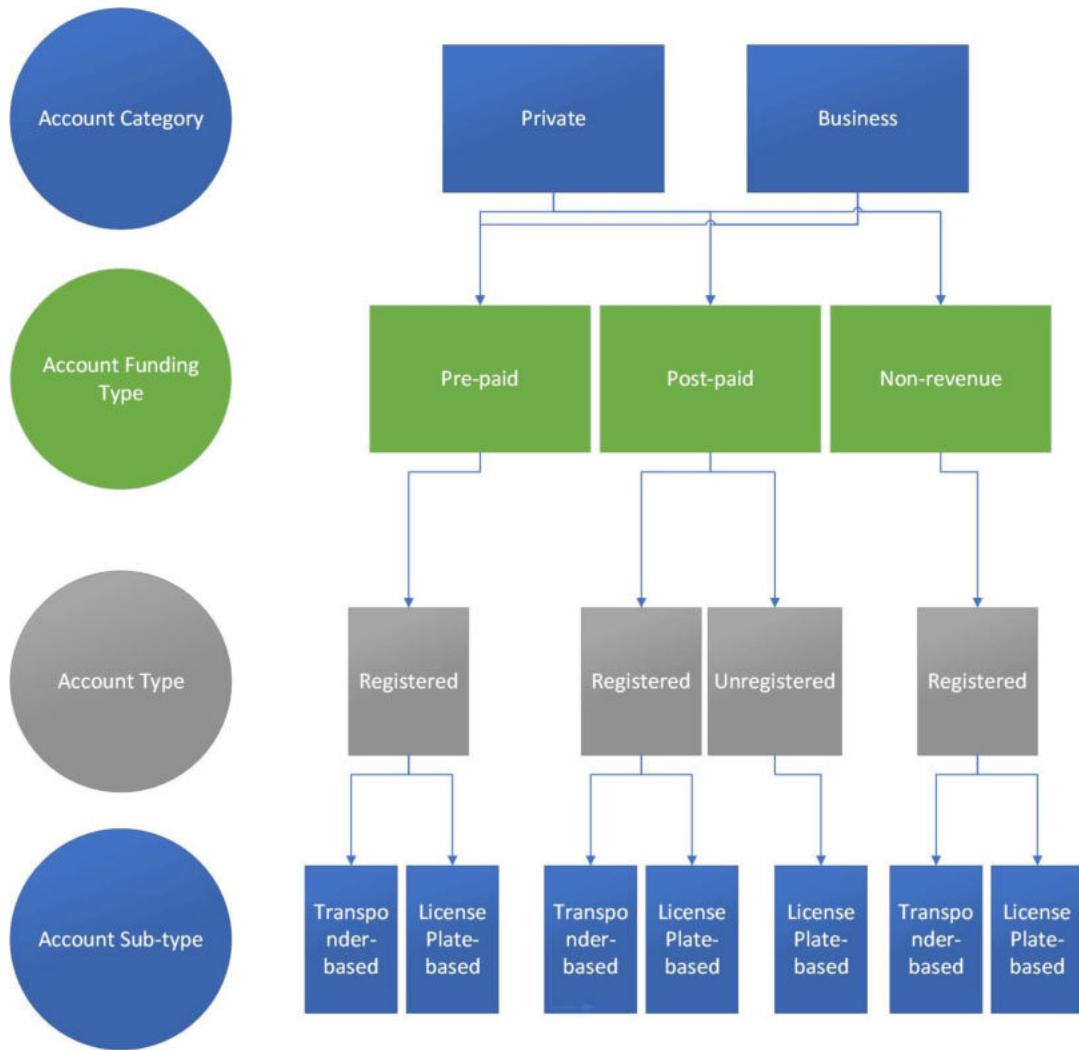


Figure 9-1: Categorization of New Jersey E-ZPass Account Attributes

The System shall allow Customers to access a single Account to handle transactions, regardless of the facility on which they traveled. The attribute categorization defined in the table below may be modified during design or over the course of the Project. The New Jersey E-ZPass System shall provide the capability for the processing of such modifications with no software changes required, other than setting Configurable parameters. Establishment of Accounts shall be done as per the Business Rules.

1147	Support comprehensive Account management features that allow set up and Maintenance of all types of Account attributes that define the payment options, activities, and Correspondence Items issued on the Account in accordance with the Toll Agencies' Business Rules. Such Account attributes include but are not limited to:
	a. Account Category;
	b. Account Funding Type;

	c. Account Type, and d. Account Sub-Type.
1148	Support Business Rules that provide Customers a single Account for managing payment of tolls and non-tolls regardless of which facility they have traveled on or used.
1149	Provide the capability for the creation and maintenance of Accounts for private and business Customers with attributes shown in Figure 9-1 and described in the Approved Business Rules.
1150	Provide the capability to apply the Agencies' Business Rules and Account Requirements for each valid Account attribute combination when actions are performed, including but not limited to: a. Account opening requirements; b. Account Funding Type, for example, Pre-paid or Post-paid; c. Account Plan, for example E-ZPass Commercial Post-paid Plan, Companion Commercial Post-paid Plan; d. vehicle class/axles allowed; e. Account Plan(s) allowed; f. Correspondence Item eligibility, for example, Pre-paid Statement, Commercial Post-paid Invoice, Post-paid Statement, Toll Bill, or Violation Notice; g. whether or not to allow Reward Programs; h. transponder deposit requirements, deposit waived, or sale; i. default replenishment amount (by transponder, license plate, Account attributes, or average monthly usage); j. eligibility for various fees or adjustment of fees; k. low balance thresholds (by Payment Method); l. Account balance requirements and thresholds; m. Activity restrictions on the Account, for example, whether an Account is eligible to participate in E-ZPass Plus; n. Account status changes, and o. Account closure.
1151	Support modification of Account attributes in accordance with the Business Rules while maintaining the same Account number and all Account history including unpaid transactions and fees.

1152	<p>Provide the capability for a single step action to update the Account attributes required to change an Account from an Unregistered Account to a Pre-paid Registered Account in accordance with the Business Rules, including but not limited to:</p> <ul style="list-style-type: none"> a. the established fees or penalties are adjusted, and tolls are paid at the appropriate toll rates; b. the established fees or penalties are paid, and tolls are paid at the appropriate toll rates; c. the established fees, penalties and/or tolls remain open, but Payment Method(s) is added; d. the established fees, penalties and/or tolls remain open, but Payment Method(s) is added, and Payment Plan is established, and e. transactions are handled appropriately for financial reporting purposes.
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9.11.2 Account Statuses

Account statuses determine how transactions are processed and associated to Accounts. Account status changes can be triggered by System activity, Customer action or Authorized User action.

1153	<p>Provide for Account statuses, including but not limited to:</p> <ul style="list-style-type: none"> a. proposed (Accounts that have not been completely set up or Accounts that have a missing step, for example recognition of a successful payment, are in this status); b. active; c. inactive/dormant; d. suspended (temporary); e. negative balance; f. revoked (warning and final); g. write off; h. billing and noticing levels; i. pending collections; j. collections; k. Vehicle Registration Suspension/Hold; l. Driver's License Suspension; m. court; n. pending close, and o. closed.
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1154	Provide the capability to transition between Account statuses both manually and automatically in accordance with the Business Rules.
1155	Provide Customer Correspondence Items according to Configurable predefined Account actions, for example when an Account transitions from one Account status to another.
1156	Provide the capability to use the Account's status and financial status in determining whether or not to post a transaction to the Account as Pre-paid or Post-paid. For example, only post transactions to an Account as Pre-paid when it is in active or pending close statuses and post a transaction to the Account as Post-paid when it is negative balance, pending collections status or in billing and noticing status.
1157	Provide the capability to automatically change an Account in proposed status to closed status if a Configurable period of time has elapsed and the missing or incomplete element is still missing.
1158	Provide the capability to automatically set Accounts to active status once the Account balance reaches above the insufficient funds threshold.
1159	Provide the capability to automatically change Account status to negative balance status when the Configurable insufficient funds threshold is reached.
1160	Provide the capability to automatically set an Account to revoked status (warning and final) when Configurable criteria is met, including but not limited to one or more of the following: a. when the Account's balance has been below its insufficient funds threshold for a Configurable period of time and b. when the Account's delinquency is greater than a Configurable amount.
1161	Provide the capability to send Account revocation Correspondence Items (warning and final) to the Customer after Account has had a negative balance for a Configurable period of time. Correspondence Item will advise of the negative balance status and explain the actions required to keep the Account open.
1162	Provide the capability to automatically set an Account to collections status once the Account has been in revoked final status for a Configurable period of time and has been placed with a Collections Services Contractor in accordance with Business Rules.
1163	Provide the capability to automate Account suspensions on Post-paid Registered Accounts from an aging perspective.
1164	Provide the capability to automatically change the status of transponders and license plates when the Account status changes.

1165	Provide the capability to Configure inactive Account parameter(s) that would be used to determine whether an Account should be set to inactive/dormant, based on the Business Rules. For example, a Customer's Account that has not had any Configured qualifying activity (such as tolls or payments, but not counting service fees) for a period longer than that of the parameter(s) would be set to inactive.
1166	Provide the capability to automatically identify inactive Accounts, based on Configurable parameters, and automatically set such Accounts to inactive/dormant status once the Account has had no Configured qualifying activity for a Configured period of time.
1167	Provide the capability to send an Account inactivity Correspondence Item to the Customer advising of inactivity and explaining actions required to keep the Account open and to include links within the Correspondence Item that will take to Customer to the Self-Service Website and Mobile Application locations where they can respond, for example to indicate their preference for their Account to remain active and to choose when they would like to be contacted again if there continues to be no qualifying activity on their Account.
1168	Provide the capability to track Customer response to an Account inactivity Correspondence Item.
1169	Provide the capability to automatically take action on inactive Accounts, per the Business Rules, based on the state of the Account, considering such factors as the Account status, Account balance, unpaid debt, whether there are transponders and/or license plates associated with the Account, and whether the Customer responded to the Account inactivity Correspondence Item.
1170	Provide the capability to automatically identify and refer for escheatment an inactive/dormant Account that has a positive Account balance and attempts to refund have been unsuccessful.
1171	Provide the capability for a pending close status to allow final transactions to clear.
1172	Provide the capability to automatically age an Account from pending close to close status, after a Configurable period of time, and to take automatic actions, including but not limited to: <ol style="list-style-type: none">assess the appropriate fees if transponders are not returned in accordance with the Business Rules;calculate the amount of any refund owed to the Customer or of any funds owed by the Customer, andverify the status of any refund check, whether it has cleared the bank or remains uncashed.
1173	Provide the capability to prevent refunds when there is any outstanding debt on the Account, for example an unpaid transaction balance.
1174	Provide the capability to apply refunds to any outstanding debt on the Account, for example an unpaid transaction balance.

1175	Provide the capability for automated refunds to the Account holder of any positive balance on the Account at the time of closing when Account is eligible for refunds.
1176	Provide the capability to refund to the Payment Method on the Account at the time of Account closing any amount owed to the Customer, up to a specified Configurable amount, when Account is eligible for refund.
1177	Provide the capability for capturing the reason code for Account closure.
1178	Provide the capability to set a different Configurable period of time before Accounts automatically transition from pending close to closed based on the reason the Account is to be closed.
1179	Provide the capability for the reactivation of an Account in pending close status.
1180	Provide the capability for an Authorized User to reopen a closed Account.
1181	Provide the capability to render Accounts no longer active in the System as ineligible for posting transactions (tolls, non-tolls or financial), based on Account attributes.
1182	Provide the capability for copying selected Configurable fields from a closed Account when opening a new Account.
1183	Provide the capability for restricting actions and activity on the Account based on Account closure reason, for example restrict the reopening a closed Account except to Authorized Users if Account was closed due to Account revocation.
1184	Provide the capability to pursue collection activity on revoked and inactive Accounts when there is balance owed on the Account.
1185	Provide financial statuses separate from Account statuses and transponder statuses. An Account's financial status is determined based on the Account's current balance and its Account Type, Funding Type, and replenishment type, in accordance with the Business Rules.

9.11.3 General Account Establishment and Maintenance

1186	Support comprehensive Account management that allows the Customers, operations staff, and the Toll Agencies to manage all Accounts based on their attributes and according to the Business Rules.
1187	Provide seamless Account management functions where a single Account is created and maintained for a Customer according to the Business Rules based on Account attributes and characteristics.
1188	Provide the capability to create and maintain Accounts through various channels, including but not limited to:
	a. via Self-Service Website;
	b. via Mobile Application;

	<ul style="list-style-type: none">c. via IVR (Account maintenance only);d. via mail;e. via telephone;f. via fax;g. via walk-in;h. via email;i. via third-party Retail Distributor of Inventory;j. automatically using information provided by fleet or rental companies to transfer liability to the renter, andk. automatically using information provided by the MVC/DMV or ROV Lookup Service Provider.
1189	Provide the capability for the creation and maintenance of Accounts with following attributes, as described above and in accordance with Business Rules: <ul style="list-style-type: none">a. Account Category;b. Account Funding Type;c. Account Type, andd. and Account Sub-Type.
1190	Provide, in a wizard-like format, screens that logically lead Authorized Users through the necessary steps to create an Account, providing an on-screen roadmap of the steps (step x of y) through the completion of the process.
1191	Provide Account management functionality to promote ease of CSR workflow, allow quick access to relevant Account information, and minimize required steps and clicks.
1192	Perform validation during the Account creation process, to assure all required data is provided, properly formatted and appropriate prior to moving from one step to the next.
1193	Provide immediate on-screen guidance to the Authorized User regarding information entered during the Account creation process that fails validation.
1194	Validate that minimum Requirements for Account creation are met based on the Business Rules.
1195	Provide the capability to establish an Account with a transponder from an IAG/Interoperable Agency or Third-party Entity.
1196	Provide the capability for Customers to select their Account preferences, including but not limited to:

	<ul style="list-style-type: none"> a. specify Payment Methods and the relative preference of each; b. opt-out of Parking/E-ZPass Plus (Customers with a private Account and a credit card on file for replenishment are automatically opted in for parking); c. opt-in to receive Toll Receipt push notification, and d. specify communication methods for Account-related and informational Correspondence Items.
1197	Provide the capability for Customers to select English or Spanish as their preferred language for certain communications (communications to be defined by NJTA).
1198	Require that the Account agreement is acknowledged, and a record of that acknowledgment is saved in the System prior to establishing an Account or when changing certain Account attributes, such as converting Account attributes from Post-paid, unregistered, and License Plate-based to Pre-paid, registered, and Transponder-Based.
1199	Provide the capability for the automatic creation of Post-paid, unregistered, License Plate-based Accounts using the registered owner information obtained from the MVC/DMV or ROV Lookup Service Provider.
1200	Automatically search for duplicated license plates across Accounts during Account creation and maintenance. For example, if the Customer wants to add a New Jersey license plate ABC123 to the Account, the System checks to see if that license plate is already on an Account. If it is, and if any portion of the effective date ranges overlap, the Authorized User will be informed, and the situation will be handled in accordance with the Business Rules.
1201	Provide the capability to uniquely identify license plates that have the same character sequence but are differentiated by vehicle class (or other such reason) which is denoted by specific prefixes/suffixes.
1202	Provide the capability to require Approved documentation and route non-revenue Account requests, non-revenue plan requests and other Account Plan requests that need Toll Agency Approval to an Authorized User(s) for Approval before allowing a non-revenue Account/Plan to be in effect.
1203	Provide the capability to manage Accounts based on Configurable parameters that determine thresholds and ranges in effect for an Account based on the Account's attributes.
1204	<p>Provide Authorized Users the capability to set and maintain the thresholds and ranges for all relevant parameters related to general Account establishment and management, based on Account attributes, including but not limited to:</p> <ul style="list-style-type: none"> a. the number of days that Accounts automatically transition from one status to another; b. the number of days that Accounts without activity are considered inactive;

	<ul style="list-style-type: none"> c. the number of days that certain actions are prevented in the System, for example a toll reversal or toll adjustment may not be allowed after a Configurable number of days have passed since the transaction occurred; d. minimum number of days between communications, for example number of days before a low balance Correspondence is sent again; e. the required PIN length; f. validity period for Temporary Plates; g. fulfillment request threshold (before a Case is created), and h. excessive IToll thresholds.
1205	Provide Authorized Users with the capability to change thresholds at the individual Account level within the established threshold and range boundaries defined based on Account attributes.
1206	Provide the capability to Configure and enforce constraints for Account merges for both source and target Accounts based upon Account attributes and Flags in accordance with the Business Rules.
1207	Provide the capability for an Authorized User to Configure whether to allow Accounts to be merged when one or both Accounts have an active Payment Plan.
1208	Provide the capability for an Authorized User to Configure, by data element, whether the source or target Account's value, or both will persist for the resulting merged Account based upon the source and target Accounts' attributes.
1209	Provide the capability to Configure the data that will be merged from the source Account into the target Account based on the age of the data, for example to only merge transactions that occurred in the last five years.
1210	Provide the capability for the System to automatically identify Accounts that are candidates for merging in accordance with Business Rules and present such information to the Customer and to Authorized Users for approval and appropriate actions.
1211	Provide, in a wizard-like format, screens that logically lead CSR through all necessary steps to link one or more Account(s) into another, providing an on-screen roadmap of the steps (step x of y) through completion. Upon the completion of the link process, a Case shall be created for Authorized Users to investigate and merge the Accounts.
1212	Provide, in a wizard-like format, screens that logically lead an Authorized User through all necessary steps to link and merge one or more Account(s) into another, providing an on-screen roadmap of the steps (step x of y) through completion.
1213	Provide the capability to create a Case for investigation for potential merging of Accounts by Authorized User when potential duplicate Accounts are identified manually and linked.

1214	<p>Provide the capability to automatically identify likely candidates for merge and at various points in Customer-related workflow, including but not limited to:</p> <ul style="list-style-type: none"> a. when Customer Account is accessed by Authorized Users; b. during the ROV matching process; c. during the creation of Payment Plans; d. during the Dispute C process; e. when researching Accounts that are eligible for registration suspension; f. when researching Accounts with debt owed to send to court, and g. when processing an overpayment or refund.
1215	<p>Provide the capability to automatically create a Case for investigation and send a 'request to consolidate Accounts' Correspondence Item when likely duplicate Accounts are automatically identified and at least one of the Accounts is a Pre-paid Account. The Correspondence Item requests that the Customer take action through self-service channels or by contacting the CSC and the merge is not performed unless the Customer grants permission.</p>
1216	<p>Provide the capability to create a Case and optionally send a 'request to consolidate Accounts' Correspondence Item to the Customer informing them when likely duplicate Accounts are manually identified.</p>
1217	<p>Provide the capability for Customers to take the following actions as a result of a 'request to consolidate Accounts' Correspondence Item through self-service channels or by calling the CSC:</p> <ul style="list-style-type: none"> a. reject the consolidation. When this occurs, the Case is automatically closed, and an audit trail is created documenting the Customer's rejection; b. take no action, in which case, after a period of time, the system creates an audit trail documenting the fact that the Customer did not respond and closes the Case, and c. accept the proposed Account consolidation. When this occurs, the Case is updated and assigned to an Authorized User to review and merge the Accounts if appropriate. A second Correspondence Item is sent to the Customer to inform them of whether the merge is successfully completed. If the Accounts are successfully merged and open transactions exist, the second Correspondence Item will explain payment options, including how to set up a Payment Plan with recurring payments if eligible. The Correspondence Item will contain links for the Customer to follow to pay or to set up a Payment Plan. If Account is not successfully merged, the second Correspondence Item will explain the reason and provide instructions to take any actions necessary that could facilitate the merge. It also will contain links for payment options.

1218	Provide Customers and Authorized Users merged Account information, including but not limited to: a. Account balances; b. unpaid Correspondence Items; c. balance due on unpaid transactions, and d. payment options including processing payment through an accepted Payment Method and, if eligible, establishing a Payment Plan.
1219	Provide Authorized Users the capability to conditionally Configure which fields are mandatory in the Account record depending on the Account attributes, including but not limited to: a. whether valid email is required when Account is opened (also considers channel through which Account is opened); b. tax ID number, for example, when a business name is provided; c. driver's license number, for example, for certain types of Accounts, and d. vehicle identification number (VIN), for example, for Business Accounts.
1220	Provide the capability to dynamically add/remove required data fields in the Account record as Account attributes are changed.
1221	Provide Authorized Users the capability to Configure which encrypted or PII fields to mask and roles(s), if any, for which masking is not required, including but not limited to: a. credit card/debit card information; b. ACH numbers; c. PIN; d. data elements used for credential self-recovery; e. tax ID number, and f. driver's license number.
1222	Provide the capability to add a secondary user to the Account if approved by the primary Account holder.
1223	Provide the capability to limit the Account management functions the secondary user can perform on an Account.
1224	Provide the capability for an Authorized User to determine whether a caller is allowed to perform Account management functions on an Account and at what level.

1225	Provide the capability to enter and categorize comments on Accounts.
1226	Provide the capability to view details of the associated Customer contact record when comment is associated with one.
1227	Provide the capability for Authorized Users to add comments to all Accounts regardless of Account status, including closed Accounts.
1228	Provide the capability to designate a comment as high priority which will automatically Flag the Account as having a high priority comment.
1229	Provide the capability for an Authorized User to remove the high priority designation from a comment which will automatically remove the Flag from the Account, so long as this comment is the only one with the high priority designation.
1230	Provide Authorized Users the capability to edit comments made by CSRs.
1231	Provide Authorized Users the capability to restrict, by role, access to individual comments and/or notes on Accounts that may contain confidential or sensitive information, for example when the Account is suspected of fraudulent activity and being monitored by law enforcement.
1232	Provide Authorized Users the capability to flag original CSR comments to be completely removed from the System, automatically, including all logging and audit trail information, for example when full credit card numbers or inappropriate language is present or when comment was placed on the wrong Account.
1233	Provide the capability to insert and categorize System-generated comments on Configurable actions initiated by the System.
1234	Provide the capability to force Authorized Users to enter comments and to have the System automatically enter comments on Configurable actions processed on an Account, for example disputes, merging of Accounts, Collections Placement, fee adjustments, re-assignment of Cases, or changing priority of Cases.
1235	Provide the capability to validate a PIN or password used for identifying an Authorized contact. Both the PIN and password shall be masked (not visible to CSRs).
1236	Provide the capability to securely transmit the PIN to the primary Account holder's validated email address or cell phone and require that the PIN be subsequently changed.
1237	Provide the capability to establish and Configure a unique username, password, PIN, and a means of credential self-recovery for secondary users authorized to access the Account.
1238	Provide the capability for a CSR to trigger a reset of the username or password at the Customer's request then automatically send the Customer a secure link (via the confirmed Account email address) to complete the reset process.

1239	Provide the capability to allow the primary Account holder to reset their username, password, PIN or contact information (verified email or mobile number) but do not allow access to the secondary user's security information, and vice versa.
1240	Provide the capability for the primary Account holder to remove the secondary user.
1241	Provide the capability to establish and Configure a means of credential self-recovery and validate Customer response prior to the reset of the username, password, or release of PIN to the Customer.
1242	Provide the Account summary in a printer-friendly format to be distributed to Customers via mail, email or in person.
1243	Provide the Account summary in electronic format to be distributed to the Customer with the monthly statement via email or automated Account Alert via self-service channel.
1244	Provide the capability to identify and retrieve the complete detailed Account history in a chronological order and filterable by types of transactions since Account inception, including but not limited to: a. toll transactions; b. non-toll debit transactions, for example parking; c. financial transactions; d. all payment related events, including replenishment failures; e. Account running balance; f. Correspondence Items; g. other Correspondence; h. Vehicle Registration Suspension/Hold and release; i. Driver's License Suspension and release; j. collections; k. court activity; l. disputes; m. complete address history; n. Account status changes; o. transponder activities; p. transponder statuses;

	<ul style="list-style-type: none"> q. license plate attribute (rental, temporary), and r. Account update activities.
1245	<p>Provide the capability to drill down into each transaction history item and view, including but not limited to:</p> <ul style="list-style-type: none"> a. transaction status; b. transaction adjustments; c. changes due to disputes; d. Account status at time of transaction and date of status change; e. Correspondence initiated (if applicable); f. transponder data obtained from the Toll Facility and transponder status at time of transaction and time of posting; g. license plate associated to the transaction and transponder used to post the transaction to the Account, and h. view images (if applicable) by providing clickable links that when clicked present the images associated with the transaction and with the ability to save images locally, for example on IToll, VToll and license plate-based transactions.
1246	Provide the capability for an Authorized User to select a specific transaction and be linked directly, via a browser link, to the transaction/trip research and correction function on the respective Toll Agency's Host System. This will allow the Authorized User to view the transaction's information on the Toll Agency Host System without being required to repeat the search at the Toll Agency Host System. The Contractor shall work collaboratively with each Toll Agency Host System contractor to implement this functionality where supported by the Toll Agency Host System.
1247	<p>Provide the capability to drill down into each Correspondence history item and view, including but not limited to:</p> <ul style="list-style-type: none"> a. generation date; b. date issued; c. recipient information; d. receipt date (if applicable); e. delivery failure details (if applicable), and f. view an image of the Correspondence Item.

1248	Provide the capability to limit the types of transactions that Customers can access via the Self-Service Website and Mobile Application.
1249	Provide the capability to monitor Transponder-Based Accounts for excessive ITolls.
1250	<p>Provide Authorized Users the capability to set Configurable excessive IToll thresholds by Transponder-Based Account Sub-Type, including but not limited to:</p> <ul style="list-style-type: none"> a. total number of ITolls on a Transponder-Based Account over a Configurable period of time that result in an excessive IToll Flag; b. total number of ITolls on a Transponder-Based Account's license plate over a Configurable period of time that result in an excessive IToll Flag; c. ability to associate and charge the Account a fee for excessive ITolls (based on Configurable parameters including Configurable days after Customer notification of infraction, period of time during which ITolls occur, location of IToll transactions, quantity, threshold, and combination of them), and d. ability to associate and charge a fee per each new IToll transaction occurring a Configurable number of days after Customer notification of infraction.
1251	If an invalid transponder transaction cannot be posted to the Customer Account and Customer is issued a Post-paid Statement, Toll Bill or Violation Notice for the transaction, then the System shall retain the invalid transponder transaction on the Account so CSRs can access the data. However, to avoid Customer confusion, the System shall provide the capability to not display the invalid transponder transaction to the Customer based on Business Rules.
1252	Provide, via screens, the capability to view or play files associated with Accounts.
1253	Support linking of Post-paid Accounts to Pre-paid Accounts and debiting of a linked Pre-paid Account if the Post-paid Account is invalid, suspended or delinquent.
1254	Provide the capability to hide protected Accounts, such as those belonging to former Presidents and federal agents and have them only viewable and accessible to Authorized Users.
1255	Provide the capability to require a Customer to register a retail transponder within a specified, Configurable period of time from its first use.
1256	Provide the capability to require a Customer to associate a retail transponder with their Account at which time the transponder's status is updated from retail to active.
1257	Provide the Configurable capability to move a transponder from one Account to another Account in accordance with the Business Rules.
1258	Provide the capability for an Authorized User to maintain and update a repository of static documents and to indicate, for each document, whether it should be available via the Self-Service Website and/or the Mobile Application, including but not limited to:

	<ul style="list-style-type: none">a. Terms and Conditions for both Private and Business Accounts;b. Privacy Policy for both the Self-Service Website and the Mobile Application;c. New Jersey E-ZPass Web and Mobile Application Terms of Use;d. Third-party Licenses & Notices document;e. Frequently Asked Questions (FAQ);f. Account Type descriptions;g. Account Plan descriptions;h. “New Jersey E-ZPass Benefits” document;i. “How it Works” documents and video;j. public outreach campaigns;k. fee and toll schedules;l. Toll Facilities/plaza abbreviations;m. Toll Facilities participating in E-ZPass, andn. other informational material, as directed by NJTA.
1259	Static documents shall be available in both English and Spanish.
1260	Provide the capability to automatically initiate a Release for testing and deployment when any update is made to a document in the static document repository.
1261	<p>Provide Authorized Users the capability to define and maintain Customer advisory communications, including but not limited to Customer advisories for the following types of conditions:</p> <ul style="list-style-type: none">a. time based, for example when contact information or vehicle information for an Account has not been updated or acknowledged to be accurate for a Configurable period of time, recommend to the Customer that they verify the existing information then, once the Customer either updates their information or acknowledges existing information is correct, the advisory no longer appears;b. periodic, for example annual, Account check-up reminding Customer to review Account and vehicle information and update it as needed to assure accuracy;c. opportunity for Account savings, for example when an Account has transactions that would have qualified for a savings under a particular Account Plan, and the Customer is otherwise eligible for the plan but has not signed up for it, let them know they could save money by signing up for the plan;

	<p>d. encouragement to register Account, for example inform Customers with Unregistered Accounts of the savings they could have realized on recent transactions if they took the steps required to update to a Pre-paid Registered Account and used a transponder;</p> <p>e. advising Customer of updated static documents, for example an update to the Terms and Conditions, and</p> <p>f. advising Customer of new or updated programs, for example a toll relief program.</p>
1262	Provide Authorized Users the capability to identify Account characteristics and/or conditions that qualify Customers for each defined Customer advisory communication.
1263	<p>Provide Authorized Users the capability to specify conveyance of each type of Customer advisory communication, including but not limited to:</p> <p>a. method(s) through which advisory is delivered, for example banner on Self-Service Website, banner on Mobile Application, email, push notification, SMS, notification on the CSR screen that requires acknowledgement, through Customer's Configured preferred communication method, and/or through default communication method;</p> <p>b. when Customer advisory is to be delivered, for example date range banner is eligible to appear, and</p> <p>c. frequency of advisory, for example notification to Unregistered Account of savings if they Register their Account could be set to appear once every 3 months.</p>
1264	Provide the capability to automatically perform ongoing evaluation of Accounts, using Configured characteristics and/or conditions, to identify those that qualify for Customer advisory communications and provide the Configured advisories to the Customer.
1265	Provide the capability to leverage travel data and travel alerts from SafeTripNJ or NJ511 and utilize Customer's travel patterns to provide timely and relevant travel advisories using Customer's preferred communication channel(s), regarding events along their typical route such as upcoming construction, lane closure, or a new vendor at a service area. In the mobile app and website, as well as IVR.
1266	Provide the capability for an Authorized User to define and Configure travel advisories and create recipient groups for each, for example a travel advisory about a new charging station could be defined and Configured to be sent to Customers with electric vehicles who pass by the location of the new charging station more than a Configurable number of times per month.

9.11.4 Collective Travel Planner

1267	Provide an integrated toll calculator tool to calculate tolls for a single trip spanning one or more New Jersey E-ZPass Toll Agencies.
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1268	Design the integrated toll calculator tool so that it provides future expansion capabilities to accommodate additional New Jersey agencies and potentially inclusion of IAG Agencies, Interoperable Agencies, and Third-party Entities.
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9.11.5 Customer Contact Information

1269	Provide the capability to enter the Customer address manually into the System and identify the source. Such manual entries of address shall be validated against USPS address and standardized.
1270	Provide the capability for each authorized Account user to have separate contact information.
1271	Provide address adjustment logic that includes, but is not limited to: a. verification, to ensure the address exists and b. standardization, to normalize US addresses, such as “Drive” becomes “Dr.”.
1272	Provide for a Configurable real-time verification of all mailing addresses using an external Address Standardization Service Provider as described in Section 9 System Requirements, including but not limited to: a. addresses entered via the Self-Service Website and Mobile Application; b. addresses entered by an Authorized User, and c. addresses provided via a third-party interface, for example, the MVC/DMV, the ROV Lookup Service Provider or Skip Tracing.
1273	Provide for a real-time standardization of all addresses entered into the System from all sources.
1274	Provide the capability for the Customer or Authorized User to accept or reject the recommended changes provided during address standardization.
1275	Provide the capability to store address history and make all prior addresses, including the normalized version of each, viewable in the Account.
1276	Differentiate in the various address records for any given Account, which ones are derivations of valid addresses and still active vs. records that have been confirmed as no longer active.
1277	Provide capability to store address history when Accounts get linked and subsequently merged.
1278	Provide the capability to store multiple active addresses and all prior addresses for all Accounts, in both original form and in address standardization form, including but not limited to: a. shipping;

	<ul style="list-style-type: none"> b. shipping (standardized); c. billing; d. billing (standardized); e. MVC/DMV provided; f. MVC/DMV (standardized); g. transfer of responsibility (TOR); h. ROV Lookup Service Provider; i. third-party (standardized); j. Skip Tracing; k. Skip Tracing (standardized); l. national change of address (NCOA); m. NCOA (standardized); n. collection addresses, and o. collection addresses (standardized).
1279	Provide the capability for the Customer or Authorized User to list more than one address and classify or establish rules for mailing correspondence, shipping transponders or supplies, billing or sending invoices, and alternate address for exception handling.
1280	Provide the capability to add out-of-state addresses.
1281	Provide the capability to add international addresses.
1282	Provide the capability to automatically populate (or provide multiple options for selection) city and state upon entry of the zip code. The System shall obtain periodic updates, not less than quarterly, to the zip code/city list, as additional information becomes available.
1283	Provide the capability to have multiple email addresses on the Account where specific communication can be routed to, for example, communication related to vehicles and transponders would go to certain email address(es) while billing issues would go to another email address(es).
1284	Provide the capability for email address entry verification via re-key of email address and compare so that unmatched entries shall not be allowed for further processing.
1285	Provide the capability to send to the entered and validated email address, a secure email requesting email verification via delivered code or link for System verification or other alternate validation methods. Based on Business Rules, email validation shall be required before Customer can take further action on the Account.

1286	Provide for a Configurable real-time validation of all email addresses using an external Email Validation Service Provider.
1287	Provide the capability to Flag email addresses as “bad”, “unverified”, or ‘unvalidated’ without removing them from the Account, based upon the results of the email validation process and whether the Customer successfully verified the email address.
1288	Provide the capability to identify unverified email addresses on active Accounts and activate screen pop, Account bulletin on website and mobile app, SMS (when opted in) and email blasts reminding Customers to verify their email address and other information.
1289	Provide the capability for Customers and Authorized Users to re-initiate the email verification process.
1290	Provide the capability to display the date the Customer verified the email address on their Account.
1291	Provide the capability to display the date the Email Validation Service Provider validated the email address on the Customer’s Account.
1292	Provide the capability to identify bounced email messages on a daily basis and, based upon the bounce reason and/or frequency, to take Configurable actions, for example to set a “bounced email” Account Flag and/or to notify the Customer.
1293	Provide the capability to report on bounced emails at both summary and detail levels.
1294	Provide the capability to have multiple home, work, and cell phone numbers on the Account.
1295	When cell phone number is entered, provide the capability to prompt Customers to opt-in to receive text messages and to display standard information about the possibility of incurring message and data charges.
1296	Provide the capability to send a verification SMS message to the cell phone number when Customer selects to opt-in to receive text messages. The message shall inform the Customer they have selected to opt-in, provide standard information about the possibility of incurring message and data charges, and request an affirmative response from the Customer. This response shall serve as cell phone number verification and the Account shall not be opted-in for SMS messages unless the Customer responds as requested.
1297	When Customer provides the requested response to verify their cell phone number for SMS opt-in, the System shall send another SMS to the Customer informing them they have successfully opted-in and providing instructions for opting out.
1298	Provide the capability to Flag an Account as having an unvalidated cell phone number when Customer selected to opt-in for SMS messages and does not respond to the verification SMS message as requested. If Configured, the System shall send a reminder SMS a Configurable number of days after opt-in.

1299	Provide the capability to have multiple contact phone numbers associated with an Account and to set a preference order. For example, Customer prefers mobile phone number before home phone.
1300	<p>Provide the capability to record the source of the phone information, including but not limited to:</p> <ul style="list-style-type: none"> a. Customer provided via self-service channels; b. Customer provided via incoming Correspondence, for example Violation Notice payment stub; c. entered by the CSR; d. obtained from MVC, DMV, and ROV Look Up Provider; e. obtained from the Collections Services Contractor(s), and f. obtained from Skip Tracing.

9.11.6 Customer Communication

The intent of the Requirements in this section is to obtain an omnichannel Customer Contact Center System (see Section 9.10 Customer Contact Center System) that will allow the System, Authorized Users and Third-party Service Providers the capability to associate incoming communication to a Customer Account and/or to a Case for future reference. The system must be flexible enough to accommodate current and future formats and channels through which the information is delivered to the New Jersey E-ZPass CSC.

1301	Provide the capability to track all Customer information, contact and history on the Account for each Customer.
1302	<p>Provide the capability for a Customer, based on criteria and attributes of their Account, to receive the appropriate Correspondence Items, for example:</p> <ul style="list-style-type: none"> a. based on the posting and processing status of the transactions, the Account status changes whereby instead of an Account statement the Customer receives a Violation Notice or a Toll Bill, and b. based on the Account attributes and Toll Facility where the transaction occurred, the Customer could receive a different Correspondence Item, for example, a Toll Bill, a Post-paid Statement, a Violation Notice, or a Commercial Post-paid Invoice.
1303	<p>Associate and keep an audit log with the Account, for the Contract Term, of incoming Customer communication, as well as, all outbound communications, including but not limited to:</p> <ul style="list-style-type: none"> a. phone/IVR;

	b. email (including attachments); c. Self-Service Website; d. Mobile Application; e. chat; f. SMS; g. “Contact Us” form; h. communication received by and transmitted by third-parties, for example customer satisfaction results, Collections Services Contractor(s) communications, MVC/DMV communications, escheatment communications, courts, and law enforcement communications; i. fax; j. mail; k. social media, and l. in-person contact.
1304	Provide the capability to ensure that all incoming Customer communication is tracked and accounted for, recorded in the System and visible to Authorized Users.
1305	Provide the capability to create a Case when an incoming Customer communication requires further action.
1306	Provide the capability for the creation of incoming mail batches.
1307	Provide the capability to track the status of each piece of incoming mail.
1308	Provide the capability for Authorized Users to upload a file and have it associated with an Account, including but not limited to: a. audio file from a recorded conversation; b. image file, for example, a document emailed by a Customer, or a paper document received and scanned at the CSC, and c. various application files.
1309	Provide the capability to view files or play audio files associated with Accounts.
1310	Provide the capability for Authorized Users to scan the barcode, scan line and QR Code on New Jersey E-ZPass CSC issued returned Correspondence Items and automatically be taken to the appropriate processing screen, including but not limited to: a. the Customer Account that the Correspondence Item belongs to;

	b. the appropriate payment or data entry screen, and c. the Case the Correspondence Item belongs to.
1311	Provide the capability to scan incoming print communications and save the resulting image in the System. The Contractor's document imaging/management solution shall be robust, enterprise-level, integrated with the System and provide capabilities, including but not limited to: a. bulk scanning; b. indexing, sorting, collating; c. bulk demographic data entry; d. automatic assignment to Accounts; e. manual assignment to Accounts; f. efficient searching, and g. the ability to redact portions of documents.
1312	Provide the capability for Authorized Users to maintain the drop-down list choices of all incoming communication categories and Configure System behavior based on each category's associated Business Rules.
1313	Provide the capability to categorize all incoming communications via Configurable drop-down menus.
1314	Provide the capability to automatically create a Case based on an incoming communication scanned into the System. Each scanned communication is eligible to initiate a new Case or is associated with an existing one if indicated by an Authorized User.
1315	Create a Customer contact record for all Customer contacts. For example, if the Customer uses the Mobile Application to provide a new address and phone number, the System shall automatically create a contact record that says the Customer used the Mobile Application to update address and cell phone number.
1316	Create a Customer contact record for all contact related actions an Authorized User takes, including but not limited to: a. contact channel, for example, email, phone, SMS, chat, "Contact Us" form, etc.; b. communication category; c. automatic number identification) if Customer contacted via phone; d. optional comments; e. comment category;

	f. contact reason, and g. actions performed.
1317	Associate Configurable phone system wrap codes selected by the Authorized User with the specific contact.
1318	Provide capability to automatically suggest a call wrap code based on actions taken (updates/changes) on the Account.
1319	Provide the capability to lock or to make editable all standard content in the library by document.
1320	Provide the capability to track and view contacts based on communication category, channel and/or contact reasons.
1321	Provide the capability to search for all incoming communication.
1322	Provide Authorized Users the capability to add, modify and delete, Customer contacts attributes, including but not limited to: a. communication category; b. channels; c. reasons; d. comments; e. comment category, and f. whether contact comment category is visible to Customer.
1323	Provide the capability for an Authorized User to view Customer contact records associated with an Account and to drill down to see details associated with individual contact records, for example to view the chat transcript for a chat contact record.
1324	Allow the Authorized User to identify whether individual comments are visible to the Customers.

9.11.7 Account Flags

The purpose of an Account Flag is to call a CSR and/or Customer's attention to certain conditions or potential issues on an Account, some of which may need to be remedied. For example, these may be used to indicate that information is missing, payment was declined or that an Account has an unpaid transaction in collections status. Flags on Accounts help improve Customer service.

1325	Provide Authorized Users the capability to set and maintain Configurable parameters for Account Flags.
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1326	Provide Authorized Users the capability to Configure Account Flag behavior, including but not limited to:
	a. the condition each Account Flag represents;
	b. whether Account Flag should result in a notification to Authorized Users accessing the CSC application;
	c. whether Account Flag's display in the CSC application is restricted by user role;
	d. notification text to be displayed in the CSC application;
	e. whether Account Flag should result in notification to Customer when Customer accesses the Account via a self-service channel;
	f. self-service channels that should provide the notification;
	g. notification text to be displayed to Customer, for each Configured self-service channel;
	h. default priority level for the Account Flag's notifications;
	i. criteria for the Account Flag's removal, and
	j. whether manual removal of the Account Flag is restricted by user role.
1327	Provide the capability to automatically set Account Flags based on conditions and events, including but not limited to:
	a. bad address;
	b. bad, unverified email/missing email address;
	c. bounced email;
	d. unverified cell phone number;
	e. transponder in certain status, for example, lost or stolen;
	f. inactive Account;
	g. excessive IToll at vehicle level;
	h. excessive IToll at Account level;
	i. Account is in negative balance status;
	j. Account that is not set up for automatic replenishment has reached its low balance threshold;
	k. Account is in pending close status;
	l. Account has temporary plate that is expiring;
	m. transponders are reaching battery expiration;

	<ul style="list-style-type: none"> n. Account has pending dispute; o. Account has pending Case; p. Account has Account Plan that was suspended; q. past returned check(s); r. credit card marked by the System as bad on the Account; s. credit card is expired or is expiring within x days, where x is Configurable; t. Account has unpaid transactions(s); u. Account has unpaid transactions in Collections; v. Account has active Payment Plan; w. Account has plates in Vehicle Registration Suspension/Hold status; x. Account has unpaid transactions in court; y. Account was subject to escheatment; z. Refund check was issued and is nearing stale date; aa. bankruptcy filed on the Account; bb. Account is in "No Escalation" status; cc. auto-replenishment method is not present or suspended; dd. check payment bounced and NSF fee was assessed; ee. fee was assessed for automatic replenishments over the Configured maximum number; ff. Account has Payment Method lock enabled (specifies method); gg. Account has Payment Method set to 'do not accept' (specifies method); hh. Account is fraudulent; ii. Account has potentially fraudulent activities, and jj. Account was closed in bad/revoked standing.
1328	<p>Provide the capability for an Authorized User to manually set Account Flags, including but not limited to:</p> <ul style="list-style-type: none"> a. Configurable messages as defined by Authorized Users; b. high priority comment; c. high priority Case;

	d. non-revenue Account;
	e. tax exempt;
	f. bad phone number;
	g. keep Account protected (used for certain Customers such as former Presidents and federal agents);
	h. rental car;
	i. bad address;
	j. self-service lock (Account is prohibited from making updates via self-service channels);
	k. Account needs to be referred to a supervisor;
	l. Account needs to be referred to law enforcement;
	m. Account is excluded from automatic license plate additions by the ROV matching process;
	n. deceased, and
	o. bankruptcy.
1329	Provide the capability to display all applicable active Account Flags on an Account to an Authorized User upon accessing the Account information.
1330	Provide the capability to automatically and immediately clear Account Flags that were set automatically once the issue is remedied or the condition is no longer present on an Account.
1331	Provide the capability for Authorized Users to manually clear Account Flags that are no longer applicable on an Account.

9.11.8 Commercial Post-paid Plan Management – Business Account

Commercial Post-paid Plans offer qualifying Customers an adjusted toll rate for certain travel on specific Toll Facilities. They also provide Customers the convenience of paying for those transactions after the fact through a monthly Commercial Post-paid Invoice. Customers can choose to set up automatic payments for their monthly invoices or to pay manually by making one-time payments. In the current system Commercial Post-paid Plans are designated using Account Types. With the System migration, NJTA intends to instead implement Account Plans to handle Commercial Post-paid Plans. There are currently two types of Commercial Post-paid Plans. One type of plan, the New Jersey E-ZPass Commercial Post-paid Plan, is established for qualifying Customers who have registered, pre-paid New Jersey E-ZPass Business Accounts; the other is a Companion Commercial Post-paid Plan, which is established for Customers who have a pre-paid account with another IAG/Interoperable Agency. Qualifying IAG/Interoperable Agency Customers who wish to establish a Companion Commercial Post-paid Plan must create a New Jersey E-ZPass registered, post-paid Business Account and associate their IAG/Interoperable Agency transponders with that Account. Currently Commercial Post-paid Plan benefits are only extended to transponder-based

transactions, however the System is expected to be able to support Plan benefits for Image-Based Transactions as well.

Business Customers that have a pre-paid Account and whose monthly toll usage exceeds a Configurable amount, currently fifty dollars (\$50), are eligible for Commercial Post-paid Plan establishment. In addition, Customers must provide collateral in case of default. Collateral amounts are based on the Customer's typical toll usage on the Toll Facilities associated with the Plan. Currently collateral can only be provided in the form of a surety bond or cash. The amount of collateral required is recalculated by the System each month upon invoicing and Customers are notified automatically if additional collateral is required.

The New Jersey E-ZPass System shall provide the functionality to support Commercial Post-Paid Plans (New Jersey E-ZPass or Companion) as described in the Business Rules.

1332	Provide the capability to verify that the Customer has a Business Account already established with either New Jersey E-ZPass or with an IAG/Interoperable Agency, with Pre-paid Account Funding Type, before allowing a Commercial Post-paid Plan to be added to a Business Account.
1333	<p>Provide the capability for an Authorized User to Configure Commercial Post-paid Plan collateral calculation parameters based on various factors, including but not limited to:</p> <ul style="list-style-type: none"> a. type of plan; b. the payment method that will be used to post the collateral; c. average monthly tolls incurred at the Toll Facilities participating in the plan over a Configured time period, and d. number of transponders and plates associated with the Account.
1334	Verify that a Business Account with a Commercial Post-paid Plan has posted the calculated collateral amount.
1335	Provide the capability to Configure acceptable forms of Commercial Post-paid Plan collateral, for example cash and surety bond are both acceptable.
1336	Provide the capability to upload supporting Commercial Post-paid Plan documentation to the Account.
1337	Provide the capability to Configure the Commercial Post-paid plan establishment workflow to route Commercial Post-paid Plan establishment Cases for an operations approval recommendation and then, if recommendation is to Approve, to route to NJTA for final Approval.
1338	Provide capability to calculate the required collateral, verify collateral requirements, notify Customers, and perform all functions related to Commercial Post-paid Plan collateral management, including but not limited to:

	<ul style="list-style-type: none"> a. support various Configurable attributes and parameters for the calculation of Commercial Post-paid Plan collateral, for example the frequency of the analysis; b. track the number of transponders on an Account and the number of toll transactions on the Account; c. calculate the collateral for Commercial Post-paid Plans in accordance with the Business Rules. Currently the collateral requirement is based on monthly toll usage and is calculated using three (3) months moving average toll usage; d. automatically compare toll usage on participating Toll Facilities to posted collateral at a Configurable interval, currently monthly; e. create a Case and assign to operations if toll usage exceeds collateral posted; f. provide the capability to Configure the collateral analysis workflow to route collateral increase Cases for an operations recommendation and then, if recommendation is to increase collateral, to route to NJTA for final Approval; g. upon Approval of collateral increase, generate a Correspondence Item requesting additional collateral within a Configurable period of time; h. generate a second Correspondence Item warning Customer of possible Commercial Post-paid Plan suspension if additional collateral is not received within a Configurable period of time; i. make the Commercial Post-paid Plan eligible for suspension and, upon Approval, to suspend the Commercial Post-paid Plan if additional collateral is not received within a Configurable period of time after the second Correspondence Item, and j. apply tolls incurred after Post-paid Plan suspension to the pre-paid toll amount for a New Jersey E-ZPass Customer or transmit the transactions to the appropriate IAG/Interoperable Agency.
1339	Provide the capability to generate Commercial Post-paid Invoices on the Configurable day of the month for all tolls posted in the previous month with the appropriate toll rates applied. Currently Commercial Post-paid Invoices are mailed on the 5 th Calendar Day of the month.
1340	Process Commercial Post-paid Invoice payments via all acceptable Payment Methods. Payments are due a Configurable number of days after the Commercial Post-paid Invoice date.
1341	Provide the capability to automatically create a Case and route to NJTA if the amount of a Commercial Post-paid Invoice exceeds the Configured standard maximum payment amount and the Account has not already been granted an exception to allow a higher maximum payment amount so that NJTA can determine whether the Account is eligible for the exception.

1342	Provide the capability for an Authorized User to set up recurring automatic payment of Commercial Post-paid Invoices for Accounts with Commercial Post-paid Plans using Approved and verified Payment Methods.
1343	Provide the capability to automatically process payments for Commercial Post-paid Invoices on the payment due dates if Customer has established automatic payments through Approved and verified Payment Methods.
1344	Provide the capability to automatically process payments for Commercial Post-paid Invoices a Configured number of days after the invoice date if Customer has established automatic payments through Approved and verified Payment Methods.
1345	Generate a final Correspondence Item informing the Customer that the Commercial Post-paid Plan is eligible for suspension in a Configurable number of days if payment is not received within a Configurable number of days.
1346	Automatically create a Case for each Account where the Commercial Post-paid Plan is eligible for suspension and route to operations for approval recommendation and then, if recommended, to NJTA for final Approval of the suspension.
1347	Record suspension of Commercial Post-paid Plans within the System.
1348	Provide the capability for Authorized Users to suspend the Commercial Post-paid Plan on an Account that is Approved for suspension by NJTA.
1349	If a Customer has an outstanding Commercial Post-paid Invoice, the System shall generate the next Commercial Post-paid Invoice without any adjusted rates for tolls for that Invoice period and the Customer shall be billed for the rate adjustment that was applied in the previous Commercial Post-paid Invoice.
1350	Authorized Users shall have the capability to create manual adjustments to reverse or apply adjusted toll rates to Accounts with Commercial Post-paid Plans when Approved by NJTA.
1351	Provide the capability to escalate Accounts with outstanding Commercial Post-paid Invoices to collections status based on the Business Rules.
1352	Support the management of transponder statuses for Accounts with Commercial Post-paid Plan based on Business Rules.
1353	Support the electronic transmission/exchange of data with Customers who have a Commercial Post-paid Plan: a. master and updated license plate/vehicle data; b. master and updated transponders; c. transponder and license plate/vehicle updates; d. transaction data, and

	e. transaction invoice data.
1354	Comply with the detailed Business Rules pertaining to Commercial Post-paid Plans, including required notices and letters, and reports.

9.11.9 Vehicles, License Plates and Transponders

The New Jersey E-ZPass System shall support comprehensive license plate, vehicle, and transponder management functionality. In the current operations the number of plates on the Account need not be equal to the number of transponders on the Account, however, the System should support optional association of a transponder with a particular plate, and if the policy changes, the System shall support a requirement that forces transponders to be associated to licenses plates. Implementation of such a change shall be possible with minimal software changes.

9.11.9.1 Vehicles

1355	<p>Provide the capability to manage a drop-down list of vehicle makes and models, including but not limited to:</p> <ul style="list-style-type: none"> a. vehicle make; b. vehicle model; c. specifying that the make and model requires an externally mounted transponder or special mounting locations for windshield transponders; d. whether vehicle model utilizes electric power; e. vehicle colors, and f. vehicle class.
1356	Provide the capability for an Authorized User to maintain and update a list of license plate types, by Jurisdiction and to indicate whether each plate type is required when requesting ROV information from the MVC/DMV/ROV Lookup Service Provider.
1357	Maintain transponder exception list specifying the make and model that requires an externally mounted/license plate transponder or special mounting locations for windshield transponders.
1358	Automatically assign an external transponder/license plate transponder to the vehicle during transponder fulfillment process.
1359	Provide the capability to obtain and receive updates for a list of vehicle make, model, whether make/model utilizes electric power and colors of all vehicles from the Vehicle Make/Model Database Service Provider.
1360	Provide the capability to obtain and upload the license plate from a photo, QR code or Vehicle Registration card (scanned).

1361	Provide the capability to detect and capture license plate information using an image displayed by a mobile device's camera.
1362	Provide the capability to display a sample picture of the license plate type selected for CSR and Customer verification.
1363	Provide the capability to add multiple license plates and associated vehicle information to an Account.
1364	Provide the capability to validate the license plate entry based upon Motor Vehicle business rules. The system shall support license plate masking and rules management, based on the state issuing the plate, to help guide correct entries and minimize errors.
1365	Identify if license plate being added to the Account exists/is active on another Account and prevent the addition of the license plate to the Account in accordance with Business Rules.
1366	<p>Provide one-step access after validation to the related Account(s) and notices indicating that the license plate entered is associated with, including but not limited to:</p> <ul style="list-style-type: none">a. unpaid Toll Bill/Post-paid Statement or Violation Notice;b. Account in bad standing;c. Account closed in revoked status;d. Account in Vehicle Registration Suspension/Hold status;e. Account in Driver's License Suspension status;f. Account in court status;g. Account in bankruptcy, andh. vehicle active on another Account.
1367	Provide the capability to validate the license plate added and prompt Customers/CSR to correct their entry when it fails validation.
1368	<p>Provide the capability for the Authorized User to take actions regarding license plates associated with other Accounts as per the Business Rules, including but not limited to:</p> <ul style="list-style-type: none">a. pay the Toll Bill/Post-paid Statement or Violation Notice tolls and fees using Approved Payment Methods/channels;b. pay the Toll Bill/Post-paid Statement or Violation Notice tolls using Approved Payment Methods/channels and adjust the fees in accordance with the Business Rules;c. pay the Toll Bill/Post-paid Statement or Violation Notice using the toll balance including adjustment of the fees in accordance with the Business Rules, and add the license plate to the new Account;

	<p>d. delete the license plate on the Account, and</p> <p>e. merge the two Accounts.</p>
1369	<p>Provide the capability to Configure, based upon Account attributes, the way the System behaves when a Customer attempts to add a license plate with unpaid debt to their Account, including but not limited to:</p> <ul style="list-style-type: none"> a. allow the license plate to be added without regard to the debt; b. allow the license plate to be added, but only after Customer acknowledges they are liable for the debt; c. allow the license plate to be added, but only after Customer acknowledges they are liable for the debt and agrees to pay a portion of the debt, for example the portion that is tolls; d. allow the license plate to be added, but only after Customer acknowledges they are liable for the debt and agrees to pay a portion of the debt, and then automatically post all unpaid tolls associated with the license plate to the Account upon Account holder approval in accordance with the Business Rules; e. allow the Customer to add the license plate, which will cause the unpaid debt on the license plate to merge into the Account upon Account holder approval; f. allow the Customer to request merging of the Accounts, which will automatically create a Case; g. require the Account to set up a Payment Plan for the debt with automatic recurring payments in order to add the license plate, or h. require the Account to pay all or a portion of the debt associated with the license plate first before adding it.
1370	Provide the capability to display debt to the Customer as part of the acknowledgement of liability flow when they are adding a license plate associated with unpaid debt to their Account.
1371	Provide the capability for an Authorized User to Configure the points in the workflow where a license plate associated with unpaid debt can be added to an Account.
1372	<p>Provide the capability for an Authorized User to Configure actions the System takes a Configurable amount of time after Customer has added a license plate with unpaid debt to their Account with acknowledgement of liability for the debt, based on Account attributes, and debt remains unpaid, including but not limited to:</p> <ul style="list-style-type: none"> a. generate a notification reminding the Customer of the debt and providing information on payment options, including information about any Payment Plan the Account is eligible for, and b. create a Case for an Authorized User to contact the Customer to discuss payment options.

1373	Provide the capability to track the time period that a license plate is active on an Account. This includes the start date and time and the end date and time. In most circumstances, the Customer would add the vehicle to their Account with no end date but if it was a rental car or temporary plate, for example, it would have an end date/time.
1374	Provide the capability to add a license plate to an Account with a backdated start date and time. The maximum allowable backdate period shall be Configurable.
1375	Provide the capability to identify that the vehicle(s) will be only on the Account temporarily, for example, a rental car, loaner from the car dealer or an out-of-town guest, and to prompt the Authorized User to enter a start date and time and an end date and time.
1376	Provide the capability to identify a license plate on the Account as temporary and take actions on the Account, including but not limited to: <ol style="list-style-type: none">automatically insert a default end date and time which is a Configurable duration from the start date and time (for example 45 days);generate a Correspondence Item notifying Customer of the pending expiration and prompting them to add the permanent license plate;obtain the permanent license plate from the MVC/DMV/ROV Lookup Service Provider and notify Customer, andde-activate the temporary license plate and notify Customer.
1377	Provide the capability to add out-of-state license plates.
1378	Provide the capability to add international license plates.
1379	Provide the capability to associate information with a license plate, including but not limited to: <ol style="list-style-type: none">license plate type;license plate Jurisdiction;license plate issue date;vehicle make (from drop-down list);vehicle model (from drop-down list);vehicle year;vehicle color;transponder number (optional);transponder type (optional);registered owner of vehicle (ROV);

	k. ROV address; l. ROV lookup date; m. indication the license plate is on a trailer (if not indicated by plate type); n. indication that plate is a rental/loaner license plate; o. indication that plate is a temporary license plate (if not indicated by plate type), and p. license plate expiration date.
1380	Provide the capability for Customers and Authorized Users to update license plate information for a vehicle without having to re-enter vehicle information.
1381	Provide the capability to associate an image of the back of the Customer vehicle to the Account to aid in iToll processing, for example the image could be uploaded via a Mobile Application.
1382	Provide the capability for recording the history of ROV information associated with each license plate.
1383	Provide the capability to search for license plate history and active period date ranges across multiple Accounts.
1384	Provide the capability for transferring vehicle(s) and associated license plate(s) between Accounts while maintaining the associated transponder transaction history on the original Account.
1385	Provide the capability for, when transferring of vehicle(s) and associated license plate(s) between Accounts, to verify the status of the transferring and receiving Accounts and verify if an additional deposits or payments are required.
1386	Provide the capability for Authorized Users to enter multiple vehicles in a tabular format.
1387	Provide the capability to upload vehicle license plate information received via electronic interface.
1388	Provide the capability to receive and update transponder information via electronic interface.
1389	Provide the capability for Authorized Users (and via the Self-Service Website) to upload a file with vehicles, using an intuitive and user-friendly process that supports multiple data formats. Functionality shall include, but not be limited to: a. provide a browse button to locate the file; b. provide validation of the file prior to import (invalid files shall not be imported and an error message shall be presented); c. provide feedback of successful processing by indicating the number of vehicles imported, and d. provide email correspondence of whether import was successful or not.

1390	Provide detailed instructions regarding the process to upload vehicles.
1391	Provide a downloadable sample vehicle file.

9.11.9.2 Transponders

Transponders are issued to Customers with E-ZPass Accounts. The following transponder types are currently offered:

- Standard hardcase – the traditional E-ZPass windshield mounted transponder.
- Exterior license plate toll transponder (non-switchable) – designed to be attached to the front bumper either above or below where the license plate is usually located.
- Sticker transponder – designed to be affixed to the vehicle windshield. The New Jersey E-ZPass Program plans to convert to 6C and SeGo standard protocol sticker transponders in the near future.

In addition, Customers may have transponders with them or on their vehicle that was issued by another Interoperable Agency or included in the vehicle by the vehicle OEM. Such transponders can be registered to an existing E-ZPass Account or new E-ZPass Account once it is confirmed the transponders are not active on any other Interoperable Account.

1392	Provide the capability to associate one (1) or more transponders with an Account based on the Account attributes and in accordance with the Business Rules.
1393	Provide the capability to register vehicle integrated transponders and handle such transponders as a normal transponder eligible for payment of toll.
1394	Provide the capability to register a transponder purchased at any retailer or obtained from other sources other than the New Jersey E-ZPass CSC, for example an Interoperable Agency and handle such transponders as a normal transponder eligible for payment of toll.
1395	Provide the capability to register vehicle integrated transponder or transponder obtained from another Interoperable Agency to an E-ZPass Account Plan if the transponder is active on another Interoperable Account at which time the transponder is only allowed to be used on the specific Toll Agency/Toll Facility where the plan is eligible.
1396	Provide the capability to associate a transponder with a vehicle, for example to support vehicle integrated transponders or to allow Customers to establish an optional association.
1397	Provide the capability to Configure the System so that transponders must be associated with a vehicle.
1398	Provide the capability to associate a transponder with an Account without associating the transponder with a vehicle.
1399	Provide Authorized Users the capability to correct mistakes made by CSRs when assigning transponders to Accounts.

1400	Provide the capability to sell transponders to Customers based on the Account Type at a Configurable price, which can be equal to or greater than \$0.
1401	Provide the capability to capture a transponder deposit at the Account or individual transponder level.
1402	Provide the capability to receive transponder requests from all Customer contact channels.
1403	Provide the capability whereby when transponder fulfillment requests are initiated the System tracks such requests as Cases.
1404	Provide the capability for recording transponder delivery method, for example, in-person or by mail.
1405	Provide the capability for recording transponder issue or fulfillment date and time.
1406	Provide the capability to issue transponders with an associated payment or deposit per the Business Rules.
1407	Provide the capability to automatically activate transponder when assigned to an Account.
1408	Require that a transponder is in the proper status while awaiting fulfillment, per the Business Rules.
1409	Provide the capability for aging of fulfillment request Cases and automatically change the priority of the Case when a fulfillment request has exceeded a Configurable amount of time.
1410	Provide the capability to determine the most appropriate transponder mount type and any specific mounting location (i.e., special windshields in some vehicles) based on vehicle class, year, make and model of the vehicle.
1411	Provide the capability for the Authorized User to override the System selected transponder mount type.
1412	Provide the capability for the Authorized User to override the Customer selected transponder mount type.
1413	Provide the capability for Authorized Users to change the transponder class in the System during fulfillment and when an error in the class recorded in the System is detected.
1414	Provide the capability to read a transponder (with a barcode reader or other transponder reading device) and automatically associate it to an Account.
1415	Provide the capability to program (or re-program) a transponder as needed in accordance with the Business Rules.

1416	Provide the capability for transferring of transponders between Accounts; the System shall verify the status of the transferring and receiving Accounts and verify if an additional deposit is required. Prior to transferring the transponder, the System shall confirm that the Configurable hold periods required to clear transactions generated under the originally assigned Account has lapsed before transponder can be reassigned. The System shall maintain the associated transponder transaction history on the original Account.
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9.11.10 Transponder Statuses

Transponders move through various statuses throughout their life cycle. The New Jersey E-ZPass System shall support all IAG/Interoperable Agency and Third-party Entity transponder statuses.

1417	Provide the capability to manually change transponder statuses in accordance with the Business Rules, for example when activating transponders.
1418	Provide the capability to automatically change transponder statuses in accordance with the Business Rules.
1419	Provide the capability to restrict certain transitions among transponder statuses in accordance with the Business Rules.
1420	Provide the capability to track a transponder's current status and status history.
1421	Provide the capability to manage any number of transponder models, including but not limited to: a. sticker transponders; b. hard-case transponders; c. vehicle integrated transponders, and d. bumper mount transponders.
1422	Provide for Configurable transponder statuses, including but not limited to: a. active; b. inactive; c. deactivated; d. lost; e. stolen; f. retail; g. returned; h. disposal;

	i. damaged, and j. defective.
1423	Provide a Configurable System generated Customer Correspondence Item when a transponder status changes in accordance with the Business Rules.
1424	Provide the capability to automatically change all transponders statuses on an Account from valid to invalid when the Account balance is equal to or below the Configurable minimum balance.
1425	Provide the capability to automatically change all transponder statuses on an Account from invalid to valid when the Account balance is above the Configurable minimum balance.
1426	Provide the capability to consider or omit a Reward Program balance on the Account in transponder status evaluation on a per-Reward Program basis.
1427	Provide the capability to track a transponder's current status and status history.
1428	Provide the capability to add other transponder statuses as defined by the Business Rules.

9.11.11 Pre-paid Account Replenishment

Pre-paid Accounts are established with a valid replenishment Payment Method for pre-paid balances to be restored as transactions deplete the pre-paid balance. Replenishment by credit/debit card or ACH can be set up to be automatic (auto-replenishment). For auto-replenishment, the System determines the replenishment timing and calculates a default minimum payment amount based on Configurable parameters. Customers also may choose the defaulted auto-replenishment amount, select an auto-replenishment amount from multiple pre-determined amounts, or may specify their own auto-replenishment amount. Customers may change their auto-replenishment amount at any time and may also make a one-time payment to replenish their Account's pre-paid balance at any time.

The New Jersey E-ZPass System shall support real-time processing for one-time payments and for auto-replenishment payments.

1429	Provide the capability for Account replenishment by all Payment Methods described in Section 9.16.2 Payment Methods, Channels and Handling.
1430	Provide the capability for automatic Account replenishments via all electronic Payment Methods, including but not limited to:
	a. credit card;
	b. PIN-less debit;
	c. ACH;
	d. Digital Wallets, and

	e. Mobile Wallets.
1431	Provide the capability to determine the required Payment Methods based upon Account attributes/Account Plan, for example a Business Account with the standard Account Plan may be required to have a credit card on file, while a Post-paid Business Account with a Companion Commercial Post-Paid Plan may not have such a requirement.
1432	Provide the capability to assign auto-replenishment Payment Methods to any Account, including non-revenue.
1433	Provide the capability for Authorized Users to identify individual Accounts that are not subjected to auto-replenishment.
1434	Interface with the Merchant Services Contractor for the purpose of settling credit card, PIN-less debit card, PIN-based debit card and ACH transactions.
1435	Send replenishment requests to and capture the results returned back from the Merchant Services Contractor and update Accounts accordingly.
1436	<p>Provide Authorized Users the capability to set the thresholds and ranges for all relevant parameters related to replenishments; set at a System default level and with override capability by Authorized Users at the Account level, including but not limited to:</p> <ul style="list-style-type: none"> a. Account replenishment thresholds as absolute values; b. Account replenishment thresholds based upon how the Customer chooses to replenish their Account, for example to set the threshold higher for Accounts that are replenished using cash than for those using auto-replenishment; c. low balance threshold based on Account attributes; d. insufficient funds threshold based on Account attributes; e. default replenishment amount based on Account attributes; f. default replenishment amount per transponder on the Account; g. default replenishment amount per license plate on the Account; h. default replenishment amount per license plate on the Account based on Account attributes; i. default replenishment amount by Payment Method based on Account attributes, for example, default replenishment amount for a Business Account with cash replenishment might be higher than for a Private Account with credit card replenishment; j. default replenishment amount based on average use based on Account attributes; k. the number of sample months used to calculate monthly average use based on Account attributes;

	<ul style="list-style-type: none">l. range options for setting the default replenishment amount based on the calculated default replenishment amount, for example when the System calculates a default replenishment amount that is less than or equal to \$10, set the default replenishment amount to \$10, if it calculates an amount greater than \$10 but less than or equal to \$20, set it to \$20;m. number of default replenishment amount options to be presented for selection when Customer chooses not to accept the defaulted replenishment amount;n. percentages to be used for calculating the replenishment amount options to be presented for selection when Customer chooses not to accept the defaulted replenishment amount, for example present options equal to 25%, 50%, 75%, 100%, and 150% of the calculated default replenishment amount, with the capability to round the amount up to a specified increment, for example present the amounts rounded up to the nearest \$5 increment;o. the absolute value the minimum replenishment amount can be set to when a Customer opts to set their own replenishment amount rather than accepting the default amount or selecting from amount options presented, and present that amount in place of a calculated amount that is less;p. whether a Customer-specified replenishment amount can be less than the Configured minimum accepted payment amount, based on Account attributes;q. whether the option to set a Customer-specified replenishment amount is restricted so that it is only available through self-service channels, andr. number of replenishment failures before the next replenishment Payment Method is attempted based on Account attributes.
1437	Provide the capability for recalculation of the replenishment amount and replenishment threshold set for an Account at a Configurable interval based on Account attributes.
1438	Provide the capability for recalculation of the default replenishment amount and replenishment threshold if an automatic replenishment occurs a Configurable number of times within a Configurable time period.
1439	Provide the capability to assess an excessive automatic replenishment fee for each subsequent automatic replenishment once a Configured number of automatic replenishments have occurred during a Configured period of time, based upon Payment Method, for example once an Account has replenished automatically by credit card 20 times during a calendar month, charge a \$1 fee for each subsequent automatic replenishment, paid by credit card, during the remainder of that month.
1440	Provide the capability, when the Account qualifies to have an excessive automatic replenishment fee assessed, to only assess the fee if the Customer chose to set their automatic replenishment amount to an amount lower than the default amount calculated and presented to them by the System.
1441	Provide the capability to generate an Operational Alert when an Account has more than a Configured number of automatic replenishments within a Configured period of time.

1442	Provide the capability for payments of items other than tolls to be omitted from recalculation of the default replenishment amount, for example Payment Plan payments.
1443	Provide the capability to Configure Account replenishment so that an Account is brought back to exactly the amount of its replenishment threshold plus its replenishment amount.
1444	Provide the capability to Configure Account auto-replenishment to replenish at an amount equal to the Account's replenishment amount plus any negative balance amount.
1445	Provide the capability to Configure Account auto-replenishment to consider the maximum replenishment amount per each payment type (for example, if the replenishment needed is \$10,000 but the maximum replenishment allowed for a credit card is \$1,000 there should be ten \$1,000 replenishments).
1446	Provide the capability to Configure Account auto-replenishment to consider the replenishment amount specified on the Account (for example, if the replenishment needed is \$10,000 but replenishment amount is set to \$1,000 there should be ten (10) \$1,000 replenishments).
1447	Provide the capability to issue an Operational Alert when a Configured number of times, within a Configurable time period, an Account must be replenished multiple times because the replenishment amount specified on the Account was not sufficient to achieve an Account balance that is greater than its rebill threshold.
1448	Provide the capability to Configure Account auto-replenishment to replenish for an amount that is a multiple of the replenishment amount on the Account which will bring the Account at or above its replenishment threshold plus the replenishment amount (for example, if the replenishment amount is \$1,000 and the replenishment threshold is \$2,000, process one \$3,000 replenishment rather than three \$1,000 replenishments).
1449	Provide the capability for Authorized Users to manually override the replenishment amount and low balance threshold on an Account to no lower than the minimum allowed.
1450	Provide the capability to track Customer requests for manual override of replenishment amount as Cases.
1451	Provide the capability for Authorized Users to review Cases associated with requests for manual override of replenishment amount.
1452	Provide the capability to require Customer to provide a reason when requesting manual override of the replenishment amount and for the Authorized User granting the request to capture the reason code.
1453	Provide the capability to record the denial reason when a Customer's request for manual override of their replenishment amount is denied.
1454	Provide the capability for Account auto-replenishment frequency based on time period and Account balance thresholds.

1455	Provide the capability for multiple auto-replenishment Payment Methods within an Account for all electronic Payment Methods.
1456	Provide the capability to process auto-replenishments using the hierarchical Payment Method usage sequence the Customer has established for the Account's auto-replenishment.
1457	Provide the capability for PMMS Alert of a failed auto-replenishment event due to System or interface errors.
1458	Provide the ability to automatically update credit card expiration dates and other information through the Merchant Services Contractor.
1459	Provide the capability for the manual replenishing of Accounts using the Payment Methods on-file, via a Customer or Authorized User.
1460	Provide the capability for the processing of credit card chargebacks.
1461	Provide the capability for an Authorized User to view and investigate chargeback details.
1462	Provide summary and details related to credit card chargebacks for Configurable time periods.
1463	Provide the capability to send payment reminder notifications to Customers whose Pre-paid Accounts are not set up for auto-replenishment.
1464	Provide the capability for an Authorized User to Configure the thresholds at which payment reminder notifications are sent to Customers whose Pre-paid Accounts are not set up for auto-replenishment.
1465	Provide the capability to prevent a Customer from using a Payment Method that is locked on their Account to replenish their Pre-paid Account.
1466	Provide the Configurable capability to prevent a credit card gift card, such as a VISA Gift Card from being set up as the auto-replenishment source even though such cards are accepted for one-time payments.
1467	Provide the capability to consider or omit any Reward Program balance on the Account in auto-replenishment amount recalculations on a per-Reward Program basis.
1468	Provide the capability to remove all auto-replenishment Payment Methods from an Account per the Business Rules.

9.11.12 Account Plans

The Toll Agencies have numerous Account Plans, and the New Jersey E-ZPass System shall have the flexibility to apply the relevant Account Plan benefits based on the Business Rules. The current Account Plans are listed below but during Business Rules development process, the Contractor shall propose other Account Plans that are beneficial to the New Jersey E-ZPass Program and incorporate such plans into the Program if Approved by the Toll Agencies. Some Account Plans require Customers to submit qualifying documentation and, where Toll Agency Approval of the documentation is needed, the

System shall route such Cases to the Toll Agency for Approval prior to Customer obtaining the Account Plan. NJTA shall have the ability to add/modify Account Plans at any time over the life of the Agreement with minimal Configuration changes or additional effort by the Contractor.

1469	Provide the capability to manage, assign and process Account Plans in accordance with Business Rules described in Appendix C-1 of this Scope of Services.
1470	<p>Provide the capability to support discontinued Account Plans which are no longer offered, but existing Customers who were enrolled in them previously continue to receive benefits in accordance with Business Rules described in Appendix C-1 of this Scope of Services, including but not limited to:</p> <ul style="list-style-type: none"> a. DRPA Bridge Commuter; b. DRPA Business; c. GSP Bus Discount; d. DRJ Fleet Non-revenue; e. GSP Bus Discount; f. GSP School Bus; g. New Jersey Turnpike Bus Plan, and h. New Jersey Turnpike Bus Plan Off-Peak;
1471	Provide the capability for assigning Account Plans by Toll Agency (single and multiple).
1472	Provide the capability for assigning Account Plans at the Account level.
1473	Provide the capability for assigning Account Plans at the transponder level.
1474	Provide the capability for assigning Account Plans at the vehicle level based on the license plate number.
1475	Provide the capability for assigning multiple Account Plans at the Account/transponder and license plate level.
1476	Provide the capability for assigning benefits for a specific type of transaction, for example Transponder-Based Transactions and Image-Based Transactions.
1477	<p>Provide the capability for various Account Plans with features or combination of features, including but not limited to:</p> <ul style="list-style-type: none"> a. time duration; b. Toll Agency and Roadway; c. specific locations and facilities;

	<ul style="list-style-type: none"> d. specific locations and facilities during marketing period; e. Customer residency, for example zip code and city; f. auto-enrolled; g. enrollment required; h. opt out; i. variable toll rates based on usage; j. variable toll rates based on dollar value; k. variable toll rates based on percentage; l. types of vehicles, for example clean air vehicle; m. number of axles; n. range of vehicle class; o. vehicle occupancy (2 or more occupants in a vehicle); p. adjusted toll rates if qualifying trips are made; q. frequency of trips, and r. usage based on dollar value.
1478	<p>Provide the capability to establish the Configurable adjusted toll rates, including but not limited to:</p> <ul style="list-style-type: none"> a. as a percentage of the original toll, for example 40% of original toll; b. as a fixed amount, for example \$1.00, and c. rounding of the adjusted toll up or down to the next nickel, or dime.
1479	<p>Provide the capability to enroll Customers in Account Plans in multiple ways, including but not limited to:</p> <ul style="list-style-type: none"> a. automatically based on eligibility; b. Customer elects to participate; c. Customer elects to participate and makes the required payment (setup fee and/or monthly fee), and d. Customer elects to participate, but authorization is required.
1480	Provide the capability to enroll Customers in Account Plans through multiple channels, including but not limited to:

	<ul style="list-style-type: none"> a. self-service via Mobile Application, Self-Service Website or IVR; b. call to the CSC, and c. mail- in.
1481	Provide the capability to support related Account Plan Customer Correspondence Items for example when an Account Plan expires.
1482	Provide the capability to apply and reverse toll adjustments that were applied to the Account.
1483	Provide the capability to handle Customer disputes and incorrect toll rate charges, and process and track adjustments.
1484	<p>Support various attributes and Business Rules related to suspension of Account Plans, including but not limited to:</p> <ul style="list-style-type: none"> a. a Configurable number of times a year; b. for a minimum Configurable duration; c. for a maximum Configurable duration; d. sending of Customer Correspondence Items; e. Business Rules that will take the Account out of suspension; f. processing for transactions that occur during the suspension period, for example post the full fare, and g. channel for requesting suspension, for example self-service or Case.
1485	Provide the capability to calculate toll rate adjustments retroactively, for example, 20 trips are required within 30 days to receive a 10% credit.
1486	<p>Provide the capability to have various Configurable restrictions on Accounts in support of the Business Rules based on the Account Plan, including but not limited to:</p> <ul style="list-style-type: none"> a. available only to Accounts with specific attributes; b. Toll Agency Approval required; c. restricted to Authorized Users; d. excluded from Account revocation; e. exempt from contact channel and payment channels/methods; f. exempt from service fee; g. exempt from statement fee; h. exempt from excessive automatic replenishment fee;

	<ul style="list-style-type: none"> i. exempt from other Account related fees, and j. exempt from escalation to Collections.
1487	Provide the capability to transition certain existing Account types to Account Plans to meet the Business Rules and Requirements.

9.11.13 Reward Programs

The System shall provide a flexible framework that can be easily modified to manage various types of Reward Programs. A user interface shall allow Authorized Users to set values for Configuration parameters for each Reward Program. Customers can enroll in the available Reward Programs via Self-service channels or contacting Customer service.

The System shall provide Authorized Users with the ability to monitor current and previous Rewards Programs by making real-time summary and detailed information for each Reward Program available via a user interface and also through reports.

As with any marketing initiative, it is essential that the success of previous programs can be evaluated and measured in the future, well after a Reward Program ends. To make this possible, it is important that a connection exists between the specific Reward Program and the Reward Program's participants and benefits. This must be provided for all types of Reward Programs.

While NJTA does not presently have a Customer loyalty program, the System shall provide the capability to leverage Reward Program functionality to define and establish such a program during the Contract Term.

Reward Program funds shall be tracked and accounted for as defined in associated Business Rules. Balances related to Reward Programs are tracked separately from the Account balance. Only eligible transactions can be deducted from Reward Program balances. Reward Program balances are not refunded.

1488	Provide the capability to account for and track Reward Program balances separately from the Account balance.
1489	Provide the capability to track multiple Reward Programs within an Account and correctly determine which Reward Program balance should be depleted first (by the earliest expiration end date or maximum benefit yielded).
1490	Prevent Reward Program balances from being refunded to Customers in the event of Account closure or specific Customer request.
1491	Provide the capability to credit toll payments back to the Reward Program balance if toll transactions associated with a Reward Program are reversed or adjusted.
1492	Provide the capability to track Reward Program funds through a marketing asset account which is a receivable and will not reduce Toll Agency toll revenue or affect Toll Agency financials.

1493	Provide the capability to set up Reward Program codes that are valid for one-time usage. Once the Reward Program code has been applied to an Account once, it cannot be applied to any other Accounts.
1494	Provide the capability to set up Reward Program codes that are valid multiple times but in different Accounts. The Reward Program code can be applied only once in an Account but can be applied again in a different Account.
1495	Provide the capability to set up Reward Program codes that are valid multiple times in the same Account. The Reward Program code can be applied a Configurable number of times in an Account and cannot be applied to any other Accounts.
1496	Provide the capability to end a Reward Program when NJTA directs, regardless of Configured end criteria.
1497	Provide a user interface that allows an Authorized User to specify values for a Reward Program's Configurable settings.
1498	Provide the capability to Configure the Reward Program's effective period (Reward Program start date and duration or end date).
1499	<p>Provide the capability to Configure the Reward Program's end criteria for the Reward Program, including but not limited to:</p> <ul style="list-style-type: none"> a. end date is reached; b. when Reward Program funds are exhausted; c. when the maximum number of redemptions is reached; d. when the maximum number of participant Accounts is reached, and e. when the maximum number of beneficiary Accounts is reached.
1500	<p>Provide the capability to specify the type of benefit provided to Reward Program participants, including but not limited to one or more of the following:</p> <ul style="list-style-type: none"> a. toll rate adjustment percentage per toll/trip; b. toll rate adjustment amount per toll/trip; c. credit to the Account; d. toll credit; e. free transponder; f. transponder at reduced cost; g. waived or reduced transponder deposit; h. free Inventory Item;

	i. percentage of adjustment per fee; j. amount of adjustment per fee, and k. entry into a raffle/sweepstakes.
1501	Provide the capability to Configure the Reward Program's specific transaction types eligible for application of Reward Program funds, including but not limited to one or more of the following: a. tolls; b. fees; c. non-toll transactions such as parking; d. transponder sales; e. transponder deposits, and f. Inventory Items.
1502	Provide the capability to Configure whether the Reward Program balance on an Account is considered as available funds during auto-replenishment of the Account.
1503	Provide the capability to Configure whether the Reward Program balance on an Account is considered as available funds during transponder status evaluation.
1504	Provide the capability to Configure whether a Reward Program/coupon code is required for Reward Program participation.
1505	Provide the capability to Configure and assign a Reward Program/coupon code to a company or community event.
1506	Provide the capability to Configure maximum number of times a Reward Program/coupon code can be used.
1507	Provide the capability to Configure source (Toll Facility, Self-Service Website, Mobile Application, IVR or with a CSR) of Reward Programs.
1508	Provide the capability to Configure Account eligibility (new Accounts, existing Accounts, or both; also, existing Accounts opened for more than a Configurable amount of time) for Reward Programs.
1509	Provide the capability to Configure Account Types that are eligible for the Reward Program.
1510	Provide the capability to Configure maximum times an Account may participate in the Reward Program.
1511	Provide the capability to Configure waiting period, if any, before Reward Program credit is applied to an Account.

1512	Provide the capability to Configure Reward Program credit expiration date (date by which Reward Program credit must be used).
1513	Provide the capability to Configure whether a coupon will be used.
1514	Provide the capability to Configure the coupon amount.
1515	Provide the capability to Configure whether source advertising channel will be requested from participants (“where did you hear about it?”).
1516	Provide the capability to Configure the text, if any, that will appear beside Reward Program-related transactions on the Customer’s Pre-paid Statement.
1517	Provide the capability to Configure text for Reward Program messages, if any, for each Customer-facing information channel (Self-Service Website, Mobile Application, IVR).
1518	Provide the capability to Configure text for Reward Program messages, if any, for each Correspondence Item.
1519	Provide the capability to Configure the dates Reward Program messages will appear on each Customer-facing information channel.
1520	<p>Provide the capability for offering sponsorship Reward Programs with a combination of features and parameters, including but not limited to:</p> <ul style="list-style-type: none">a. a third-party, Toll Agency or the New Jersey E-ZPass Program may fund the benefit to the Customer;b. the capability to specify eligible locations (locations associated with a particular Toll Agency, Toll Facility, toll lane or New Jersey E-ZPass Program-wide);c. Customer takes no action in advance to participate, andd. identify sponsoring entity on the Customer’s Pre-paid Statement.
1521	<p>Provide the capability to offer event-driven Reward Programs with a combination of features and parameters, where a specific action or event triggers Reward Program eligibility and potential benefit. The System will provide a flexible framework that is able to handle Reward Programs for many different types of triggering events, including but not limited to:</p> <ul style="list-style-type: none">a. Account sets up auto-replenishment and continues to utilize auto-replenishment successfully for a specified period of time or a specified number of auto-replenishments;b. Account converts from one auto-replenishment Payment Method to another and successfully maintains the new method for a specified period of time or a specified number of auto-replenishments;c. a specific Correspondence Item is sent to the Customer;d. Customer obtains a new transponder;

	<ul style="list-style-type: none"> e. Account has a specified number of toll transactions at a specified location; f. Account makes a payment using a specified channel or location; g. Customer participates in chat; h. Customer opt-in for electronic delivery of eligible Correspondence Items; i. Customer pays off all debt; j. Customer establishes Payment Plan with automatic recurring payments; k. Customer downloads Mobile Application, and l. Customer refers a friend.
1522	Provide the capability to Configure the Business Rules for an event-driven “refer-a-friend” Reward Program where an Authorized User can specify whether the referred (new) Customer or the (existing) Customer who referred the new Customer, or both, enjoy the benefits of the Reward Program.
1523	Provide the capability to Configure the Business Rules for an event-driven “refer-a-friend” Reward Program where constraints are defined for both the person referring and the person who is referred, for example, the referrer’s Account must remain open to receive the benefit and the referee’s new Account must post a specified Configurable number of New Jersey E-ZPass Account toll transactions and remain in good standing for a specified Configurable period of time.
1524	Provide the capability to define new event-driven Reward Programs without major software changes.
1525	Provide the capability to define and establish a Customer loyalty program that would leverage Reward Programs functionality, for example, a Customer with an Account in good standing who refers a certain number of friends who subsequently open new Accounts qualifies for a loyalty benefit.
1526	Provide real-time snapshot information for each Reward Program containing summary and detail information via a user interface and also through reports.
1527	<p>Provide the capability to continue to evaluate and measure the effectiveness of a Reward Program in the future by providing metric and trend information on the Reward Program’s participants and benefits after the Reward Program ends. This must be provided for all types of Reward Programs. For example:</p> <ul style="list-style-type: none"> a. For a free transponder Reward Program, at any point in the future, NJTA must have the ability to see real-time metrics and trends associated with the free transponders issued. b. For a ‘refer-a-friend’ Reward Program, at any point in the future, NJTA must have the ability to see metrics and trends associated with the new ‘friend’ Accounts.

9.11.14 Fees and Penalties

Fees and penalties are financial transactions that will be routinely assessed by the System. Fees and penalties can be assessed at the Account, transponder, vehicle, Violation Notice or transaction levels. Fees and penalties should not be assessed on a cumulative basis, such as a fee or fine assessed and associated to another previously charged fee or fine. Fees and penalties, even when associated with a single transaction, should not change the amount of the transaction. The System shall be capable of reversing fees and penalties automatically or manually, individually or in batches.

1528	Support the assessment of fees and penalties (automatically and manually) to Accounts.
1529	Provide Authorized Users the capability to set the thresholds and ranges for all relevant parameters related to penalties and fees, for example, default fee amounts or whether or not a periodic transponder fee is charged, or the maximum number of fees by type that can be applied while an Account is active in collection status.
1530	Provide the capability to apply Configurable fees and penalties to Accounts.
1531	Provide the capability for Authorized Users to create new fee/fine types using the front-end application.
1532	<p>Provide the capability to charge Configurable, Account related fees, with different Configurable charges depending on Account attributes and Approval, including but not limited to:</p> <ul style="list-style-type: none">a. administrative fees;b. Interoperable Agencies fees;c. image review fees;d. other processing fees;e. NSF fee;f. failed replenishment fee;g. transponder activation fee;h. transponder deposit;i. transponder fee;j. transponder reactivation fee;k. transponder replacement fee;l. lost transponder fee;m. stolen transponder fee;

	<p>n. damaged transponder fee;</p> <p>o. excessive IToll fee;</p> <p>p. excessive automatic replenishment fee by Payment Method;</p> <p>q. penalties;</p> <p>r. escalation fees;</p> <p>s. escalation fine;</p> <p>t. invoice fees;</p> <p>u. Violation Notice fees;</p> <p>v. statement fees by method of delivery;</p> <p>w. late fees;</p> <p>x. Account re-activation fee;</p> <p>y. collections fees;</p> <p>z. Account membership fees;</p> <p>aa. Account recurring fees;</p> <p>bb. Account inactive fees;</p> <p>cc. Account closing fee;</p> <p>dd. Account Plan membership fees;</p> <p>ee. invoicing fees;</p> <p>ff. vehicle suspension/hold fee;</p> <p>gg. MVC/DMV fee;</p> <p>hh. negative balance fee;</p> <p>ii. Correspondence Item mailing fee, and</p> <p>jj. post-paid transponder fee.</p>
1533	<p>Provide the capability for the assessment of fees and penalties based on event triggered Account activities, for all Accounts or Configurable by specific Account Type(s), including but not limited to:</p> <p>a. Account has negative balance beyond a Configurable number of days;</p> <p>b. Account has negative balance beyond a Configurable amount;</p>

	c. failure of automatic replenishments; d. excessive ITolls; e. transponders are not returned; f. transponders are reported lost, and g. transponders are reported stolen.
1534	Provide the capability for event triggered Account activities for all Accounts or Configurable by specific Account attributes to cause the System to notify the Customers, and update their Accounts, including charging of applicable fees in accordance with the Business Rules.
1535	Provide Authorized Users the capability to charge fees by applicable Toll Agency.
1536	Provide the capability to assess fees and include fees in the amounts placed at a Collections Services Contractor or related to Vehicle Registration Holds based on the Business Rules.
1537	Provide the capability for charging a variable transponder fee (rate tier based upon number of transponders) on a periodic basis on a Configurable date.
1538	Provide the capability to reverse fees and penalties automatically or manually by for Authorized Users, individually or in batches.
1539	Provide Authorized Users the capability for full fee/fine reversals via an adjustment transaction, with a System Configurable reason code, preserving complete history.
1540	Provide Authorized Users the capability for partial fee/fine reversals via an adjustment transaction, with a System Configurable reason code, preserving complete history.
1541	Provide Authorized Users the capability to adjust fees for a conversion to another Account Type.
1542	Provide Authorized Users the capability to manually apply custom fees and penalties to Accounts.

9.12 Website and Mobile Application

Customers can obtain access to their Accounts via Customer portals, such as the Self-Service Website and the Mobile Application. These Customer portals provide access to real-time Account data and allow Customers to establish Accounts, manage their Accounts, obtain information and, with the Mobile Application, access unique functionality inherent to mobile devices. NJTA intends for these Customer portals to allow Customers to perform actions that they might ask of a CSR and expects the Contractor to make efforts to drive contacts to these self-service options. In order to ensure that these tools are Customer friendly, intuitive and use state of the art technologies and tools to best serve the Customer, design of the Self-Service Website and Mobile Application shall be provided by a Subcontractor whose main function is to provide website and mobile application design services or a Contractor's innovation team dedicated to website and mobile application design services. Such Subcontractor/Contractor team shall also be

utilized during the two anticipated redesigns of the Self-Service Website and Mobile Application occurring during the Operations and Maintenance Phase.

1543	Utilize a Subcontractor/Contractor's innovation team with broad and demonstrable experience specializing in the design of UI/UX/CX for the design, navigation, search engine optimization, and look & feel of all screens and processes for the Self-Service Website and Mobile Application. The Subcontractor/Contractor's innovation team shall be fully integrated and participate with the Contractor and NJTA during the related workshops, design meetings, all development cycles, and all testing phases. The Subcontractor/Contractor's innovation team shall remain available to the Contractor and NJTA during the Operations and Maintenance Phase.
1544	Both the Self-Service Website and the Mobile Application shall meet the requirements of the most current version of the Americans with Disabilities Act of 1990 (ADA amended in 2008).
1545	Both the Self-Service Website and the Mobile Application shall have sophisticated, standards-driven, front-end frameworks that are device and browser agnostic.
1546	Both the Self-Service Website and the Mobile Application shall use the latest development platform advancements to simplify development, maintenance, and design.
1547	Both the Self-Service Website and the Mobile Application shall be fully compatible and responsive with all mobile operating systems that hold five percent (5%) or more of the United States market share according to statcounter.com or other source Approved by NJTA.
1548	Both the Self-Service Website and the Mobile Application shall be fully compatible and responsive with all mobile and web browsers that hold five percent (5%) or more of the United States market share according to statcounter.com or other source Approved by NJTA.
1549	Both the Self-Service Website and the Mobile Application shall support, including but not limited to: a. iPhone and other Apple mobile devices; b. Android phones and other Android mobile devices; c. Samsung mobile devices; d. Sony mobile devices; e. Mobile devices with Windows; f. OnePlus mobile devices; g. TCL mobile devices; h. Motorola mobile devices; i. Google mobile devices, and

	j. up to two (2) additional mobile phone platforms that are not currently in this list and are in the top five (5) mobile phone platforms used in the United States at the time of design.
1550	Both the Self-Service Website and the Mobile Application designs shall facilitate the use of a single code base that can be delivered across platforms and devices to streamline both the primary and regression testing required when deploying Software updates and enhancements.
1551	Both the Self-Service Website and the Mobile Application shall present user flows in an intuitive, visually appealing fashion, and shall provide Customers with clear on-screen guidance.
1552	Both the Self-Service Website and the Mobile Application shall use the latest and most efficient navigation techniques.
1553	Both the Self-Service Website and the Mobile Application shall use the latest data entry validation, Customer feedback, step-by-step guidance, identity confirmations and Communication Channel confirmations.
1554	Both the Self-Service Website and the Mobile Application shall use the latest techniques for autocompleting input.
1555	Both the Self-Service Website and the Mobile Application shall provide global search capabilities.
1556	Both the Self-Service Website and the Mobile Application shall provide full functionality in both English and Spanish.
1557	Spanish text used in both the Self-Service Website and the Mobile Application shall be produced by a professional language translation service.
1558	Provide frameworks that minimize the effort to support additional languages on the Self-Service Website and on the Mobile Application in the future.
1559	Both the Self-Service Website and the Mobile Application shall provide the capability for Authorized User to add and update educational videos Approved by NJTA.
1560	Both the Self-Service Website and the Mobile Application shall provide the capability for Authorized User to add and update promotional messages and Customer messaging Approved by NJTA.
1561	Both the Self-Service Website and the Mobile Application shall support the addition of sponsored advertisements Approved by NJTA.
1562	Both the Self-Service Website and the Mobile Application shall support one-click calling for all phone numbers displayed.

1563	<p>Provide analytics tools for the measurement, collection, analysis, and reporting of internet data for purposes of understanding visitor behavior, optimizing usage, facilitating business, and market research, and to assess and improve the effectiveness of the Self-Service Website and the Mobile Application. The analytics tools shall track all usage on both the Self-Service Website and the Mobile Application, including but not limited to:</p>
a. number of individual hits by screen;	
b. number of page views;	
c. pages per session;	
d. average time per page;	
e. average session duration;	
f. visitor landing page;	
g. pages where visitors leave;	
h. number of repeat visitors versus new visitors;	
i. metrics by device type used by visitors;	
j. metrics by operating system use by visitors, to include type and version;	
k. metrics by browsers used by visitors, to include type and version;	
l. metrics by visitor physical location;	
m. bounce rate;	
n. abandonment rate;	
o. visitor activity trends over time;	
p. ratio of total visits to total visitors;	
q. ratio of total visits to total page views, and	
r. information on the path visitors take to complete activities, for example to make a payment.	
1564	<p>Provide robust third-party tools for monitoring and displaying performance and uptime metrics over time for both the Self-Service Website and the Mobile Application, including but not limited to:</p>
a. availability;	
b. page load time;	
c. resolve time;	
d. transmission control protocol (TCP) connection time;	

	<ul style="list-style-type: none"> e. hypertext transfer protocol secure (HTTPS) handshake time; f. send time; g. wait time; h. time to first byte; i. page ready time; j. redirect duration; k. domain name system (DNS) resolve duration; l. network performance; m. backend performance; n. send duration; o. receive duration; p. document object model (DOM) duration; q. render duration, and r. download duration.
1565	All tools used to provide information, such as analytics and performance and uptime metrics, for the Self-Service Website and the Mobile Application shall be customized and fully Configured for the New Jersey E-ZPass System and shall be available to the Toll Agencies.

9.12.1 Self-Service Website

1566	Provide a Self-Service Website that supports a single or separate URLs for Registered Account Customers and Unregistered Account Customers, to be determined during design.
1567	<p>Allow the Self-Service Website to autocomplete data entry fields by using stored information from the computer/laptop/mobile device, including but not limited to:</p> <ul style="list-style-type: none"> a. name fields; b. Payment Methods; c. address(es); d. email address(es), and e. phone number(s).

1568	The Self-Service Website shall be fully compatible and responsive to all desktop/laptop operating systems that hold five percent (5%) or more of the United States market share according to statcounter.com or other source Approved by NJTA.
1569	The Self-Service Website shall be fully compatible and responsive with all desktop/laptop browsers that hold five percent (5%) or more of the United States market share according to statcounter.com or other source Approved by NJTA.
1570	The Self-Service Website shall be browser agnostic, responding correctly to desktop or mobile devices.
1571	Detect and advise the Customer if the browser used to access the Self-Service Website is old or not supported and instruct where updates can be obtained.

9.12.1.1 Self-Service Website Account Establishment and Maintenance

The intent of the Requirements in this section is to provide Customers with the ability to establish Accounts and to access and manage existing Accounts via the Self-Service Website, in accordance with the Business Rules. Customers shall be provided access to real-time Account data and shall be allowed to perform all actions that they might ask of a CSR with the exception of certain functions that are specific to an Authorized User with an elevated user role.

1572	Provide an Account creation process, via the Self-Service Website, that logically leads a Customer through the necessary steps to create an Account, minimizing required steps and clicks, and data entry, and providing an on-screen roadmap of the steps (step x of y) through the completion of the process.
1573	Provide the capability, via the Self-Service Website, for a Customer to update their Account attributes from an Unregistered Account to a Registered Account using prepopulated relevant existing Customer information from the Unregistered Account and to provide the required additional information.
1574	Provide, via the Self-Service Website, immediate on-screen guidance to the Customer regarding information entered during the Account creation process that fails validation.
1575	Validate that minimum Requirements for Account creation are met based on Business Rules, prior to allowing the Customer to move to the next step of Account creation on the Self-Service Website.
1576	Provide the capability, via the Self-Service Website, for the Customer to select desired Account attributes during the establishment of an Account.
1577	Prohibit presentation of specific Account attributes for selection during Account creation via the Self-Service Website, for example non-revenue Account Funding Type would not be displayed as an option and Customers that qualify for non-revenue Funding Type would need to contact the CSC for assistance.

1578	Provide the capability, via the Self-Service Website, for Customers to set up a Business Account.
1579	Provide the capability, when Customer is opening a new Account via the Self-Service Website, to automatically identify other Account(s) associated with that Account name or address or other Configurable criteria and create a Case for internal use to allow an Authorized User to determine whether or not the Account is a duplicate.
1580	Provide the capability, via the Self-Service Website, for the selection of Account preferences during the establishment of an Account.
1581	Provide the capability, via the Self-Service Website, for a Customer to establish an Account with or add to an existing Account a transponder from an IAG/Interoperable Agency.
1582	Provide the capability, via the Self-Service Website, for Customers to review static documents that have been posted and Configured to be viewable on the Self-Service Website.
1583	Provide the capability, via the Self-Service Website, to require that certain Configurable documents, such as the Terms and Conditions and/or the Privacy Policy are acknowledged, and a record of that acknowledgment is saved in the System prior to establishing an Account.
1584	Provide the capability to restrict Accounts from using the Self-Service Website based on Account attributes, in accordance with the Business Rules, for example an Account that has been closed or an Account that has a self-service lock Account Flag.
1585	Provide the capability, via the Self-Service Website, for Customers to fully manage their Account, performing all actions they might ask of a CSR with the exception of certain functions that are specific to an Authorized User with an elevated user role per Configured settings and in accordance with the Business Rules.
1586	Provide, via the Self-Service Website, a Customer Account Dashboard that presents a summary of the Account.
1587	<p>Include, within the Customer Account Dashboard on the Self-Service Website, buttons which take the Customer directly to screens to perform certain tasks, to be determined during design, including, but not limited to:</p> <ul style="list-style-type: none"> a. make a payment; b. review and update contact information, vehicle data and communication preferences; c. view recent transactions; d. view current and recent Summary Statements; e. view current and recent Statements and Notices; f. search for Statements and Notices; g. view other Correspondence;

	h. create, view and update Cases, and
	i. add or update a payment method.
1588	Provide the capability, via the Self-Service Website, for Customers to view only those types of transactions that are Configured for presentation to Customers.
1589	Provide the capability, via the Self-Service Website, for Customers to view only those comments that are Configured to be visible to Customers.
1590	Provide the capability, via the Self-Service Website, for Customers to set and modify preferred Communication Channels.
1591	Provide the capability, via the Self-Service Website, for Customers to set and modify delivery and language (Spanish or English) preferences for different types of communications and Correspondence Items.
1592	Provide the capability, via the Self-Service Website, to check each email address upon entry to assure it is in the correct format, and if it is not, require that it is corrected before allowing the Customer to proceed.
1593	Provide the capability, via the Self-Service Website, for electronic email address validation and verification during the Account creation process. For example, after the Email Validation Service Provider validates the email address upon entry, a verification email is sent to the email address provided with a link by which the Customer can confirm they have control of the Account. Upon verification, the System shall allow the Account creation process to be completed.
1594	For any subsequent additional email addresses added through the Self-Service Website, provide the capability to perform the email address validation and verification prior to finalizing the entry on the Account. Display a message informing the Customer that the email address will not be added until the verification process is complete.
1595	Provide the capability for Customers to re-initiate the email verification process via the Self-Service Website.
1596	Provide the capability, via the Self-Service Website, for the Customer to accept or reject the recommended changes provided during mailing address standardization.
1597	Provide the capability, via the Self-Service Website, for Customers to add more than one address and to classify or establish rules for mailing correspondence, shipping transponders or supplies, billing or sending invoices, and to identify an alternate address for exception handling.
1598	Provide the capability, via the Self-Service Website, for Customers to enter and maintain preferences for multiple phone numbers associated with an Account and to set a preference order.

9.12.1.2 Self-Service Website Account Access and Security

1599	Provide the capability, via the Self-Service Website and without Authorized User interaction, for Customers to gain online access to their existing Account(s).
1600	Provide, via the Self-Service Website, the same functionality for all Customers, regardless of Account Category, Account Funding Type, Account Type or Account Sub-Type.
1601	Provide the capability, via the Self-Service Website, for a Customer to select a PIN upon Account establishment.
1602	Provide the capability, via the Self-Service Website, for a Customer to create a username and password upon Account establishment. The Self-Service Website shall support the following related to username and password: <ul style="list-style-type: none"> a. username and password strength requirements as determined during the Implementation Phase and documented in the Business Rules; b. multi-factor authentication and provide Configurability to enable or disable, and c. authentication that ensures access attempt is not via a “bot.”
1603	Provide the capability, via the Self-Service Website, for a Customer to forego creating a username and password and to instead choose to access their New Jersey E-ZPass Account using an existing social media account.
1604	Provide the capability, via the Self-Service Website, to support biometric security provided by the supported mobile devices and mobile operating system.
1605	Upon, or prior to, the first logon via the Self-Service Website, require the Customer to Configure a means of credential self-recovery in accordance with security industry best practices, to include guidance from OWASP and NIST.
1606	Provide the capability, via the Self-Service Website, for a Customer to set a new PIN.
1607	Provide the capability, via the Self-Service Website, for a Customer to reset the password.
1608	Provide the capability, via the Self-Service Website, for a Customer to change username.

9.12.1.3 Self-Service Website Location Services

1609	Provide a Self-Service Website that contains an interactive map that includes, but is not limited to: <ul style="list-style-type: none"> a. New Jersey E-ZPass Walk in Center locations; b. Retail Cash Payment Processor locations; c. toll locations with drill down to current toll schedule; d. roadway exit and entrance locations;
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	e. service area locations; f. charging station locations; g. commuter lot locations; h. Retail Distributor of Inventory locations, and i. capabilities to navigate the Customer to these locations using location-based services.
1610	Provide the capability to display output from Toll Agency roadway cameras on the Self-Service Website's interactive map.
1611	Provide the capability for the Customer to filter the items they want to display on the Self-Service Website's interactive map.
1612	Provide the capability for the Customer to select beginning and ending locations from the Self-Service Website's interactive map and obtain trip planning information, such as any Configured travel advisories and toll rates along their planned route.
1613	Provide a Self-Service Website that allows the Customer to navigate to an address using their preferred map application on the device.

9.12.1.4 Self-Service Website Vehicles, License Plates and Transponders

1614	Provide the capability for Customers to request new transponders and other available Inventory Items via the Self-Service Website.
1615	Provide the capability to register and associate a transponder (e.g., transponder from a Retail Distributor of Inventory or a vehicle integrated transponder) to an Account on the Self-Service Website.
1616	Provide the capability, via the Self-Service Website, for Customers to request replacement of transponders.
1617	Provide the capability, via the Self-Service Website, for Customers to report transponders lost or stolen.
1618	Provide a System-generated Correspondence Item when an Account holder reports a transponder lost or stolen via the Self-Service Website.
1619	Provide the capability, via the Self-Service Website, for Customers to add, delete and manage vehicles at the Account level.
1620	Provide the capability to automatically request the appropriate type of transponder for the Customer, for example when the vehicle make and model they enter via the Self-Service Website requires an externally mounted transponder or a special mounting location.
1621	Provide the capability, via the Self-Service Website, to display a sample picture of the license plate type selected for Customer verification.

1622	Provide the capability, via the Self-Service Website, to validate the license plate added and prompt Customer to correct their entry if it fails validation.
1623	Provide the capability for a Customer to associate a transponder with a vehicle, via the Self-Service Website, for example to support vehicle integrated transponders or to allow Customers to establish an optional association.
1624	Provide, via the Self-Service Website, the capability to capture vehicle license plate information using a mobile device's camera, as well as from a saved image, for association with the Account.
1625	Provide, via the Self-Service Website, the capability to capture credit and debit card information using a mobile device's camera.
1626	Provide the capability, via the Self-Service Website, for Customers to manage active periods for vehicles at the Account level. For example, a Customer may wish to add a rental vehicle to their Account for a limited amount of time (active period).
1627	Verify and advise the Customer of actions to take when the license plate entered during the Account creation or Account update process, via the Self-Service Website, is associated with, including but not limited to: <ol style="list-style-type: none">unpaid transactions on another Account(s) (including Violation Notices);an Account in bad standing;an Account that was closed in bad standing;an Account in collections;an Account in bankruptcy, andthe license plate is active on another Account.
1628	Provide the capability, via the Self-Service Website, for Customers to uniquely identify license plates that have the same character sequence but are differentiated by vehicle class (or other such reason) which is denoted by specific prefixes/suffixes.
1629	Provide the capability, via the Self-Service Website, for Customers to take actions regarding license plates associated with other Accounts as per the Business Rules, including but not limited to: <ol style="list-style-type: none">pay the associated Toll Bill, Post-paid Statement, or Violation Notice using Approved payment channels/methods;pay the associated Toll Bill, Post-paid Statement, or Violation Notice using the pre-paid balance with the option to add the license plate to the new Account;delete the license plate on the Account, andrequest merge of the two Accounts, which will automatically create a Case.

1630	Provide the capability, via the Self-Service Website, to add multiple license plates and associated vehicle information to the Account.
1631	Provide the capability, via the Self-Service Website, for Customers to manage rental cars/fleets for all Business Account Types.
1632	Provide the capability, via the Self-Service Website, for Customers with Business Accounts to upload files to reassign license plates.
1633	Provide the capability, via the Self-Service Website, to upload a file with vehicles and associated information, using an intuitive and user-friendly process that supports multiple data formats, for example delimiter-separated data or Excel. Functionality shall include but not be limited to: <ul style="list-style-type: none"> a. a browse button to locate the file; b. require Customer confirmation of acceptance of NJTA-Approved language prior to uploading of files (for example, not uploading Confidential Personal Information); c. validation of the file prior to import (invalid files shall not be imported, and an error message shall be presented); d. on-screen feedback of successful processing by indicating the number of vehicles imported, and e. email Correspondence of whether import was successful or not.
1634	Provide a downloadable sample vehicle file and interface specification/data definition document with instructions for each supported format on the Self-Service Website (only for Business Accounts).
1635	Provide detailed instructions on the Self-Service Website regarding the process to upload vehicle information.

9.12.1.5 Self-Service Website Payment Processing

1636	Provide the capability, via the Self-Service Website, to accept payments in accordance with the Business Rules.
1637	Provide the Configurable capability to limit the Payment Methods available via the Self-Service Website (for example, cash shall not be a payment option on the Self-Service Website).
1638	Support payments, via the Self-Service Website, using the top five (5) Mobile Wallets based on US market share according to statcounter.com or other source Approved by NJTA. The five (5) Mobile Wallets may be different for the Self-Service Website and Mobile Application based on compatibility with website versus application platforms.

1639	Provide the capability, via the Self-Service Website, to accept credit card payments, PIN-less debit card payments, PIN-based debit card payments, ACH payments, Digital Wallet payments, Mobile Wallet payments, and e-Commerce Payment System payments (such as PayPal, Venmo, Zelle, Amazon Pay).
1640	Provide the capability, via the Self-Service Website, for Customers to add, modify and set the order of preference of Payment Methods for auto-replenishment and for other automatic payments.
1641	Provide the capability, via the Self-Service Website, for Customers to set and to modify their Account's auto-replenishment amount in accordance with the Business Rules, including but not limited to: <ul style="list-style-type: none"> a. accept the default auto-replenishment amount calculated by the System; b. select from multiple auto-replenishment amounts calculated and presented by the System, and c. enter their own auto-replenishment amount that is equal to or more than the Configured minimum.
1642	Provide the Configurable capability, when the Customer enters a credit card as an auto-replenishment method via the Self-Service Website, for the System to check if the credit card entered is/has been associated with another Account and automatically, behind the scenes, create a Case for internal use to investigate for potentially fraudulent activity.
1643	Provide the Configurable capability, when the Customer enters ACH as an auto-replenishment method on the Self-Service Website, for the System to check if the ACH information entered is/has been associated with another Account and automatically, behind the scenes, create a Case for internal use to investigate for potentially fraudulent activity.
1644	When a Customer, via the Self-Service Website, updates a Payment Method that is used for recurring payments, the System shall check whether the original Payment Method is used for any other recurring payments associated with the Account, for example if the Customer updates the Payment Method on file for auto-replenishment and the Account is associated with a Payment Plan that also uses the original Payment Method, the System shall take one of the following Configured actions: <ul style="list-style-type: none"> a. prompt the Customer to ask if they want the System to update the Payment Method for the other recurring payment as well and then automatically update it if the Customer requests update, or b. automatically update the Payment Method on the other recurring payment and then inform the Customer of the update.
1645	Provide the capability, via the Self-Service Website, to display a confirmation page that includes Payment Method details (credit card, debit card and bank account numbers obscured except for the last 4 digits) and amount to be paid prior to Customer being allowed to submit a payment.

1646	Provide the capability, via the Self-Service Website, to use browser stored Payment Methods to autofill payment information when selected by the Customer, including mailing addresses.
1647	Provide the capability, when the Self-Service Website is accessed via a mobile device, to scan a credit card/debit card and load the information into the payment screen.
1648	Provide the capability, via the Self-Service Website, to populate the credit card type automatically after the first four digits are entered or credit card is scanned.
1649	Provide one-click option for the Customer (Configurable by Account attributes) to repeat last payment, via the Self-Service Website. For example, if the Customer added \$10 to their Account with their most recent payment transaction, an option would exist for them to click a button to "Add \$10."
1650	Provide the capability to generate a receipt for payment via the Self-Service Website, which can be printed, downloaded, or emailed to the Customer.
1651	Provide the capability, via the Self-Service Website, for the manual replenishing (via existing Payment Methods on the Account) of Registered Accounts.
1652	Provide the capability, via the Self-Service Website, to prevent Customers from making payments in excess of an amount due (Configurable by Account attributes and by pay item).
1653	Provide the capability, via the Self-Service Website, to prevent a Customer from using a Payment Method that has been set on the Account as prohibited, for example due to failed payments using that Payment Method.
1654	Provide the capability, via the Self-Service Website, for Customers to make a payment and have it applied towards a specific item on the Account or to the balance due.
1655	Provide the capability for Customers to only pay items via the Self-Service Website, that are Configured as acceptable for payment via the Self-Service Website.
1656	Provide the capability to only allow Customers to make payments via the Self-Service Website when their Account status and/or escalation stage is Configured as acceptable for payment via the Self-Service Website.
1657	Provide the capability to prevent duplicate payments from being made via the Self-Service Website.
1658	Provide the capability to prompt Customer for extra confirmation when they are paying for an item via the Self-Service Website and the payment will result in an overpayment on their Account.
1659	Provide the capability, via the Self-Service Website, to use a Payment Method on file as payment for all Inventory Items.
1660	Provide the capability, via the Self-Service Website, to use available Account balance up to a Configurable threshold as payment for all Inventory Items.

1661	Provide the capability, via the Self-Service Website, to use the available Account balance as a Payment Method for transponder purchases and transponder deposits.
1662	Provide the capability, via the Self-Service Website, to use the available Account balance as a Payment Method for Violation Notices, Toll Bills, Commercial Post-paid Invoices, Post-paid Statements, Payment Plan payments and unpaid transactions for which a Correspondence Item has not yet been created.
1663	Provide the capability, via the Self-Service Website, for Customers to establish recurring payments, using Approved and verified Payment Methods, to automatically pay Correspondence Items requesting payment for post-paid transactions, for example Commercial Post-paid Invoices, Toll Bills, and Post-paid Statements.
1664	Provide the capability, via the Self-Service Website, to access Payment Plans by Payment Plan number and at least one other Configurable data element and make associated payments via all Configured Payment Methods.
1665	Provide the capability, via the Self-Service Website, for Customers to establish a new Payment Plan with recurring payments.
1666	Provide the capability, via the Self-Service Website, for a Customer to establish recurring payments for an existing Payment Plan.
1667	Provide the capability, via the Self-Service Website, to require Customer to make a successful payment prior to establishing recurring payments for an existing Payment Plan.
1668	Provide, via the Self-Service Website, the capability to allow electronic acceptance of Payment Plan terms.

9.12.1.6 Self-Service Website Statements, Notices and Account Activity

1669	Provide the capability to display any unbilled, unpaid Image-Based Transactions, unpaid Statements and Notices associated with an Account on the landing page when the Customer accesses the Self-Service Website.
1670	Provide the capability, when the Self-Service Website is accessed via a mobile device, to scan Violation Notices, Toll Bills and Summary Statements and have the System search for and display the Account information.
1671	Provide the capability, via the Self-Service Website, for Statement and Notice viewing, payment and dispute using Configurable data elements entered by the Customer for authentication, for example entry of the Correspondence Item number and license plate number associated with a Violation Notice.
1672	Provide, via the Self-Service Website, the capability for a Customer who has a Registered Account to view and pay unbilled Image-Based-Transactions that have posted to their Account.

1673	Provide, via the Self-Service Website, the capability for a Customer who does not have a Registered Account to locate, view and pay unbilled Image-Based Transactions using Configurable data elements entered/selected by the Customer for authentication, for example information about the transactions such as the location and date/time range of the transactions and the license plate number associated with the vehicle.
1674	When a Customer who does not have a Registered Account locates and pays unbilled Image-Based Transactions, via the Self-Service Website, provide the capability for the Customer to take one of the following actions: c. to establish a Registered Account using contact and payment information entered; d. to save contact and payment information to the Unregistered Account for use during future one-time payments; e. to save contact and payment information to the Unregistered Account and authorize future automatic payments, and f. to decline saving contact and payment information to the Unregistered Account.
1675	When a Customer who does not have a Registered Account attempts to locate unbilled Image-Based Transactions via the Self-Service Website and the transactions cannot be found, provide the capability for the Customer to take one of the following actions: a. to provide license plate and contact information to be alerted when the transactions post to an Unregistered Account; b. to provide license plate, contact and payment information to automatically pay transactions for the license plate that post to the Unregistered Account during the date/time range specified by the Customer, and c. to establish a Registered Account and add the license plate to the Account, authorizing the transactions to post to the new Account.
1676	Provide, via the Self-Service Website, the capability for Summary Statement generation, viewing, and payment using Configurable data elements entered by the Customer for authentication.
1677	Provide the capability, via the Self-Service Website, for Customers, when viewing Statements and Notices and Summary Statements, to click links within the document to navigate directly to the appropriate page to view more detailed information or to perform an action such as making a payment.
1678	Provide the capability, via the Self-Service Website, for viewing the images associated with transactions on Toll Bills, Post-paid Statements, and Violation Notices in compliance with PII Requirements and with the Business Rules.
1679	Provide the capability, via the Self-Service Website, for Customers to query transactions posted to their Account by license plate number, transponder number or Toll Facility.

1680	Provide the capability, via the Self-Service Website, for a Customer to click a transaction level link to view all of the available Image-Based Transaction images (both front and rear, ROI, etc.) for that transaction.
1681	Provide the capability, via the Self-Service Website, for the Customer to initiate disputes.
1682	Provide the capability, via the Self-Service Website, to automatically create a Case and populate it with all pertinent information when a Customer disputes a toll transaction or unpaid transaction.
1683	Provide the capability, via the Self-Service Website, for a Customer to upload a file supporting the dispute and have it associated to the Account and Case.
1684	Provide the capability, via the Self-Service Website, for a rental car company to submit Dispute A, supply information for the person who was renting the vehicle at the time of the toll violation and upload required information to support the dispute.
1685	Provide the capability, via the Self-Service Website, for a Customer, when submitting a Dispute C, to intuitively and efficiently add the license plate/vehicle to a Registered Account, for which they have login access, and have the System verify to the Customer that the license plate has been added and the transactions have posted.
1686	Provide the capability, via the Self-Service Website, when Customer is submitting a Dispute C, to notify the Customer of any fees and assess those fees to the Account in accordance with the Approved Business Rules.
1687	If the transactions that a Customer is disputing via the Self-Service Website cannot post to the Account or the license plate cannot be added, in real time, the System shall notify the Customer of the issue and inform them of the corrective action they should take, for example to contact the CSC for assistance.

9.12.1.7 Self-Service Website Customer Communication

1688	Provide the capability, via the Self-Service Website, for Customers to set “opt in” and “opt out” options for certain Correspondence types.
1689	Provide the capability, via the Self-Service Website, to automatically display all Configured active Account Flags to Customers accessing their Accounts.
1690	Provide the capability, via the Self-Service Website, for suppressing selected Account Flags to Customers accessing their Accounts.
1691	Provide the capability to display Configurable notifications to the Customer upon accessing their Account via the Self-Service Website, including but not limited to: <ul style="list-style-type: none"> a. Flags related to the Account; b. transponder in certain status, for example, lost or stolen;

	c. unpaid transactions; d. Account balance thresholds reached, and e. Customer advisories.
1692	Automatically create a contact record for all Self-Service Website interactions even if Customer does not make any changes.
1693	Provide the capability for sending an Account summary to the Customer's preferred Communication Channel upon a successful Account creation process via the Self-Service Website; the Account summary shall also be provided in a printer-friendly format.
1694	Provide the capability, via the Self-Service Website, to view, download and print past Statements and Notices and Summary Statements and to generate Summary Statements and On-demand Statements, based on selectable criteria, depending on Account attributes.
1695	Provide the capability, via the Self-Service Website, to view, download and print Violation Notices including all associated images.
1696	Provide the capability, via the Self-Service Website, to view, download (in PDF format) and print any Correspondence associated with their Account after logging in to their Account.
1697	Provide the capability, via the Self-Service Website, to download statements in PDF and CSV formats.
1698	Provide the capability, via the Self-Service Website, to obtain the detailed Account transaction history in PDF and CSV formats and transmit/save the document through Customer selected channels.
1699	Provide the capability, via the Self-Service Website, to select individual transactions and export only selected transactions to PDF and CSV formats.

9.12.1.8 Self-Service Website Other Functionality

1700	Provide the capability, via the Self-Service Website, to access the knowledge base tool and search for information or answers to questions using key words and phrases.
1701	Provide the capability, via the Self-Service Website, for Customers to provide feedback.
1702	Provide the capability, via the Self-Service Website, to view and edit Account preferences such as opt-in/out for E-ZPass Plus, opt-in/out for toll receipt push notifications, opt-in/out for reward programs.
1703	Provide the capability, via the Self-Service Website, for Customers to view details about Account Alerts and Flags associated with their Account.
1704	Provide the capability, via the Self-Service Website, for a primary Account holder to add a secondary user to their Account, manage secondary user's privileges, and remove a secondary user.

1705	Provide the capability, via the Self-Service Website, to enroll in various Account Plans.
1706	Provide the capability, via the Self-Service Website, to apply and manage Account Plans at various levels, per the Business Rules, including but not limited to: <ol style="list-style-type: none">at the Account level;at the transponder level, andat the vehicle level.
1707	Provide the capability for a Customer to click a link or scan a QR code in a Correspondence Item they received that requests a response to navigate directly to the location on the Self-Service Website where they can respond, for example to: <ol style="list-style-type: none">respond to a ‘request to consolidate Accounts’ Correspondence Item andrespond to an Account inactivity Correspondence Item.
1708	Provide the capability, via the Self-Service Website, to participate in Reward Programs.
1709	Provide the capability, via the Self-Service Website, to enter Customer feedback including the capability to categorize their input via drop-down menu options and include attachments.
1710	Provide the capability, via the Self-Service Website, to view, update or create Cases associated to Accounts.
1711	Provide the capability, via the Self-Service Website, to automatically create Cases for Customer requests, including but not limited to: <ol style="list-style-type: none">requests for new Accounts;general Customer requests including requests via the “Contact Us” form;inventory requests;disputes, andrequest for call back.
1712	Provide the capability, via the Self-Service Website, for a Customer to upload a file and have it associated to the Account and Case, if applicable. Such uploads shall be structured within a specific process where a category can be assigned and a Case opened for an Authorized User to verify, for example additional evidence for a dispute, or police report for a stolen vehicle.
1713	Provide the capability, via the Self-Service Website when accessed on a mobile device, to scan the barcode, scan line or QR Code and automatically be taken to the appropriate processing screen for processes, including but not limited to: <ol style="list-style-type: none">registering transponders andmaking payments on statements, Toll Bills, Post-paid Statements and Violation Notices.

1714	Provide chat capabilities via the Self-Service Website.
1715	Provide the capability to display chat as an option on Self-Service Website pages only when the System has made the determination that chat is available for use on the Self-Service Website.
1716	By default, present the chat window on the Self-Service Website in the Customer's preferred language but allow Customer to change to a different language.
1717	Provide the capability for a Customer, via the Self-Service Website, to view and optionally print chat transcripts.
1718	Provide instructions and areas for general information about tolls and toll collection via the Self-Service Website.
1719	Provide, via the Self-Service Website, links to navigate to the toll rate schedule on each Toll Agency's website.

9.12.2 Mobile Application

The intent of the Requirements in this section is for the Contractor to provide a Mobile Application designed to support mobile devices such as smartphones and tablets. The Mobile Application shall be made available through the commonly used application stores at no cost to the Customer.

The Mobile Application will contain the functionality described in the Requirements, which includes Account management, payment processing, and Toll Bill, Commercial Post-paid Invoice, and Violation Notice viewing/disputing. The Mobile Application will also provide travel advisory alerts for motorists driving along the Toll Agencies' roads.

1720	Provide native Mobile Application capabilities, including but not limited to:
	a. push notifications;
	b. location-based services;
	c. Digital Wallet;
	d. search capabilities;
	e. login using device biometrics;
	f. save statements, transactions, Correspondences to device or share;
	g. autocomplete data entry fields using data stored within the device;
	h. swipe to delete, and
	i. mobile device camera.
1721	Provide a Mobile Application that can be downloaded from supported app stores.

1722	<p>Provide a Mobile Application that provides a tracking tool to report on the following, but not limited to:</p> <ul style="list-style-type: none"> a. number of app downloads by device type; b. frequent funnels; c. Mobile Application errors/crashes; d. Account maintenance activities; e. Payments, and f. Accounts created.
1723	<p>Provide a Mobile Application that provides the capabilities to use the device's camera to take a picture or use the device's gallery to upload supporting documents and images when contacting New Jersey E-ZPass (i.e., Cases).</p>
1724	<p>Provide a Mobile Application with the capability for capturing images or scanning and uploading documents.</p>
1725	<p>Provide a Mobile Application with the capability to detect data from images captured via the device's camera, as well as from saved images, and automatically populate data entry fields with the data, for example allow the Customer to take a photo of their vehicle's license plate, detect the license plate number, license plate Jurisdiction and license plate type and populate the vehicle information screen with the data.</p>
1726	<p>Provide a Mobile Application with the capability to autocomplete data entry fields by using stored information from the device, including but not limited to:</p> <ul style="list-style-type: none"> a. name fields; b. Payment Methods; c. address(es); d. email address(es), and e. phone number(s).

9.12.2.1 Mobile Application Account Establishment and Maintenance

1727	<p>Provide a Mobile Application with the capabilities to scan a barcode, scan line and QR Code and automatically be taken to the appropriate processing screen, including but not limited to:</p> <ul style="list-style-type: none"> a. registering transponders; b. the appropriate payment or data entry screen pre-populated with the data needed to pay the item scanned, and
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	c. open Correspondence Item.
1728	Provide an Account creation process, via the Mobile Application, that logically leads a Customer via the Mobile Application through the necessary steps to create an Account, minimizing required steps and data entry, and providing an on-screen roadmap of the steps (step x of y) through the completion of the process.
1729	Provide the capability, via the Mobile Application, for a Customer to update their Account attributes from an Unregistered Account to a Registered Account using prepopulated relevant existing Customer information from the Unregistered Account and to provide the required additional information.
1730	Provide, via the Mobile Application, immediate on-screen guidance to the Customer regarding information entered during the Account creation process that fails validation.
1731	Validate that minimum Requirements for Account creation are met based on Business Rules, prior to allowing the Customer to move to the next step of Account creation on the Mobile Application.
1732	Provide, via the Mobile Application, the capability for the Customer to select the desired Account attributes during the establishment of an Account.
1733	Prohibit the presentation of specific Account attributes for selection during Account creation via the Mobile Application, for example, non-revenue Account Funding Type would not be displayed as an option and Customers that qualify for non-revenue Funding Type would need to contact the CSC for assistance.
1734	Provide the capability, via the Mobile Application, for Customers to set up a Business Account.
1735	Provide the capability, when Customer is opening a new Account via the Mobile Application, to automatically identify other Account(s) associated with that Account name or address or other Configurable criteria and create a Case, for internal use, to allow an Authorized User to determine whether or not the Account is a duplicate.
1736	Provide the capability, via the Mobile Application, for the selection of Account preferences during the establishment of an Account.
1737	Provide the capability, via the Mobile Application, for a Customer to establish an Account with or add to an existing Account a transponder from an IAG/Interoperable Agency.
1738	Provide the capability, via the Mobile Application, for Customers to review static documents that have been posted and Configured to be viewable on the Mobile Application.
1739	Provide the capability, via the Mobile Application, to require that certain Configurable documents, such as the Terms and Conditions and Privacy Policy are acknowledged, and a record of that acknowledgment is saved in the System prior to establishing an Account.

1740	Provide, as the landing page for the Mobile Application, a Customer Account Dashboard that presents a summary of the Account.
1741	Include, within the Customer Account Dashboard on the Mobile Application landing page, buttons which take the Customer directly to screens to perform certain tasks, to be determined during design, including, but not limited to: <ol style="list-style-type: none">a. make a payment;b. review and update contact information and communication preferences;c. view recent transactions;d. view current and recent Summary Statements;e. view current and recent Statements and Notices;f. search for Statements and Notices;g. view other Correspondence;h. create, view and update Cases, andi. add or update a payment method.
1742	Provide the capability to restrict Accounts from using the Mobile Application based on Account attributes, in accordance with the Business Rules, for example an Account that has been closed or an Account that has a self-service lock Account Flag.
1743	Provide the capability, via the Mobile Application, to fully manage their Account, performing all actions they might ask of a CSR with the exception of certain functions that are specific to an Authorized User with an elevated user role per Configured settings and in accordance with the Business Rules.
1744	Provide the capability, via the Mobile Application, for Customers to set and modify preferred Communication Channels.
1745	Provide the capability, via the Mobile Application, to set and modify delivery and language (Spanish or English) preferences for different types of communications and Correspondence Items.
1746	Provide the capability, via the Mobile Application, to check each email address upon entry to assure it is in the correct format, and if it is not, require that it is corrected before allowing the Customer to proceed.

1747	Provide the capability, via the Mobile Application, for electronic email address validation and verification during the Account creation process. For example, after the Email Validation Service Provider validates the email address upon entry, a verification email is sent to the email address provided with a link by which the Customer can confirm they have control of the Account. Upon verification, the System shall allow the Account creation process to be completed.
1748	For any subsequent additional email addresses added, via the Mobile Application, provide the capability to perform the email address validation and verification prior to finalizing the entry on the Account. Display a message informing the Customer that the email address will not be added until the verification process is complete.
1749	Provide the capability for Customers to re-initiate the email verification process via the Mobile Application.
1750	Provide the capability, via the Mobile Application for the Customer to accept or reject the recommended changes provided during mailing address standardization.
1751	Provide the capability, via the Mobile Application, for Customers to add more than one address and to classify or establish rules for mailing correspondence, shipping transponders or supplies, billing or sending invoices, and to identify an alternate address for exception handling.
1752	Provide the capability, via the Mobile Application, for Customers to enter and maintain preferences for multiple phone numbers associated with an Account and to set a preference order.

9.12.2.2 Mobile Application Account Access and Security

1753	Provide the capability, via the Mobile Application, and without Authorized User interaction, for Customers to gain online access to their existing Account(s).
1754	Provide, via the Mobile Application, the same functionality for all Customers, regardless of Account Category, Account Funding Type, Account Type, or Account Sub-Type.
1755	Provide the capability, via the Mobile Application, for a Customer to select a PIN upon Account establishment.
1756	<p>Provide the capability, via the Mobile Application, for a Customer to create a username and password upon Account establishment. The Mobile Application shall support the following related to username and password:</p> <ul style="list-style-type: none"> a. username and password strength requirements as determined during the Implementation Phase and documented in the Business Rules; b. multi-factor authentication Configurable to the Customers preference (weekly, new device only, etc.) and provide Configurability to enable or disable, and c. authentication that ensures access attempt is not via a “bot.”

1757	Provide the capability, via the Mobile Application, for a Customer to forego creating a username and password and to instead choose to access their New Jersey E-ZPass Account using an existing social media account.
1758	Provide the capability, via the Mobile Application, to support biometric security provided by the supported mobile devices and mobile operating system.
1759	Upon, or prior to, the first logon via the Mobile Application, require the Customer to Configure a means of credential self-recovery in accordance with security industry best practices, to include guidance from OWASP and NIST.
1760	Provide the capability, via the Mobile Application, for a Customer to set a new PIN.
1761	Provide the capability, via the Mobile Application, for a Customer to reset the password.
1762	Provide the capability, via the Mobile Application, for a Customer to change username.

9.12.2.3 Mobile Application Location Services

1763	<p>Provide a Mobile Application that contains an interactive map that includes, but is not limited to:</p> <ul style="list-style-type: none"> a. New Jersey E-ZPass Walk in Center locations; b. Retail Cash Payment Processor locations; c. toll locations with drill down to current toll schedule; d. roadway exit and entrance locations; e. service area locations; f. charging station locations; g. commuter lot locations; h. Retail Distributor of Inventory locations, and i. capabilities to navigate the Customer to these locations using location-based services.
1764	Provide the capability to display output from Toll Agency roadway cameras on the Mobile Application's interactive map.
1765	Provide the capability for the Customer to filter the items they want to display on the Mobile Application's interactive map.
1766	Provide the capability for the Customer to select beginning and ending locations from the Mobile Application's interactive map and obtain trip planning information, such as any Configured travel advisories and toll rates along their planned route.

1767	Provide a Mobile Application that allows the Customer to navigate to an address using their preferred map application on the device.
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9.12.2.4 Mobile Application Vehicles, License Plates and Transponders

1768	Provide the capability for Customers to request new transponders and other available Inventory Items via the Mobile Application.
1769	Provide the capability to register and associate a transponder (e.g., transponder from a Retail Distributor of Inventory or a vehicle integrated transponder) to an Account on the Mobile Application.
1770	Provide the capability, via the Mobile Application, for Customers to request replacement of transponders.
1771	Provide the capability, via the Mobile Application, for Customers to report transponders lost or stolen.
1772	Provide a System-generated Correspondence Item when an Account holder reports a transponder lost or stolen via the Mobile Application.
1773	Provide the capability, via the Mobile Application, to add, delete and manage vehicles at the Account level.
1774	Provide the capability to automatically request the appropriate type of transponder for the Customer, for example when the vehicle make and model they enter via the Mobile Application requires an externally mounted transponder or a special mounting location.
1775	Provide the capability, via the Mobile Application, to display a sample picture of the license plate type selected for Customer verification.
1776	Provide the capability, via the Mobile Application, to validate the license plate added and prompt Customer to correct their entry if it fails validation.
1777	Provide the capability for a Customer to associate a transponder with a vehicle, via the Mobile Application for example to support vehicle integrated transponders or to allow Customers to establish an optional association.
1778	Provide, via the Mobile Application, the capability to capture vehicle license plate information using the device's camera, as well as from a saved image, for association with the Account.
1779	Provide, via the Mobile Application, the capability to capture credit and debit card information using the device's camera.
1780	Provide the capability, via the Mobile Application, for Customers to manage active periods for vehicles at the Account level. For example, a Customer may wish to add a rental vehicle to their Account for a limited amount of time (active period).

1781	<p>Verify and advise the Customer of actions to take when the license plate entered during the Account creation or Account update process, via the Mobile Application, is associated with, including but not limited to:</p> <ul style="list-style-type: none"> a. unpaid transactions on another Account(s) (including Violation Notices); b. an Account in bad standing; c. an Account that was closed in bad standing; d. an Account in collections; e. an Account in bankruptcy, and f. license plate is active on another Account.
1782	<p>Provide the capability, via the Mobile Application, for Customers to uniquely identify license plates that have the same character sequence but are differentiated by vehicle class (or other such reason) which is denoted by specific prefixes/suffixes.</p>
1783	<p>Provide the capability, via the Mobile Application, for Customers to take actions regarding license plates associated with other Accounts as per the Business Rules, including but not limited to:</p> <ul style="list-style-type: none"> a. pay the associated Toll Bill, Post-paid Statement, or Violation Notice using Approved payment channels/methods; b. pay the associated Toll Bill, Post-paid Statement, or Violation Notice using the pre-paid balance with the option to add the license plate to the new Account; c. delete the license plate on the Account, and d. request merge of the two Accounts, which will automatically create a Case.
1784	<p>Provide, via the Mobile Application, the capability to add multiple license plates and associated vehicle information to the Account.</p>
1785	<p>Provide Customers, via the Mobile Application, the capability to manage rental cars/fleets for all Business Account Types.</p>

9.12.2.5 Mobile Application Payment Processing

1786	<p>Provide the capability, via the Mobile Application, to accept payments in accordance with the Business Rules.</p>
1787	<p>Provide the Configurable capability to limit the Payment Methods available via the Mobile Application (for example, cash shall not be a payment option on the Mobile Application).</p>

1788	Support payments, via the Mobile Application, using the top five (5) Mobile Wallets based on US market share according to statcounter.com or other source Approved by NJTA. The five (5) Mobile Wallets may be different for the Self-Service Website and Mobile Application based on compatibility with website versus application platforms.
1789	Provide the capability, via the Mobile Application, to accept credit card payments, PIN-based debit card payments, PIN-less debit card payments, ACH payments, Digital Wallet payments, Mobile Wallet payments, and e-Commerce Payment System payments (such as PayPal, Venmo, Zelle, Amazon Pay).
1790	Provide the capability for Customers to add, modify and set the order of preference of Payment Methods for auto-replenishment and for other automatic payments via the Mobile Application.
1791	Provide the capability, via the Self-Service Website, for Customers to set and to modify their Account's auto-replenishment amount in accordance with the Business Rules, including but not limited to: a. accept the default auto-replenishment amount calculated by the System; b. select from multiple auto-replenishment amounts calculated and presented by the System, and c. enter their own auto-replenishment amount equal to or more than the Configured minimum.
1792	Provide the Configurable capability, when the Customer enters a credit card as an auto-replenishment method via the Mobile Application, for the System to check if the credit card entered is/has been associated with another Account and automatically, behind the scenes, create a Case for internal use to investigate for potentially fraudulent activity.
1793	Provide the Configurable capability, when the Customer enters an ACH as an auto-replenishment method on the Mobile Application, for the System to check if the ACH information entered is/has been associated with another Account and automatically, behind the scenes, create a Case for internal use to investigate for potentially fraudulent activity.
1794	When a Customer, via the Mobile Application, updates a Payment Method that is used for recurring payments, the System shall check whether the original Payment Method is used for any other recurring payments associated with the Account, for example if the Customer updates the Payment Method on file for auto-replenishment and the Account is associated with a Payment Plan that also uses the original Payment Method, the System shall take one of the following Configured actions: a. prompt the Customer to ask if they want the System to update the Payment Method for the other recurring payment as well, and then automatically update the Payment Method if the Customer requests update, or b. automatically update the Payment Method on the other recurring payment and then inform the Customer of the update.

1795	Provide the capability, via the Mobile Application, to display a confirmation page that includes Payment Method details (credit card, debit card and bank account numbers obscured except for the last 4 digits) and amount to be paid prior to Customer being allowed to submit a payment.
1796	Provide the capability, via the Mobile Application, to use browser stored Payment Methods to autofill payment information when selected by the Customer, including mailing addresses.
1797	Provide the capability, via the Mobile Application, to scan a credit card/debit card and load the information into the payment screen.
1798	Provide the capability, via the Mobile Application, to populate the credit card type automatically after the first four digits are entered or credit card is scanned.
1799	Provide one-click option for the Customer (Configurable by Account attributes) to repeat last payment, via the Mobile Application. For example, if the Customer added \$10 to their Account with their most recent payment transaction, an option would exist for them to click a button to "Add \$10."
1800	Provide the capability to generate a receipt for payment, via the Mobile Application, which can be printed, downloaded, or emailed to the Customer.
1801	Provide the capability, via the Mobile Application, for the manual replenishing (via existing Payment Methods on the Account) of Registered Accounts.
1802	Provide the capability, via the Mobile Application, to prevent Customers from making payments in excess of an amount due (Configurable by Account attributes and by pay item).
1803	Provide the capability, via the Mobile Application, to prevent a Customer from using a Payment Method that has been set on the Account as prohibited, for example due to failed payments using that Payment Method.
1804	Provide the capability, via the Mobile Application, for Customers to make a payment and have it applied towards a specific item on the Account or to the balance due.
1805	Provide the capability, via the Mobile Application, for Customers to only pay items that are Configured as acceptable for payment via the Mobile Application.
1806	Provide the capability to only allow Customers to make payments via the Mobile Application, when their Account status and/or escalation stage is Configured as acceptable for payment via the Mobile Application.
1807	Provide the capability to prevent duplicate payments from being made via the Mobile Application.
1808	Provide the capability to prompt Customer for extra confirmation when they are paying for an item via the Mobile Application and the payment will result in an overpayment on their Account.

1809	Provide the capability, via the Mobile Application, to use a Payment Method on file as payment for all Inventory Items.
1810	Provide the capability, via the Mobile Application, to use available Account balance as payment for all Inventory Items.
1811	Provide the capability, via the Mobile Application, to use the available Account balance as a Payment Method for transponder purchases and transponder deposits.
1812	Provide the capability, via the Mobile Application, to use the available Account balance as a Payment Method for Violation Notices, Toll Bills, Commercial Post-paid Invoices, Post-paid Statements, Payment Plan payments and unpaid transactions for which a Correspondence Item has not yet been created.
1813	Provide the capability, via the Mobile Application, for Customers to establish recurring payments, using Approved and verified Payment Methods, to automatically pay Correspondence Items requesting payment for post-paid transactions, for example Commercial Post-paid Invoices, Toll Bills, and Post-paid Statements.
1814	Provide the capability, via the Mobile Application, to access Payment Plans by Payment Plan number and at least one other Configurable data element and make associated payments via all Configured Payment Methods.
1815	Provide the capability, via the Mobile Application, for Customers to establish a new Payment Plan with recurring payments.
1816	Provide the capability, via the Mobile Application, for a Customer to establish recurring payments for an existing Payment Plan.
1817	Provide the capability, via the Mobile Application, to require Customer to make a successful payment prior to establishing recurring payments for an existing Payment Plan.
1818	Provide, via the Mobile Application, the capability to allow electronic acceptance of Payment Plan terms.

9.12.2.6 Mobile Application Statements, Notices and Account Activity

1819	Provide the capability to display any unbilled, unpaid Image-Based Transactions, unpaid Statements and Notices associated with an Account on the landing page when the Customer accesses the Mobile Application.
1820	Provide the capability, via the Mobile Application, to scan Violation Notices, Toll Bills and Summary Statements and have the System search for and display the information within the application.
1821	Provide, via the Mobile Application, the capability for Statement and Notice viewing, payment and dispute using Configurable data elements entered by the Customer for authentication, for example entry of the Correspondence Item number, and license plate number associated with a Violation Notice.

1821-1	Provide, via the Mobile Application, the capability for a Customer who has a Registered Account to view and pay unbilled Image-Based-Transactions that have posted to their Account.
1821-2	Provide, via the Mobile Application, the capability for a Customer who does not have a Registered Account to locate, view and pay unbilled Image-Based Transactions using Configurable data elements entered/selected by the Customer for authentication, for example information about the transactions such as the location and date/time range of the transactions and the license plate number associated with the vehicle.
1821-3	When a Customer who does not have a Registered Account locates and pays unbilled Image-Based Transactions, via the Mobile Application, provide the capability for the Customer to take one of the following actions: a. to establish a Registered Account using contact and payment information entered; b. to save contact and payment information to the Unregistered Account for use during future one-time payments; c. to save contact and payment information to the Unregistered Account and authorize future automatic payments, and d. to decline saving contact and payment information to the Unregistered Account.
1821-4	When a Customer who does not have a Registered Account attempts to locate unbilled Image-Based Transactions via the Mobile Application and the transactions cannot be found, provide the capability for the Customer to take one of the following actions: a. to provide license plate and contact information to be alerted when the transactions post to an Unregistered Account; b. to provide license plate, contact and payment information to automatically pay transactions for the license plate that post to the Unregistered Account during the date/time range specified by the Customer, and c. to establish a Registered Account and add the license plate to the Account, authorizing the transactions to post to the new Account.
1822	Provide, via the Mobile Application, the capability for Summary Statement generation, viewing, and payment using Configurable data elements entered by the Customer for authentication.
1823	Provide the capability, via the Mobile Application, for Customers, when viewing Statements and Notices and Summary Statements, to click links within the document to navigate directly to the appropriate page to view more detailed information or to perform an action such as making a payment.

1824	Provide the capability, via the Mobile Application, the capability for viewing the images associated with transactions on Toll Bills, Post-paid Statements, and Violation Notices in compliance with PII Requirements.
1825	Provide the capability, via the Mobile Application, for Customers to query transactions posted to their Account by license plate number, transponder number or Toll Facility.
1826	Provide the capability, via the Mobile Application, for a Customer to click a transaction level link to view all of the available Image-Based Transaction images (both front and rear, ROI, etc.) for that transaction.
1827	Provide the capability, via the Mobile Application, for the Customer to initiate disputes.
1828	Provide the capability, via the Mobile Application, to automatically create a Case and populate it with all pertinent information when a Customer disputes a toll transaction or unpaid transaction.
1829	Provide the capability, via the Mobile Application, for a Customer to upload a file supporting the dispute and have it associated to the Account and Case.
1830	Provide the capability, via the Mobile Application, for a Customer, when submitting a Dispute C, to intuitively and efficiently add the license plate/vehicle to a Registered Account, for which they have login access, and have the System verify to the Customer that the license plate has been added and the transactions have posted.
1831	Provide the capability, via the Mobile Application, when Customer is submitting a Dispute C, to notify the Customer of any fees and assess those fees to the Account in accordance with the Approved Business Rules.
1832	If the transactions that a Customer is disputing via the Mobile Application cannot post to the Account or the license plate cannot be added, in real time, the System shall notify the Customer of the issue and inform them of the corrective action to take, for example to contact the CSC for assistance.

9.12.2.7 Mobile Application Customer Communication

1833	Provide the capability, via the Mobile Application, for Customers to set “opt in” and “opt out” options for certain Correspondence types.
1834	Provide the capability, via the Mobile Application, to automatically display all Configured active Account Flags to Customers accessing their Accounts.
1835	Provide the capability, via the Mobile Application, for suppressing selected Account Flags to Customers accessing their Accounts.
1836	Provide the capability to display Configurable notifications to the Customer upon accessing their Account via the Mobile Application, including but not limited to: a. Flags related to the Account;

	b. transponder in certain status, for example, lost or stolen; c. unpaid transactions; d. Account balance thresholds reached, and e. Customer advisories.
1837	Automatically create a contact record for all Mobile Application interactions even if Customer does not make any changes.
1838	Provide the capability for sending an Account summary to the Customer's preferred Communication Channel upon a successful Account creation process via the Mobile Application; the Account summary shall also be provided in a printer-friendly format.
1839	Provide the capability, via the Mobile Application, to view, download and print past Statements and Notices and Summary Statements and to generate Summary Statements and On-demand Statements based on selectable criteria depending on Account attributes.
1840	Provide the capability, via the Mobile Application, to view and print Violation Notices including all associated images.
1841	Provide the capability, via the Mobile Application, to view, download (in PDF format) and print any Correspondence associated with their Account after logging in to their Account.
1842	Provide the capability, via the Mobile Application, to download statements in PDF and CSV formats.
1843	Provide the capability, via the Mobile Application, to obtain the detailed Account transaction history in PDF and CSV formats and transmit/save the document through Customer selected channels.
1844	Provide the capability, via the Mobile Application, to select individual transactions and export only selected transactions to PDF and CSV formats.

9.12.2.8 Mobile Application Travel Advisory Functionality

The Contractor shall provide a Mobile Application that provides travel advisory alerts for travelling motorists. The New Jersey E-ZPass Mobile Application shall be downloadable from the supported app stores.

1845	Provide, via the Mobile Application, the capability to provide location-based travel advisory alerts without requiring Customer registration.
1846	Provide, via the Mobile Application, the capability to utilize phone global positioning system (GPS) to detect Customer's location and direction of travel.
1847	Provide, via the Mobile Application, the capability to stream audio of active travel advisory alerts from NJ511.

1848	Provide the capability for the Customer to Configure preferences for when the Mobile Application plays travel advisory alerts, including but not limited to: a. when the Customer is within a Configurable distance of the location specified in the advisory; b. when the Customer is within a Configurable distance of an existing advisory and the advisory is updated, and c. at set time intervals.
1849	Provide, via the Mobile Application, the capability to pause travel advisory alerts when a Customer gets an incoming call or places an outgoing call and restart when the call ends.
1850	Provide, via the Mobile Application, the capability for Customers to turn off GPS and continue to receive advisory alerts.
1851	Provide integration with Customer's preferred map application for driving directions via the Mobile Application.
1852	Provide an informational page, via the Mobile Application, with emergency contact information which enables one-click calling to emergency responders, roadside assistance, and the New Jersey E-ZPass CSC.

9.12.2.9 Mobile Application Other Functionality

1853	Provide the capability, via the Mobile Application, to access the knowledge base tool and search for information or answers to questions using key words and phrases.
1854	Provide, via the Mobile Application, the capability for Customers to provide feedback.
1855	Provide the capability, via the Mobile Application, to view and edit Account preferences such as opt-in/out for E-ZPass Plus, opt-in/out for toll receipt push notifications, opt-in/out for reward programs.
1856	Provide the capability, via the Mobile Application, for Customers to view details about Account Alerts and Flags associated with their Account.
1857	Provide the capability, via the Mobile Application, for a primary Account holder to add a secondary user to their Account, manage secondary user's privileges, and remove a secondary user.
1858	Provide the capability, via the Mobile Application, to enroll in various Account Plans.
1859	Provide the capability, via the Mobile Application, to apply and manage Account Plans at various levels, per the Business Rules, including but not limited to: a. at the Account level; b. at the transponder level, and

	c. at the vehicle level.
1860	<p>Provide the capability for a Customer to click a link or scan a QR code in a Correspondence Item they received that requests a response to navigate directly to the location on the Mobile Application where they can respond, for example to:</p> <ul style="list-style-type: none"> a. respond to a ‘request to consolidate Accounts’ Correspondence Item and b. respond to an Account inactivity Correspondence Item.
1861	Provide the capability, via the Mobile Application, to participate in Reward Programs.
1862	Provide the capability, via the Mobile Application, to enter Customer feedback including the capability to categorize their input via drop-down menu options and include attachments.
1863	Provide the capability, via the Mobile Application, to view, update or create Cases associated to Accounts.
1864	<p>Provide the capability to automatically create Cases for Customer requests via the Mobile Application, including but not limited to:</p> <ul style="list-style-type: none"> a. requests for new Accounts; b. general Customer requests including requests via “Contact Us” form; c. inventory requests; d. disputes, and e. request for call back.
1865	Provide the capability, via the Mobile Application, for a Customer to upload a file and have it associated to the Account and Case, if applicable. Such uploads shall be structured within a specific process where a category can be assigned and a Case opened for an Authorized User to verify, for example additional evidence for a dispute, or police report for a stolen vehicle.
1866	<p>Provide the capability, via the Mobile Application, to scan the barcode, scan line or QR Code and automatically be taken to the appropriate processing screen for processes, including but not limited to:</p> <ul style="list-style-type: none"> a. registering transponders and b. making payments on statements, Toll Bills, Post-paid Statements and Violation Notices.
1867	Provide chat capabilities, via the Mobile Application.
1868	Provide the capability to display chat as an option on the Mobile Application only when the System has made the determination that chat is available for use on the Mobile Application.
1869	By default, present the chat window on the Mobile Application in the Customer’s preferred language but allow Customer to change to a different language.

1870	Provide instructions and areas for general information about tolls and toll collection via the Mobile Application.
1871	Provide, Mobile Application, links to navigate to the toll rate schedule on each Toll Agency's website.

9.13 Transaction and Image Processing

Transponder-Based and Image-Based Transactions and images are transmitted from the individual Toll Agency Host System/Host and Image Capture Systems to the New Jersey E-ZPass System. The Contractor shall reconcile all transactions transmitted to the New Jersey E-ZPass System back to each Toll Agency's Host Systems to provide auditability into the toll revenue collection. Images of license plates associated with Image-Based Transactions, and Gross Class Mismatch vehicles will be transmitted from the lanes to an image Server. The System will pick up the images from the image Servers for further processing and will send them to the License Plate Review Services Contractor.

The intent of the Requirements in this section is to obtain a transaction and image transfer and processing solution that:

- is flexible and Configurable and can be easily modified to add new Toll Agencies and to meet each Toll Agency's current and future interface Requirements;
- is Configurable and can be easily modified to meet each Toll Agency's transaction processing Business Rules;
- uses industry standard secure and reliable data and image transfer protocols;
- results in one hundred percent (100%) transmission of transactions and images;
- detects failures and conditions that could result in revenue loss and provides automated notifications to each Toll Agency, and
- provides an audit trail of each transaction through its entire lifecycle.

The solution provided by the Contractor shall result in a reliable, automated, and reconcilable interface that supports each Toll Agency's operations. Reports shall confirm the Contractor's solution is in compliance with the System Performance Requirements.

9.13.1 Transaction/Image Transfer and Processing

The New Jersey E-ZPass System shall meet the following Requirements related to receipt and subsequent processing of transactions from each Toll Agency's Host System and images from their Host and Image Capture System. Existing ICDs are provided for informational purposes, and it shall be the responsibility of the Contractor to work with each Toll Agency to develop the interface that meets each Toll Agency's requirements and to develop or revise interface specifications as needed. The System shall support transaction processing in accordance with the Approved Business Rules. Authorized Users will have the ability to Configure workflows to define and control both automated and manual processes with the ability to update workflows to support future processing changes.

1872	Provide the capability for all transactions and associated images to move through the System based on Configured workflows. These workflows shall define what the next step is, who takes action, including Approvals required, and any associated Account or System actions. Workflow processes shall be automatically assigned to each tolling transaction based on any combination of transaction and/or Account attributes in accordance with the Business Rules.
1873	Provide the capability for Authorized Users to view, via Dashboard, all steps in a transaction's workflow showing the 'lifecycle' of the transaction, what steps have been completed, and what future steps are planned.
1874	Provide the capability for Authorized Users to drill down from the transaction workflow Dashboard to view transaction details including a clickable link that when clicked presents the images associated with the transaction with the ability to save images locally.
1875	Provide the capability for an Authorized User to Configure the workflow to require that a Case is associated prior to performing certain actions, for example bulk adjustments.
1876	All changes to the workflow shall be Approved by the Toll Agencies and capability shall be provided to record the Approval.
1877	Provide Authorized Users the capability to make changes to the workflow process and the change shall include the option to change workflow of transactions that are already in a certain state along the workflow path, as specified in the change applied. If such change requires transactions to be processed as Image-based Transactions rather than Transponder-based Transactions, then the System shall automatically route related images to the License Plate Review Services Contractor for image review.
1878	When changes in workflow are made, provide Authorized Users with the capability to individually select, or select in bulk, whether current workflow transactions should follow the previous version of the workflow, or the new version of the workflow.
1879	Maintain a repository of historical workflows, including the range of time when each was active and who Approved it.
1880	Support a Configurable list of Toll Agencies with which the New Jersey E-ZPass System will interface to receive Transponder-Based Transactions and Image-Based Transactions.
1881	Provide Configurable parameters that determine each Toll Agency's requirements for processing transactions and associated images based on the type of transaction, for example NJTA and DRJTBC may want to process Gross Class Mismatch transactions and DRPA may not.
1882	Provide the capability to categorize transactions and associated images by transaction type Configurable by Toll Agency for reconciliation and processing purposes, including but not limited to: <ul style="list-style-type: none"> a. attended lane unpaid transactions; b. ACM lane unpaid transactions;

	<p>c. Customer unpaid transactions (with an invalid transponder read);</p> <p>d. Image-Based Transactions;</p> <p>e. Open Road Toll (ORT) Violations, and</p> <p>f. Gross Class Mismatch transactions.</p>
1883	The transaction/image receipt and transfer process shall be compliant with the general interface Requirements.
1884	Receive and confirm receipt of all transactions and associated images from NJTP Host System/Host and Image Capture Systems. The existing Toll Agency Host ICD is provided in Appendix H NJTA CSC ICD as a reference. NJTA ICD defines the interface requirements for both NJTP and GSP Host Systems.
1885	Receive and confirm receipt of all transactions and associated images from GSP Host System/Host and Image Capture Systems. The existing Toll Agency Host ICD is provided in Appendix H NJTA CSC ICD as a reference. NJTA ICD defines the interface requirements for both NJTP and GSP Host Systems.
1886	Receive and confirm receipt of all transactions and associated images and transaction corrections from SJTA Host System/Host and Image Capture Systems. The existing Toll Agency Host ICD is provided in Appendix I SJTA DRAFT AET - Host-CSC ICD as a reference. The interface defined in this ICD is a draft interface and the final files, format and content will be developed during design.
1887	Receive and confirm receipt of all transactions and associated images from BCBC Host System/Host and Image Capture Systems. The existing Toll Agency Host ICD is provided in Appendix J BCBC Toll System CSC Interface Specification as a reference.
1888	Receive and confirm receipt of all transactions and associated images from CMCBC Host System/Host and Image Capture Systems. The existing Toll Agency Host ICD is provided in Appendix I SJTA DRAFT AET - Host-CSC ICD as a reference. The interface defined in this ICD is a draft interface and the final files, format and content will be developed during design.
1889	Receive and confirm receipt of all transactions and associated images from DRBA Host System/Host and Image Capture Systems. The existing Toll Agency Host ICD is provided in Appendix L DRBA ICD as a reference.
1890	Receive and confirm receipt of all transactions and associated images from DRPA Host System/Host and Image Capture Systems. The existing Toll Agency Host ICD is provided in Appendix M DRPA Toll System CSC Interface Specification as a reference.
1891	Receive and confirm receipt of all transactions and associated images from DRJTBC Host System/Host and Image Capture Systems for non-AET and AET Toll Facilities. The existing Toll Agency Host ICD is provided in Appendix N DRJTBC Toll System CSC Interface Specification as a reference.

1892	Accept and process multiple (up to twelve) rear images and multiple (up to twelve) front images per transaction depending on the Toll Agency Host System/Host and Image Capture System source.
1893	Accept image data files that contain OCR results and manual review results.
1894	Pre-process and validate the transactions and associated images for compliance to interface Requirements and identify errors.
1895	Match received transactions for which an image is required to the images received and reconcile the receipt of transactions and images.
1896	Provide the capability to retry the acquisition of images for transactions initially identified as not having images a Configurable number of times.
1897	Provide the capability to Configure and maintain the thresholds and ranges for the relevant parameters related to transactions and images received statuses.
1898	Reconcile transmitted transaction and image counts and errors by transmission file name, transmission date and transaction date.
1899	Transmit status of transaction and image transmissions and errors to the PMMS.
1900	Transmit status of transaction and image transmissions and errors to Authorized Users and other Configured recipients.
1901	Create transmission failure PMMS Alerts based on Configurable parameters including missing transactions and images from specific Toll Facilities and large variances from expected counts from each Toll Facility and lane.
1902	Identify images that do not have associated transactions and generate a PMMS Alert if missing transactions are outside a Configurable number after a Configurable time.
1903	Identify transactions for which image was expected but is missing and generate a PMMS Alert if missing images are outside a Configurable number after a Configurable time.
1904	Determine when transactions by specific transaction type exceed a Configurable number over a Configurable period of time and send a PMMS Alert.
1905	Categorize failed transactions and images into error codes and exception codes for reporting purposes.

9.13.2 Image-Based Transaction Processing

The New Jersey E-ZPass System shall meet the following Requirements related to receipt of images from each Toll Agency's Host System/Host and Image Capture Systems and interface to the License Plate Review Services Contractor systems for the transmission of images and receipt of review results. Figure 9-2 illustrates the initial processing of Image-Based Transactions and associated images.

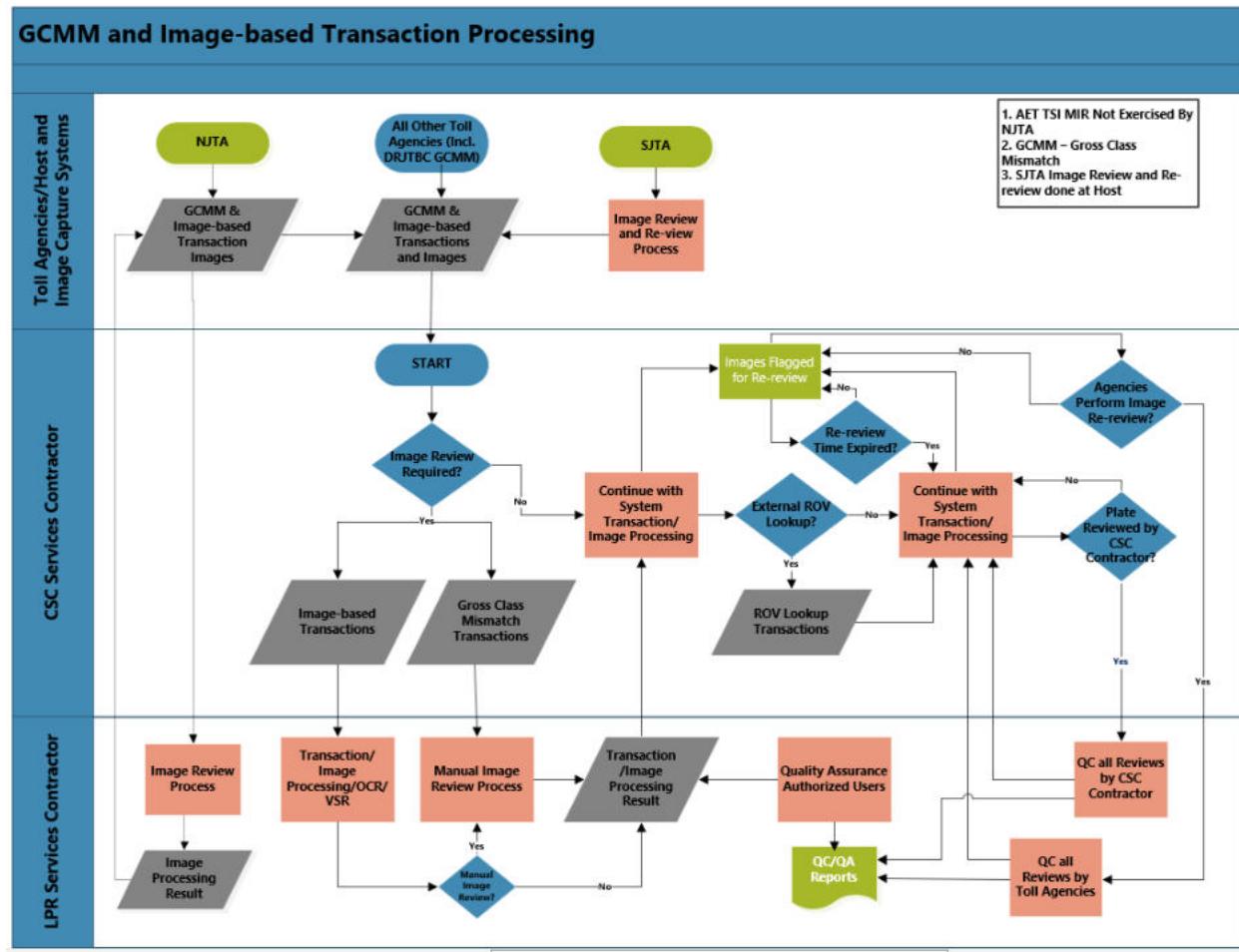


Figure 9-2: Image-Based Transaction Processing Flow

1906	The System shall provide initial processing of Image-Based Transactions and associated images as shown in Figure 9-2.
1907	Work with the License Plate Review Services Contractor to develop specific processes, logic, and interfaces that optimize the image processing, and license plate and vehicle class identification process in accordance with the high-level flow provided in Figure 9-2.
1908	Work with the License Plate Review Services Contractor to develop the interface specifications as described in Interfaces Requirements.
1909	Provide the capability to determine if images sent by the Toll Agencies' Host System/Host and Image Capture Systems require further license plate and vehicle class identification by the License Plate Review Services Contractor based on Configurable thresholds set by the Toll Agencies for any combination of the following, including but not limited to: <ol style="list-style-type: none">Toll Agency;facility;

	<ul style="list-style-type: none"> c. whether license plate information is included with the image; d. associated individual confidence levels of license plate numbers, plate type, plate Jurisdiction assigned to the front and rear license plates by the Toll Agencies' Host System/Host and Image Capture Systems; e. license plate Jurisdiction; f. license plate type; g. certain plate number Configurations; h. other characteristics determined during the design that may be used to further assess the confidence level of the data provided by the Toll Agencies' Host System/Host and Image Capture Systems; i. the license plate being seen on the Toll Facility for the first time, and j. the license plate requiring QC.
1910	If further license plate identification is required for any images based on the established parameters and Business Rules, the System shall transmit those images to the License Plate Review Services Contractor.
1911	Provide the capability to set an individual, Configurable minimum confidence level for each Toll Agency, each Toll Facility, and each lane.
1912	Provide the capability for each Toll Agency to change the individual minimum confidence levels at any time and/or or require that one hundred percent (100%) of images be reviewed.
1913	<p>Provide the Configurable capability by Toll Agency, via the interface to the License Plate Review Services Contractor, to designate images for manual review (or re-review) based on, including but not limited to:</p> <ul style="list-style-type: none"> a. the license plate is being seen on the Toll Facility for the first time; b. to apply a Configurable automation validity duration period for each Jurisdiction and plate type which sets the maximum period of time a plate can remain eligible for automated processing, regardless of the confidence value, for example a plate from Vermont may only be allowed to bypass manual review for thirty (30) Days before requiring another manual review whereas a plate from Florida may be able to go sixty (60) Days before requiring an additional manual review; c. the license plate was rejected, and the reject reason flagged the license plate for re-review based on Business Rules. d. the license plate matches the criteria identified for exclusion from automated processing;

	<ul style="list-style-type: none"> e. the image was reviewed or re-reviewed by the Toll Agency and/or Contractor and the System is Configured to send such images for that Toll Agency to the License Plate Review Services Contractor for QC; f. the license plate is active on the Plate Corrections List; g. a license plate is automatically added to the Plate Corrections List as a result of an Authorized User correcting a license plate on an Image-Based Transaction; h. the license plate is updated during an Authorized User's review of transactions for license plates that are active on the Plate Corrections List; i. the transaction is designated by the Toll Agency's Host System/Host and Image Capture Systems to have a Gross Class Mismatch; j. front and rear electronic image processing results do not match, and k. the license plate is from a Configurable list of Jurisdictions requiring manual review.
1914	Provide the capability to apply updated transaction processing, toll rates and/or eligibility for Customer Correspondence Items based on the additional or updated information provided by the License Plate Review Services Contractor.
1915	Work with the License Plate Review Services Contractor to develop an optimal license plate correction process that increases image processing efficiency and review accuracy.
1916	NOT USED
1917	Provide Configurable parameters that determine each Toll Agency's requirement for processing images whereby the images may bypass a process, for example SJTA images will bypass the OCR and image review process and go directly to transaction filtering since the image review process was performed by SJTA.
1918	<p>Provide image specification for each Toll Agency's image set so that the License Plate Review Services Contractor's system can process the images and present the images on the image review screen accordingly. Such specifications shall include, but not be limited to:</p> <ul style="list-style-type: none"> a. whether images are black and white or color; b. whether image set has front and rear images or only rear images; c. whether image set has the region of interest included in the transmitted package, and d. the number of images in a set.

9.13.3 Transaction and Image Filters

9.13.3.1 Filters – General Requirements

A transaction moves through various transaction workflows before it reaches its terminal status. In the case of a valid transponder transaction, it terminates as paid when it is successfully posted to a funded Account

or Account with a Commercial Post-paid Plan. In the case of an unpaid transaction there are numerous workflows it needs to pass through before it appears on a Post-paid Statement, Toll Bill or Violation Notice and is subsequently paid, adjusted, dismissed, or written off. As the transaction moves through the various processes, different types of filters are applied based on the Business Rules, which alter its workflow or results in it being terminated. Filters can be applied before the completion of the image review process or after depending on the type of filter.

A filter applied to transactions can have one of the following effects:

- 1) It terminates a transaction preventing it from moving through the process flow;
- 2) It intentionally delays (places it in a queue) processing of the transaction until:
 - a Configurable time threshold is met;
 - a Configurable recurrence is reached;
 - the transaction and associated images are reviewed, or
- 3) It queues the transaction and associated images for special processing based on specific characteristics.

The intent of the Requirements in this section is to obtain a transaction and image filtering solution that is Configurable for each Toll Agency, allows the selection of various filter conditions and provides Configurable disposition of transactions that meet the filter condition(s). It is critical that System and human errors are identified and corrected as quickly and efficiently as possible so that Customers are not inconvenienced by incorrect charges. The Configurable parameters provided for filtering shall result in increased flexibility to changing business processes and also streamlined operations.

In order to be proactive and prevent errors from percolating through the process, the New Jersey E-ZPass System shall provide the ability to enter conditions that filter and place transactions and the associated Post-paid Statement, Toll Bill or Violation Notice in a queue for review and disposition. The New Jersey E-ZPass System shall provide Configurable and flexible filter capability that can be applied at any stage in the transaction process flow.

1919	Automatically apply multiple transaction-based filters where the filters are applied based on the attributes of a transaction.
1920	Automatically apply multiple license plate-based filters where the filters require the license plate information to apply the filter.
1921	Provide the capability to automatically apply filters before and/or after the image review process based on the type of filter.
1922	Provide the capability to Configure and maintain the various filter types by Toll Agency.
1923	Provide the user interface to enter filter criteria and associated transaction disposition. Only those filters that apply to each Toll Agency will be applied to each Toll Agency's transactions.

1924	The user interface for entry of transaction filter criteria shall allow Toll Agencies to set up filters for the System to handle lane exception issues, for example if an incorrect toll rate was implemented in a lane.
1925	<p>Provide the capability to enter the filter criteria and automatically apply filter criteria based on various criteria and combinations of criteria, including but not limited to:</p> <ul style="list-style-type: none"> a. Toll Agency, lane type, equipment status and transaction type; b. Toll Agency, Toll Facility, and transaction type, (for example GSP Image-Based Transactions will be processed if transaction occurred on GSP Approved Toll Facility/lane list); c. New Jersey E-ZPass transponder status, and IAG/Interoperable Agency or Third-party Entity transponder status; d. New Jersey E-ZPass transponder account type indicator, and IAG/Interoperable Agency or Third-party Entity transponder account type indicator; e. vehicle class, for example a certain filter may apply to 2-axle vehicles only; f. date and time range, Toll Agency, Toll Facility, lane, and disposition (whether transactions need to be adjusted or reversed/terminated); g. image review disposition reasons; h. MVC/DMV or ROV Lookup Service Provider return reasons; i. MVC/DMV or ROV Lookup Service Provider return business name; j. license plate Jurisdiction, and k. license plate category/type.
1926	<p>Filtered transaction dispositions shall include but not be limited to:</p> <ul style="list-style-type: none"> a. terminate the transaction and prevent it from moving through the process flow; b. place the transaction in a queue for a Configurable number of days, or until a recurrence threshold is reached; c. forward the transaction and associated images for review, and d. move the transaction from its current workflow to a different workflow.
1927	Automatically assign each terminated transaction a termination status by type.
1928	Provide the capability to queue each filtered transaction for special processing based on specific filter characteristics.
1929	Record the status of the transactions in the financial system when processing the transactions in the termination queue and track each type separately.

1930	Require that all transactions that are filtered or in termination status have a status code and a reason code and provide the capability to map the codes to the existing/updated reconciliation codes.
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9.13.3.2 Filters – Pre and Post Image Review

1931	Maintain a Plate Corrections List which is created either automatically when erroneous/incorrect license plates are identified during the plate correction process, the QC process, a Customer dispute, or entered manually by an Authorized User.
1932	When an Authorized User corrects a license plate number on an Image-Based Transaction, for example as the result of a dispute, the System shall: <ol style="list-style-type: none"> automatically add the plate to the Plate Corrections List; automatically present all other transactions for the plate that are associated with the disputing Account to the Authorized User for review; provide Authorized User with the ability to efficiently make all necessary corrections to resolve issues they identify, and place the transaction(s) in the appropriate workflow location based upon the actions taken by the Authorized User.
1933	When a license plate is automatically added to the Plate Corrections List as a result of an Authorized User correcting a license plate on an Image-Based Transaction, provide the capability to automatically send the transaction and any others pending for the same plate, to a new workflow which will subject the image to an additional review, which will be performed manually and, once that review is complete, to place the transaction in the Plate Corrections List review queue for inspection and possible correction by an Authorized User.
1934	Provide the capability to automatically generate a Case based upon the frequency of Configured dispute outcomes, for example if X number of disputes are granted within Y amount of time for the same license plate and Account, and the disputes were resolved by changing the license plate.
1935	Provide the capability to automatically set a license plate's status on the Plate Corrections List to inactive if no new transactions are received for the plate and associated with the disputing Account within a Configured length of time.
1936	Provide the capability for an Authorized User to make certain updates to the Plate Corrections List manually, including but not limited to: <ol style="list-style-type: none"> to add a license plate to the Plate Corrections List; to change a license plate's status on the Plate Corrections List, and to update a license plate so that it is marked to remain on the list permanently.

1937	Maintain a history of the time periods license plates are active on the Plate Corrections List.
1938	When subsequent Image-Based Transactions are received for license plates that are active on the Plate Corrections List, provide the capability to automatically send new transactions into a manual image review queue regardless of their OCR/VSR confidence level, and once the manual review is complete to place the transaction(s) in the Plate Corrections List review queue for evaluation and possible correction by an Authorized User.
1939	Transactions for license plates on the Plate Corrections List that are awaiting review by an Authorized User shall be automatically placed on escalation hold until they are reviewed, and any necessary corrections have been made.
1940	<p>Provide a user interface for Authorized Users to review transactions queued for Plate Corrections List review. The user interface shall list the license plates that have transactions pending review and shall present information to help the Authorized User evaluate the transactions including, but not limited to:</p> <ul style="list-style-type: none"> a. images and information about all image reviews performed for each transaction; b. images and information about all image review results performed for previous transactions; c. information about all previous plate corrections made for the plate; d. information about the time periods when the plate has been on the Plate Corrections List; e. information about the actions taken when previous transactions were reviewed for the plate, and f. detailed information about the transaction, for example date/time, location, status information.
1941	<p>The user interface for review of transactions belonging to plates on the Plate Corrections List shall allow the Authorized User to take Configurable actions including, but not limited to:</p> <ul style="list-style-type: none"> a. accept the results of image reviews performed for the transactions; b. reject the image review results and select the same correction that was made on a previous transaction for the license plate; c. reject the image review results and enter new license plate information; d. reject the image review results and terminate the transaction; e. escalate the transactions for management review, and f. perform the same action on one transaction or on multiple selected transactions.
1941-1	<p>Provide a user interface for Authorized Users to review images flagged for image re-review that allows the Authorized User to queue images for re-review including but not limited to:</p> <ul style="list-style-type: none"> a. select transactions by Toll Agency, Roadway, and Toll Facility(s);

	<ul style="list-style-type: none"> b. select transactions by transaction date ranges; c. select all or some of the transactions located when the Authorized User enters partial plate characters and/or wildcard; d. select reject categories and reject reasons, and e. select the number of transactions to queue for review, for example ten (10) transactions are initially queued at the end of which System will queue the next ten (10) automatically.
1941-2	<p>Provide a user interface for Authorized Users to review images flagged for image re-review that allows the Authorized User to take Configurable actions including, but not limited to:</p> <ul style="list-style-type: none"> a. view all images associated; b. accept the results of image reviews performed for the transactions; c. perform a double-blind entry of new license plate information; d. update the image reject reason and terminate the transaction;
1942	All changes made to the license plate data and its status shall be processed through the appropriate QC process before it moves to the next transaction processing workflow.
1943	All changes made to the license plate data and its status shall be transmitted to License Plate Review Services Contractor to help them improve their performance.
1944	Provide the capability to report on Plate Corrections List review activities at both summary and detail levels.
1945	<p>Provide the capability for an Authorized User to create and maintain a license plate Grey List. For each license plate on the Grey List relevant data shall be captured, including but not limited to:</p> <ul style="list-style-type: none"> a. license plate information; b. the date license plate is added to the Grey List; c. the identity of the person adding the license plate to the Grey List; d. the identity of the person approving the addition of the license plate to the Grey List; e. the reason the license plate is added to the Grey List; f. effective date range, during which time the license plate is considered active on the Grey List, and g. the Toll Agencies (can be all or can specify) for which the System should apply Grey List rules when processing Image-Based Transactions for the license plate.

1946	Provide the capability to automatically apply Grey List rules to filter Image-Based Transactions for license plates in the Grey List, as described in the Image-Based Transaction – Aging/Escalations Requirements.
1947	Provide the capability for an Authorized User to establish criteria for transaction disposition based on both front and rear OCR confidence levels below a Configurable threshold and/or confidence level of OCR results below a Configurable threshold.
1948	Automatically filter/queue and disposition transactions that meet the filter criteria established by the Toll Agency.
1949	Automatically filter/queue and disposition any transaction that meets the OCR confidence level criteria established by the Toll Agency.
1950	Automatically filter/queue and disposition any transaction that meets the VSR confidence level criteria established by the Toll Agency.
1951	Automatically route the filtered transactions for review and audit through the QC process described in the QA Requirements.
1952	Provide the capability to define separate PMMS Alert conditions for each filter and hold queue type based on a Configurable threshold of filtered transactions and transactions placed in the hold queue by transaction date and process date.
1953	Provide the capability to Configure separate PMMS Alert conditions for each filter and hold queue type based on aging parameters, for example plates in the Jurisdiction hold queue are sixty (60) days old.
1954	Report on the number of transactions and the revenue associated with the filtered transactions by selected criteria.
1955	Report on the number of transactions and the revenue associated with queued transactions by selected criteria.
1956	Provide the capability, Configurable by filter, to create a Case and assign to operations when a plate that is on a filter list no longer meets the filter conditions for example the hold end date has passed.

9.13.3.3 Transponder Unpaid Transaction Processing Rules

When the Customer's Account status changes from valid (Account in good standing) to invalid (Account balance is below the required threshold) then the transponders on the Account change status to invalid. When the Account is closed, suspended, or transponders are reported lost or stolen, the transponder status changes to invalid. Additionally, retail transponders are invalid until they are registered or sold, depending on the Business Rules. Driving through the toll lanes with an invalid transponder is considered an unpaid transaction that results in the capture of image(s). Prior to processing the transaction as an unpaid transaction, the New Jersey E-ZPass System shall check the Account status and transponder status to verify if the Account is currently in good standing. This validation will prevent the issuance of Post-paid

Statements, Toll Bills, and Violation Notices to Customers who may have temporary problems with their Account (for example, replenishment failure or delayed activation of a transponder).

1957	<p>Provide the capability to validate and automatically filter transponder transactions that are identified as unpaid transactions based on a Configurable combination of criteria, including but not limited to:</p> <ul style="list-style-type: none"> a. the status of the transponder; b. the availability of images; c. The IAG/Interoperable Agency or Third-party Entity associated with the transponder; d. the transponder account type indicator; e. the status of the Account, and f. the balance on the associated Account.
1958	<p>Post the transponder unpaid transaction to the Account as an IToll or VToll, deducting the toll amount if the established criteria are met. The transponder unpaid transaction shall be closed as paid.</p>
1959	<p>If the transponder unpaid transaction is not eligible for posting to an Account for payment but the transaction has associated images, then forward the transaction through the image review process to retrieve the license plate data.</p>
1960	<p>Provide the capability to Configure the System so that if the transponder unpaid transaction belongs to an existing Account but is not eligible for posting to the Account for payment and the transaction did not have an associated image, then post the Toll Agency transponder transaction to the Customer Account as a receivable.</p>
1961	<p>Provide the capability to process and transmit a transponder transaction (that did not get transmitted for posting initially because it did not have a valid status in a prior Transponder Status File) for posting if the current status of the transponder is valid in the current Transponder Status File.</p>
1962	<p>Provide the capability to process and transmit a transponder transaction when an Image-based Transaction contains an invalid IAG/Interoperable Agency or Third-party Entity retail transponder and also to store the associated image and resume the workflow as unpaid Image-based Transaction if the transponder transaction is not accepted for posting by the IAG/Interoperable Agency or Third-party Entity.</p>
1963	<p>Process IAG/Interoperable Agency and Third-party Entity invalid transactions in accordance with the IAG/Interoperable Business Rules described in the IAG/ Interoperable Specifications.</p>

9.13.3.4 ACM Unpaid Transaction Processing Rules

The Toll Agencies have defined specific Business Rules for unpaid ACM transactions that the New Jersey E-ZPass System shall support. These Business Rules shall be Configurable, and the New Jersey E-ZPass System shall support changes to these Configurable rules.

1964	Provide the capability to establish Configurable thresholds and timelines for processing and pursuing ACM unpaid transactions, by Toll Agency, in accordance with the Business Rules.
1965	Process and escalate ACM unpaid transactions from the Configured Toll Facilities/lanes identified by the Toll Agency as eligible for ACM unpaid transaction processing.
1966	Process transactions from ACM lanes which are not identified as eligible for ACM unpaid transaction processing as 'rejects' and record the transactions for reporting and financial tracking.
1967	Reconcile all rejected ACM transactions to the Toll Agency Host System/Host and Image Capture Systems in accordance with the interface specifications.
1968	Forward all ACM transactions for unpaid transaction processing and image review if they are identified as eligible for ACM unpaid transaction processing on the Toll Agency/Toll Facility/lane list.
1969	If the ACM transaction license plate matches a valid Transponder-Based Account (New Jersey E-ZPass Account, IAG Interoperable Agency Account, or Third-party Entity Account) in accordance with the Business Rules, then mark the transaction as rejected and do not post the transaction to the Account.
1970	If the ACM transaction license plate does not match a valid Transponder-Based Account (New Jersey E-ZPass or IAG/Interoperable/Third-party Entity) then forward the license plate to the next workflow.
1971	Utilize the registration information obtained from the MVC, DMV, or ROV Lookup Service Provider for an unpaid ACM transaction and match the name and address against valid Transponder-Based Accounts. If a match is found with a valid Transponder-Based Account in accordance with the Business Rules, then mark the ACM transaction as rejected and do not post the transaction to the Account.
1972	If the name and address does not match a valid Transponder-Based Account, then attempt to match against a License Plate-based Account.
1973	Track the number of ACM unpaid transactions on the Account and the days elapsed since the Account's first ACM unpaid transaction.
1974	Provide the capability to terminate the ACM unpaid transaction with the Configured reason code if the number of ACM unpaid transactions on the Account, within the Configurable time period, is below the Configurable threshold established.

1975	Provide the capability to Configure reason codes for termination of ACM unpaid transactions based on the number of terminations for the Account within the Configurable time period, for example, the first and second terminations can have different reason codes.
1976	Provide the capability to escalate an ACM unpaid transaction to Violation Notice in accordance with the Business Rules when the transaction occurs after the Configurable threshold of ACM unpaid transactions allowed within the Configurable time for an Account has been exceeded.
1977	Provide the capability to restart the cycle after a Configurable number of days, in accordance with the Business Rules, taking the date of the Account's last Violation Notice for an unpaid ACM transaction into consideration, for example, if a Violation Notice is not issued within fourteen (14) days and a new ACM unpaid transaction is received then restart the cycle.
1978	Track the number of restart cycles on an Account to help detect Accounts taking advantage of the allowed transaction terminations.
1979	Track the number of unpaid ACM transactions rejected by license plate due to matching a license plate associated with a valid Transponder-Based Account (New Jersey E-ZPass Account, IAG Interoperable Agency Account, or Third-party Entity Account) and report to the PMMS when the number exceeds a Configurable number within a Configurable period of time.
1980	Track the number of unpaid ACM transactions rejected on an Account due to ROV name/address matching name/address associated with a valid Transponder-Based Account (New Jersey E-ZPass Account, IAG Interoperable Agency Account, or Third-party Entity Account) and report to the PMMS when the number exceeds a Configurable number within a Configurable period of time.

9.13.3.5 Review and Audit of Filtered and Queued Transactions

The System shall provide the capability to review and audit filtered transactions and verify that the System processes and operations staff are performing as required. Additionally, sometimes filters (for example toll reversals or adjustment) may be entered into the System after the transaction has posted to an Account or has appeared on a Violation Notice and possibly paid. Such conditions may require manual review before the reversals and corrections are applied.

1981	Provide the capability to review, correct and release filtered transactions so that the transactions may continue to be processed, for example the transactions that fail the validity checks maybe corrected at which time they can be reprocessed.
1982	When transactions are adjusted or reversed, for transactions that are associated to an Account but are not yet posted, display the potentially non-pursuable transactions that meet the Authorized User entered criteria for supervisory approval through the QC process described in QA Requirements.

1983	In cases where the adjusted or reversed transactions posted to an existing Account, display the Account number, escalation stage, Violation Notice number, ROI and the license plate data of potentially non-pursuable transactions that meet the Authorized User entered criteria for supervisory approval through the QC process described in QA Requirements.
1984	Upon approval of the disposition, automatically reverse the posted transaction that is non-pursuable and display the reason code.
1985	Create a Case and assign to operations if the non-pursuable transaction that was terminated was successfully posted previously to an IAG/Interoperable Agency or Third-party Entity Account.
1986	Create a Case and assign to operations if the non-pursuable transaction that was terminated was associated to an Account and the Customer was noticed for the transaction.

9.13.4 Customer Validation

Once the vehicle's license plate information is obtained and processed through the filters, the New Jersey E-ZPass System shall check the license plate information against all existing Accounts to determine whether the license plate belongs to an existing Account holder (New Jersey E-ZPass, IAG/Interoperable Agency, Third-party Entity). In addition, where license plate information is not available, the System shall use the vehicle image to perform a match against images of vehicles registered to Customer Accounts. The Customer validations shall also be performed after the vehicle registration information is obtained from the MVC/DMV or ROV Lookup Service Provider. The order of the check shall be as listed but shall be Configurable.

- New Jersey E-ZPass Private and Business Registered Accounts
- IAG/Interoperable E-ZPass Accounts
- Accounts that are with a Third-party Entity
- Unregistered Accounts

The intent of the Requirements in this section is to obtain a Customer validation solution that prevents New Jersey E-ZPass, IAG/Interoperable Agency and Third-party Entity Customers from getting a Toll Bill, Post-paid Statement or Violation Notice in error either due to system issues or accidental Customer actions. The license plate and vehicle registration workflow process shall allow for the repeated validation of the license plate to Customer Accounts at various aging and escalation stages including daily validation.

The solution provided by the Contractor shall result in the prevention of incorrect Customer charges/billings and provide flexibility in notifying Customers and addressing Customer issues prior to sending them Toll Bills, Post-paid Statements or Violation Notices

1987	Match normalized license plate number against Pre-paid Accounts and if an active license plate is found, post the transaction to the Account at the pre-defined Configurable toll rate per the Business Rules.
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1988	Match license plates against IAG/Interoperable plate files and if an active license plate is found, transmit the transaction to the respective IAG/Interoperable Agency at the pre-defined Configurable toll rate per the Business Rules and IAG/Interoperable interface specifications.
1989	Match license plates against other Third-party Entity files and if an active license plate is found, transmit the transaction to the appropriate agency at the pre-defined Configurable toll rate per the Business Rules.
1990	Match the license plate against existing Post-paid License Plate-based Accounts and if there is a match and the address associated with the license plate is not Nixie and the license plate data is not 'stale' (last look up was past the Configurable number of days which is determined based on the plate's Jurisdiction), then associate the Image-Based Transaction to the Account.
1991	Create a Case for CSR review of matched results and resolution including merging Accounts and Customer notification if a license plate is associated with multiple Accounts.
1992	For license plates that cannot be matched to an Account, process the license plate through the downstream workflows based on the Business Rules.

9.13.5 Owner Identification

Once the license plate information is retrieved from the image of the vehicle in the Image-Based Transaction, if all attempts to post to an existing Account have failed and the applicable filters have been applied, the next step in the process is to identify the owner of the vehicle so that a Toll Bill, Post-paid Statement or Violation Notice can be issued. The registered owner name and address information for a license plate shall be obtained from MVC, state DMVs or the ROV Lookup Service Provider.

Most rental car/fleet agencies are required to establish E-ZPass Accounts; however, some smaller rental car agencies may prefer to import and export spreadsheets to provide renter and payment information and the New Jersey E-ZPass System shall provide the functionality to support such an interface. If the rental car/fleet agencies provide the information for the renter, then the renter is billed for the transaction(s); otherwise, the rental car/fleet agencies are responsible for payment of the toll transaction(s). If no payment is received within the timeline established, transactions are escalated. The Contractor is responsible for:

- establishing the necessary agreements with the rental car/fleet agencies;
- establishing the necessary connections to the rental car/fleet agencies, and
- developing and testing the interfaces in accordance with the rental car or Contractor developed data exchange formats.

The intent of the Requirements in this section is to obtain an owner identification solution that:

- helps identify the owner of the license plate so that revenue losses are minimized;
- allows correction of incorrectly obtained license plate data;
- provides multiple means of obtaining the registration information, and
- at all times attempts to identify a New Jersey E-ZPass Customer using all available license plate information.

The solution provided by the Contractor shall result in maximizing the potential for collecting toll revenue and minimizing Customer service issues.

Many sources of owner identification are available and based on the Configurable rules established and in compliance with Legislation, when mailing the Correspondence, the correct address is utilized.

The Contractor is responsible for:

- establishing the necessary agreements with the MVC, state DMVs and the ROV Lookup Service Provider;
- purchasing and establishing the necessary communications lines/connections to the MVC, state DMVs and ROV Lookup Service Provider, and
- developing and testing the interfaces in accordance with current or Contractor developed interface specifications.

The System shall maintain all vehicle and ownership information in multiple categories of addresses (MVC/DMV/ROV Lookup Service Provider address, mailing address, standardized address, etc.) retrieved from the various sources to provide an audit trail of the changes. All addresses must be viewable on the Account and can be designated for different purposes including mailing statements, Toll Bills, Post-paid Statements and Violation Notices.

9.13.5.1 Rental Car/Fleet Agency Electronic Re-Assignment Process

1993	Provide the capability through self-service portal of file exchange for rental car/fleet agencies to manage their plates and resolve responsibility for rental car/fleet agency transactions before creation of Toll Bill, Post-paid Statement or Violation Notices.
1994	Provide Configuration parameters for rental car/fleet agencies to allow for billing of all transactions directly to the rental car/fleet agency and/or billing to individual renters using information as provided by the rental car/fleet agency.
1995	Provide the capability to accept the name, address, and contact information of the renter for each plate as well as the date and time range the plate was associated with the renter.
1996	When the rental car/fleet agency provides the renter information for a license plate, issue a Toll Bill, Post-paid Statement or Violation Notice to the renter in accordance with the Business Rules.
1997	Provide the capability to accept and process payments from the rental car/fleet agency for the rental car transactions. Payments made by the rental car/fleet agency shall be reconciled by the System.
1998	Escalate the transactions in accordance with Business Rules for all the plates on the rental car/fleet agency Account if no payments are received from the rental car company.

9.13.5.2 Rental Car and Fleet Posting based on Multiple Alternate Names

1999	Provide the capability to enter multiple alternate vehicle registration names (or doing business as (DBA)) for rental car/fleet agency Accounts.
2000	Provide the capability to compare the vehicle registration information to the alternate DBA names on the Account.
2001	Provide the capability, when a DBA name match is found in accordance with Account Matching Business Rules, to post the transaction to the matching Account, as long as the Account is in good standing.

9.13.5.3 External Identification Request

2002	Determine the eligibility for billing/noticing Customers based on each Toll Agency determined Configurable parameters.
2003	NJTA may identify Jurisdictions/states that they would like to send Toll Bills, Post-paid Statements or Violation Notices to and can legally send Toll Bills, Post-paid Statements or Violation Notices to.
2004	Provide the capability to Configure such Jurisdictions/states and identify the source of the vehicle registration data (license plate owner identification).
2005	For license plates where vehicle registration information is not available in the vehicle registration database, transmit the license plates to the respective Jurisdiction's MVC/DMV and ROV Lookup Service Provider for owner identification.
2006	Match the name and address returned from the MVC/DMV/ROV Lookup Service Provider and the license plate to name/plate and address and/or name on the Customer Account using NJTA-Approved criteria. The matching shall be performed for all Accounts in the hierarchical order specified in the Business Rules and according to the Configurable matching criteria. DBA name and address and other information on the Account shall also be used in the matching process.
2007	Provide the capability to prevent the ROV matching process from adding a license plate to an Account that has been flagged as excluded from ROV matching additions.
2008	When matching any Approved Account information, provide the capability to use a third-party address standardization engine for both the address records within the System and the address records provided to the System, and ensure that both sides are standardized before any matching is performed.
2009	Ensure that the System is able to match address records returned from the MVC/DMV/ROV Lookup Service Provider to any of the addresses that may be present on the Account, even if that address has been updated by a standardization process.

2010	If Configured, the System shall post Image-Based Transactions to the Customer Account where the vehicle registration information matched the information on the Customer Account and add/update the license plate to the Account. The System shall notify the Customer in accordance with the Business Rules when the license plate is added to the Account.
2011	Provide the Configurable capability to automatically send a ‘request to consolidate Accounts’ Correspondence Item to the Customer, in accordance with the Business Rules, when a near-perfect match is identified, for example, a match between a New Jersey E-ZPass Customer’s Pre-paid Account and a Post-paid License Plate-based Account that has unpaid transactions.
2012	For partial matches meeting Configurable criteria, provide the capability to create a Case for CSRs to review the results and confirm the owner identification before posting the transaction to the Customer Account.
2013	When vehicle registration information matches multiple Accounts create a Case for CSRs to review the results and confirm the owner identification, merge the Accounts, notify the Customer and post the transaction to the Customer Account.
2014	If the license plate belongs to a commercial entity (such as U-Haul) that has an Account with different contact information, then allow associating the transaction to the master Business Account.
2015	If a license plate is rejected for a Configurable reason, queue the transactions for manual review. Authorized Users shall have the capability to review the license plate information and its associated images and make corrections to the license plate information. All corrected license plates shall be routed back to the License Plate Review Services Contractor for QC and re-introduced into the Configured workflow.
2016	When multiple sets of registration information are obtained for a license plate, create a Case for CSRs to review and the reviewer shall have the capability to select the correct vehicle registration.
2017	If there is no response from the MVC/DMV/ ROV Lookup Service Provider, then the System shall retry a Configurable number of times and at a Configurable number of days.
2018	Provide CSRs the capability to review the transactions where the registration information is not available and provide the capability for manual entry of the registration data, to process payment on the transaction and post the transaction to an existing Account.
2019	Terminate the transaction after a Configurable number of days if vehicle registration information is not obtained through the interfaces, the internal databases, or through manual input.
2020	Maintain termination reasons for transactions that are terminated.
2021	For those state DMVs that support real-time database updates or permit the retention of the registration information for a Configurable period of time, maintain the vehicle registration database, and keep it updated in accordance with MVC/DMV agreements.

2022	Maintain an unregistered vehicle database for entities (such as U-Haul) where vehicle registration information is not available from MVC/DMV or ROV Lookup Service Provider.
2023	Maintain an Unidentified License Plate Database for plates which have been identified as having been tampered with.
2024	Provide the capability for an Authorized User to Configure workflows for addition of plates to the Unidentified License Plate Database based on the image reject code and MVC/DMV/ROV Lookup Service Provider return code, for example to send plates with a specified return code directly to the Unidentified License Plate Database but for a different return code only add if, upon re-review quality review, accuracy of the plate information from the initial review is confirmed.
2025	Provide the capability to automatically add plates to the Unidentified License Plate Database based on manual image review reject reason, for example a plate that has been physically altered.
2025-1	Provide the capability to create alerts and notify Authorized Users if an Unidentified License Plate from a specific Toll Agency or specific Toll Facilities is added to the Unidentified License Plate Database and is in the Unidentified License Plate Database a Configurable number of times.
2026	Provide the capability to automatically add plates to the Unidentified License Plate Database based on the code returned from DMV and the Configured workflow.
2027	Provide the capability to create an unregistered, license-plate based Account the first time a plate is added to the Unidentified License Plate Database.
2028	Provide the capability to automatically flag an Account as potentially fraudulent when there are plates associated with it in the Unidentified License Plate Database.
2029	Provide the capability for an Authorized User to Configure workflows for new transactions associated with plates in the Unidentified License Plate Database for example, whether to video toll or to escalate directly to Violation Notice.
2030	Provide the Configurable capability to generate a Violation Notice for plates in the Unidentified License Plate Database and to suppress them from being sent to the Print/Mail Service Provider, if Configured.
2031	Provide the Configurable capability to generate a Violation Notice for plates in the Unidentified License Plate Database and sent to the Print/Mail Service Provider, if Configured.
2032	Provide the capability for an Authorized User to request and view an unidentified plate list containing plates in the Unidentified License Plate Database by various selection criteria.

2033	Provide the capability for an Authorized User to select a plate from a requested unidentified plate list and view detailed information about transactions associated with the plate, including images with the ability to save the images locally, image review information, as well as reject and return codes and any other Configured data returned from MVC/DMV/ROV Lookup Service Provider.
2034	<p>Provide Authorized Users the ability to perform actions on requested plate lists from the Unidentified License Plate Database, including but not limited to:</p> <ul style="list-style-type: none"> a. to filter the list; b. to filter using wildcards, for example within plate number; c. to filter on partial plate number; d. to export the list to a specified format, for example PDF or CSV, and e. to print the list.
2035	Provide the capability for an Authorized User to Configure a set of filters to apply to the Unidentified License Plate Database on a scheduled basis for list creation for example, to create an Unidentified License Plate list the first day of the month of plates in the database with transactions occurring on a specific Toll Agency's Toll Facilities in the prior month.
2036	Provide the capability to send scheduled filtered lists from the Unidentified License Plate Database to the Toll Agencies as specified in the Toll Agency's Host interface specifications.
2037	Provide the capability to send unidentified plate information and detailed transaction information, including images, to the Toll Agencies.
2038	Provide the capability for an Authorized User to send plate information from the Unidentified License Plate Database and detailed transaction information, including images, to a Configured law enforcement agency.
2039	Provide the capability for an Authorized User to update the unidentified license plate with the correct license plate that is manually obtained, for example through law enforcement. The updated license plate shall then re-enter the transaction processing workflow.
2039-1	Provide the capability for an Authorized User to record the registered name and address of the correct license plate that is manually obtained, for example through law enforcement. The updated information shall be processed as transfer of responsibility and the transaction(s) shall then re-enter the transaction processing workflow.
2040	Provide the capability for an Authorized User to Configure workflows for handling transactions associated with plates in the Unidentified License Plate Database once the plate is corrected or registration information is recorded for example, whether a Violation Notice is to be created manually or automatically and whether all unpaid transactions shall be included on the same Notice.

2041	Provide the capability to manually escalate Notices created once a plate in the Unidentified License Plate Database is corrected, for example to manually escalate it to Court.
2042	Provide the capability to restrict the plate information that can be updated in the Unidentified License Plate Database based on user role, for example CSR can update plate number but not plate state.
2043	Provide the capability to automatically create a Case if a plate in the Unidentified License Plate Database is added to a registered Account.
2044	Provide the capability to remove plates from the Unidentified License Plate Database if it is discovered that plate is not actually fraudulent – for example it was an issue with the DMV rather than the Customer's actions.
2045	Provide the capability for the System to perform trend analysis for individual plates in the Unidentified License Plate Database to notify Configured recipients when a plate's transactions reach Configured milestones, for example a recipient at DRBA is notified when a plate has transactions from DRBA roadways in the Unidentified License Plate Database with an accumulated toll amount of \$1,000.
2046	Provide the capability for an Authorized User to Configure Unidentified License Plate Database milestones to include in trend analysis. For example, Toll Facilities used by the Customer and time of travel.
2047	Provide the capability for an Authorized User to Configure retention and archival parameters for the Unidentified License Plate Database.
2048	Provide the capability to Configure archival of plates from the Unidentified License Plate Database based on the number of transactions added to the Unidentified License Plate Database for the plate within a specified period of time, for example plates with 2 or less transactions are archived after 1 year.
2049	Provide the capability to set multiple archival parameters for plates in the Unidentified License Plate Database based upon ranges of specified numbers of transactions within a specified period of time, with separate length of retention thresholds as well.
2050	Provide the capability to set archival time periods for the Unidentified License Plate Database based on image reject and DMV return code.
2051	Provide the capability to evaluate multiple archival criteria for a given plate in the Unidentified License Plate Database and determine archival based on the one that results in the longest retention.
2052	Provide an Unidentified License Plate Database Dashboard that provides Authorized Users with Configurable data points to be determined during design, for example information on the number of plates that were corrected and their status.
2053	Provide reporting for the Unidentified License Plate Database, including but not limited to:

	<ul style="list-style-type: none"> a. an unidentified plate transactions detail report; b. an unidentified plate transactions list report; c. an unidentified plate report, and d. a travel pattern report for specific plates.
2054	Provide the capability to generate Unidentified License Plate Database reports for specific date ranges and also to generate for all dates without having to enter begin/end dates.
2055	Provide the capability to generate Unidentified License Plate Database reports using wildcards.
2056	Provide the capability to obtain new license plate types from MVC/DMV/ROV Lookup Service Provider and populate relevant System fields and drop-down lists.
2057	Provide the capability to evaluate license plate types in records returned by the MVC/DMV/ROV Lookup Service Provider and automatically create a Case for research when a new plate type is identified.
2058	Provide the capability to generate a PMMS alert and to automatically create and assign a Case for research when the MVC/DMV/ROV Lookup Service Provider indicates that an unknown plate type was received in a record the System submitted for lookup.

9.13.6 Toll Posting

The intent of the Requirements in this section is to create a System that allows for Configurable rules for assigning and posting tolls to Customer Accounts. Over time the status of the Account may change, or Business Rules may change based on Account Category, Account Funding Type, Account Type, Account Sub-Type and Account Plans. The System needs to be designed so that the tolls are posted and recorded accurately based on the Account attributes, status, and Business Rules at that point in time. The System will also be required to allow for the override of the posting rules at any time by an Authorized User.

2059	Maintain toll rate and schedules for Toll Agencies that are received via an electronic interface or spreadsheets.
2060	Provide the capability to automatically create a Case and Alert each Toll Agency when toll rate and schedule updates are received, and for each Toll Agency to review and Approve, within the System, their updated toll rates and schedules and the associated effective date and time.
2061	Assign the appropriate toll rate to the transaction if the toll rate is not assigned by the Toll Agency for example for a Gross Class Mismatch transaction or a transaction where an adjusted toll rate is applied.

2062	<p>Provide the capability for posting transactions to the Accounts at the appropriate toll rate based on specific tolling location, vehicle class/axle, time of day, day of week, date, transaction type, Account Category, Account Funding Type, Account Type, Account Sub-Type and Account Plan, including but not limited to:</p> <ul style="list-style-type: none">a. cash rate;b. E-ZPass toll rate;c. E-ZPass adjusted toll rate;d. Image-Based toll rate (IToll);e. license plate toll rate (posted to license plate Account), andf. Post-paid license plate toll rate (billed).
2063	<p>Provide the capability for posting additional axle (3 axle up to 16 axle) transactions to the Accounts, including but not limited to:</p> <ul style="list-style-type: none">a. cash rate;b. E-ZPass toll rate;c. E-ZPass adjusted toll rate;d. Image-Based toll rate (IToll);e. license plate toll rate (posted to license plate Account), andf. Post-paid license plate toll rate (billed).
2064	Provide the capability to assess a Configurable transaction processing fee by Toll Agency if assessment of such fee is enabled.
2065	<p>Support the application of transaction-based fees depending on the Account Category, Account Funding Type, Account Type and/or Account Sub-Type, including but not limited to:</p> <ul style="list-style-type: none">a. Pre-paid Transponder-Based Account;b. Pre-paid License Plate-based Account, andc. Post-paid License Plate-based Account.
2066	Provide Authorized Users the capability to set the thresholds and ranges for all relevant parameters related to suppression of duplicate toll posting in accordance with the Business Rules.
2067	Provide the capability for posting valid toll transactions to Accounts taking into consideration the enrolled (automatically or by eligibility) Account Plans.

2068	Provide the capability for posting valid toll transactions to Accounts regardless of the Account balance.
2069	Provide the capability to pursue and escalate transactions that post to an Account when the Account is below the insufficient funds threshold.
2070	Provide the capability to Configure the System to charge higher toll rates in accordance with the Business Rules, when posting IToll transactions to Accounts flagged with excessive IToll posting.
2071	Provide the capability to save vehicle images on Image-Based Transaction posting.
2072	<p>Provide the capability for posting of Transponder-Based and Image-Based Transactions with applicable toll rates per the Business Rules based on a combination of factors, including but not limited to:</p> <ul style="list-style-type: none">a. Account Category;b. Account Funding Type;c. Account Type;d. Account Sub-Type;e. Account Plans;f. the Account status at the time of the transaction;g. current Account status;h. Account open date;i. license plate number;j. license plate Jurisdiction;k. license plate type;l. IAG/Interoperable Agency;m. age of the transaction (for example transactions from other IAG/Interoperable Agencies that are older than three (3) months shall not post to a Customer Account);n. specific sets of transactions (for example a Transponder-Based Transaction might qualify for a lower toll rate at a specific location if the transponder also has a transaction at a different specified location within a Configured period of time);o. Flags on the Account;p. the vehicle status relative to the Account at the time of the transaction, andq. the Account balance.

2073	Provide Authorized Users, having a user role that is Configured with override privileges, the capability to override the posting rules and maintain an audit trail of the Approval.
2074	Provide Authorized Users, having a user role that is Configured with override privileges to enter and approve but not post a proposed posting rule override. This action will trigger the automatic creation of a Case assigned to the Toll Agency for Approval. Upon Toll Agency Approval, the transaction(s) will post according to the specified rule override.
2075	Maintain an audit trail of the posting rule override approval process including identification of the Authorized User(s) approving the rule override.
2076	Provide the capability to automatically determine which Account Plan would result in the lowest toll rate for the Customer and post the toll at that rate when the transaction is eligible for multiple Account Plans.
2077	Provide the capability for an Authorized User to post an Image-Based Transaction to an Account when the vehicle was added to the Account after the time of the transaction if transaction occurred within a Configurable number of days.
2078	Provide the Configurable capability for an Authorized User to post an Image-Based Transaction to an Account when the vehicle was added to the Account before the time of the transaction.
2079	Provide the capability for an Authorized User to manually post an Image-Based Transaction to an Account and associate a comment.
2080	Provide the capability, when initiated by the Customer, to post an Image-Based Transaction to an Account when the vehicle was added to the Account after the time of the transaction.
2081	Provide Authorized Users the capability to set up the Configurable parameters that will trigger excessive IToll posting notifications and assessment of fees based on the Account Category, Account Funding Type, Account Type and Account Sub-Type.
2082	Provide the capability to specify by transponder and/or license plate the treatment of tolls by Toll Agency/facility groupings allowing for different rate categories per grouping (i.e., license plate rate for one group, but cash rate for another group).
2083	Provide the capability for posting of specific Toll Agency tolls to Accounts as the full fare with 100% toll adjustment (no impact to Account balance) based on Account Plans on the Account.
2084	Provide the capability for posting of Toll Agency and IAG/Interoperable Agency tolls to Accounts with Account Plans as the full fare without adjusting the toll rate.
2085	Provide the capability to remove the 100% toll rate adjustment on an individual or selected Account transaction with Account Plans based on Flags on the Account and Business Rules.
2086	Provide Authorized Users the capability to adjust the toll rate on a transaction for an Account with an Account Plan(s).

2087	Provide the capability for posting non-toll (for example, parking/E-ZPass Plus) transactions to Accounts when the transaction amount is under a Configurable threshold.
2088	Provide the capability for charging non-toll (for example, parking/E-ZPass Plus) transactions to a Configurable Payment Method on file.
2089	Provide the capability for charging non-toll (for example, parking/E-ZPass Plus) transactions that exceed a Configurable threshold to a specific Payment Method on file.
2090	Validate transactions such that no zero-amount toll, fee or fine is posted to an Account unless in accordance with the Business Rules.
2091	Provide the capability to charge different toll rates for vehicles associated with the same Account, for example, one vehicle being image-based, and one vehicle being transponder-based.
2092	Provide the capability to suppress the posting of a transaction if there is another Transponder-Based Transaction that is posted to the Account with the same transponder ID and Toll Facility identifier within a Configurable period; the second transaction is considered a duplicate and shall be flagged as a reject, available in reject reporting, and not posted to the Account.
2093	Provide the capability to suppress the posting of a transaction if there is an Image-Based Transaction posted to the Account involving the same license plate as the transaction to be posted on the same Toll Facility within a Configurable period; the second transaction is considered a duplicate and shall be flagged as a reject, available in reject reporting, and not posted to the Account.
2094	Provide the capability to suppress the posting of a Transponder-Based Transaction if an Image-Based Transaction is posted to the Account at the same Toll Facility within a Configurable period, one of the transactions is considered a duplicate and shall be flagged as a reject, available in reject reporting, and not posted to the Account per the Business Rules.
2095	Provide the capability to suppress the posting of an Image-Based Transaction if a Transponder-Based Transaction is posted to the Account at the same Toll Facility within a Configurable period, one of the transactions is considered a duplicate and shall be flagged as a reject, available in reject reporting, and not posted to the Account per the Business Rules.
2096	Provide the capability to evaluate transactions that contain multiple transponder reads and to process and post the transaction using the correct transponder per the Business Rules.
2097	Provide the capability to post transactions to Accounts where the transponder is in a status that may prevent the posting of transactions (for example, lost or stolen), but where there is a license plate match to the Account based upon the Business Rules.
2098	Provide the capability to post tolls from transponder reads with no associated vehicle data, per the Business Rules.

2099	Provide the capability to post a toll to the Account due to ROV match of any current Account name/address type and/or the normalized or non-normalized address, based upon the Business Rules.
2100	Provide the capability to correct a license plate number on Image-Based Transaction that posted incorrectly to an Account and generate a credit transaction on the Account referencing the misapplied posting transaction.
2101	Provide the capability for a single step action to process transactions for posting to an IAG/Interoperable/Third-party Entity Account, including but not limited to: a. the established fees or penalties are adjusted; b. the established fees or penalties are paid; c. tolls are paid at the appropriate toll rates, and d. transactions are handled appropriately for financial reporting purposes.
2102	Provide, in the Account toll history screen, a transaction level link for an Authorized User to view all of the available Image-Based Transaction images (both front and rear, ROI, etc.) for that transaction.

9.13.7 Image-Based Transaction Processing, Aging and Escalation

After the Image-Based Transactions on non-AET facilities move through the various filters (including IToll/VToll) and the rental car/fleet process, the Image-Based Transactions are eligible for first level Violation Notice and the Customers are noticed. On AET facilities, the Image-Based Transactions are eligible for a Toll Bill or Post-paid Statement and, if the Toll Bill or the Post-paid Statement is not resolved after two billings, the Image-Based Transactions escalate to first level Violation Notice. Customers with a Registered Account who have outstanding amounts owed on their Account and continue to use the Toll Facilities will receive a Toll Bill or a Violation Notice, based on the Toll Agency, for the Image-Based Transactions and balance owed on the Account.

The intent of the Requirements in this section is to obtain an Image-Based Transaction processing and escalation solution that:

- provides a flexible and Configurable billing, noticing, collections and enforcement process that can be adapted for each Toll Agency's Business Rules and Image-Based Transaction escalation policy;
- provides cost-effective mechanisms and means to notify Customer of their non-payment of toll and accept payments;
- provides Customer a single Account to view and manage all their transponder and Image-Based Transactions and payments, and
- provides Customer service staff the capability to efficiently address Customer issues and resolve Customer disputes and complaints.

The solution provided by the Contractor shall result in minimizing Customer service issues and maximizing toll collection. The Toll Agencies shall be able to determine the most effective Customer Correspondence Item and unpaid transaction enforcement process and have the flexibility to change the escalation process to benefit from the improved methods.

Toll Bills, Post-paid Statements and Violation Notices that are not paid in full, dismissed, or closed within the time period established are escalated and additional Toll Bills, Post-paid Statements and Violation Notices are sent to the Customer. As Toll Bills, Post-paid Statements and Violation Notices are escalated, additional fees and penalties may be added and, if not paid, the registered owner of the vehicle's information may be sent to collections if eligible, may be pursued through the courts, and may have their vehicle registration and/or driver's license suspended/placed on hold if eligible. The Image-Based Transactions process shall be highly flexible and utilize Configuration Parameters, Configurable by Toll Agency, to accommodate future Business Rule changes. Authorized Users and Customers shall be provided easy to use and intuitive screens and tools to manage the Image-Based Transactions processing and resolution functions.

Currently only DRJTBC's Scudder Falls Bridge facility has AET, but this will expand over the Contract Term to almost all Toll Agencies. At the time of Go-Live, CMCBC, other DRJTBC facilities, SJTA and GSP Toll Facilities may also operate as AET facilities, where Customers are issued Toll Bills. Appendix C-2 contains draft DRJTBC AET Business Rules and Appendix C-3 contains draft SJTA AET Business Rules. Either before or during the Contract Term, NJTP may convert to AET. The ultimate plan, which will occur during the Contract Term, will be for the New Jersey E-ZPass Program to convert to Account-based Correspondence Items and escalations where Customers with Unregistered Accounts are issued Post-paid Statements in support of the New Jersey Program wide AET Business Rules.

9.13.7.1 Image-Based Transaction Processing – AET Facilities

2103	Support Configurable Business Rules by Toll Agency for processing Image-Based Transactions on AET Facilities.
2104	Provide the capability to evaluate AET transactions and determine eligibility for Toll Bills and Post-paid Statements in accordance with individual Toll Agency Business Rules.
2105	Provide the capability to Configure the System to support Toll Bill-based aging and escalation, for example if first level Toll Bill is not resolved within the timeline established, then the first level Toll Bill is escalated to a second level Toll Bill that reflects only the outstanding balance on the first level Toll Bill plus additional fees, even though the Account may have additional unbilled transactions.
2106	Provide the capability to Configure the System to support Account-based aging and escalation of Post-paid Statements where the Post-paid Statement reflects all financial activity on the Account, for example if the Post-paid Statement reflecting the outstanding balance on the Account is not resolved, then the next Post-paid Statement reflects the prior outstanding balance on the Account, payments if any, unbilled transactions for the period, and additional fees that are assessed on the Account.

2107	<p>Provide the capability (Configurable by Toll Agency) to set and maintain Toll Bill/Post-paid Statement generation eligibility and transaction aging parameters, including but not limited to:</p>
	<p>a. Toll Bill generation eligibility timeline, for example make a first level Toll Bill eligible for generation within x days of the first unbilled transaction or when a Configurable balance is due on the Account, whichever happens first;</p>
	<p>b. Toll Bill aging timeline, for example make a second level Toll Bill eligible for generation if first level Toll Bill is not paid within five (5) days (of the due date) and if the second level Toll Bill is not paid within five (5) days (of its due date) it is eligible for the Violation Notice process;</p>
	<p>c. Post-paid Statement generation eligibility, for example make a monthly Post-paid Statement eligible for generation thirty (30) days from the day of the month the Account was created;</p>
	<p>d. Post-paid Statement aging timeline, for example make a second level Post-paid Statement eligible for generation if amount owed is considered past due and if it is not paid within five (5) days (of the due date) it is eligible for the Violation Notice process;</p>
	<p>e. Toll Bill/Post-paid Statement due date constraints, such as when the scheduled due date falls on a Business Day that is a federal or state holiday, then the payment shall be due the first Business Day after the holiday;</p>
	<p>f. Grace Period for aging unpaid Toll Bill/Post-paid Statement on an Account, for example a five-day Grace Period is applied before escalation to the next level;</p>
	<p>g. eligibility criteria, for example if Customer has at least a Configurable number of unbilled transactions or other Financial Transaction within the billing cycle then make a Toll Bill/Post-paid Statement eligible for generation;</p>
	<p>h. payment thresholds based on underpayment amount for each status or workflow stage, for example if the fee amount on a Toll Bill/Post-paid Statement is underpaid by less than \$0.25 but tolls are paid, then the amount owed on the Toll Bill/Post-paid Statement is considered closed, and</p>
	<p>i. fee structure, for example the fees to be assessed, the escalation level(s) at which they are assessed, and whether the fees are to be assessed at the Toll Bill/Post-paid Statement level or at the transaction level.</p>
2107-1	<p>Provide the Configurable capability to combine transactions from multiple Toll Agencies on a Toll Bill/Post-paid Statement in Accordance with the Toll Agency's Business Rules.</p>
2108	<p>Provide the capability, Configurable by Toll Agency, to escalate open transactions on a Toll Bill/Post-paid Statement to Violation Notice and process such Violation Notices through the escalation and enforcement process in accordance with the Toll Agency's Business Rules.</p>
2109	<p>Provide the Configurable capability to automatically request Skip Tracing for an Account when a Toll Bill/Post-paid Statement is returned to sender or marked as Nixie.</p>

2110	Provide the capability to reissue Toll Bills and Post-paid Statements when a new address is obtained through Skip Tracing.
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9.13.7.2 Image-Based Transaction Processing – non-AET Facilities

2111	Support Configurable Business Rules by Toll Agency for processing Image-Based Transactions on non-AET facilities as described in Appendix C-1 Master New Jersey E-ZPass CSC Business Rules Draft.
2112	Provide the capability to determine Violation Noticing eligibility on non-AET facilities, by Toll Agency, based on the number of unpaid transactions within a Configurable number of days or a Configurable dollar threshold within Configurable number of days.

9.13.7.3 Image-Based Transaction – Aging/Escalations

2113	<p>Provide Authorized Users the capability to manage aging and escalation of open transactions, Toll Bills, Post-paid Statements and Violation Notices by Toll Agency, including but not limited to:</p> <ul style="list-style-type: none"> a. to combine transactions from multiple Toll Agencies on a Violation Notice in Accordance with the Toll Agency's Business Rules. b. to define the normal escalation path for Correspondence Items, for example first level Toll Bill escalates to second level Toll Bill, then to first level Violation Notice, then to second level Violation Notice, then to escalated enforcement levels as defined in the Business Rules; c. to define exceptions to the normal escalation path, for example if an Account already has unpaid transactions over a Configurable amount in collections, first level Violation Notice might be Configured to bypass all other escalations in the normal escalation path and progress directly to an escalated enforcement level such as collections, and d. the number of days after the Correspondence Item's due date that it escalates to the next level.
2114	<p>Provide the capability to filter and automatically place on escalation hold open Toll Bills, Post-paid Statements and Violation Notices and prevent their escalation, based on criteria, including but not limited to:</p> <ul style="list-style-type: none"> a. Account attributes and Flags on the Account that indicate escalation hold is required; b. payment processing System failures; c. Correspondence Item has an unresolved dispute, and d. toll amounts due that are below a defined threshold.
2115	Identify the Accounts that are eligible for each level of escalation per the Business Rules.

2116	Provide the capability to automatically escalate open Toll Bills, Post-paid Statements and Violation Notices to the next level based upon Configurable settings in accordance with the Business Rules.
2117	Provide the capability to escalate re-issued first level Toll Bills, Post-paid Statements and Violation Notices to the second level if eligible for escalation.
2118	Provide the capability to Configure the System to support Notice-based escalation, for example if first level Violation Notice is not resolved within the timeline established, then the first level Violation Notice is escalated to the second level Violation Notice that reflects only the outstanding balance on the first level Violation Notice plus additional penalties, even though the Account may have additional unpaid transactions.
2119	Provide the capability to Configure the System to support Account-based escalation, for example if the Violation Notice reflecting the outstanding balance on the Account is not resolved, then the first level Violation Notice is escalated to a second level Violation Notice that reflects the current outstanding balance on the Account, including additional transactions, plus additional fees.
2120	Provide the capability to reverse any fees assessed on a Toll Bill/Post-paid Statement when it escalates to Violation Notice. This shall be Configurable by fee type and Toll Agency.
2121	Support Configurable Business Rules by Toll Agency for processing and escalating Violation Notices.
2122	Provide the capability to establish a Violation Noticing timeline at each escalation stage, for example once the unpaid transaction is eligible for noticing then the first level Violation Notice is generated immediately or a Configurable number of days since the first eligible unpaid transaction, depending on the Toll Agency's Business Rules. If the first level Violation Notice is not resolved (paid or successfully disputed) then the first level Violation Notice escalates to second Violation Notice within a Configurable number of days of the first level Violation Notice's due date.
2123	Provide the capability for an Authorized User to Configure fees and penalties to be charged, based on Toll Agency, at each escalation stage. Assessment of fees and penalties shall be Configurable and can be assessed either by transaction (each transaction is charged a fee) or Violation Notice (a single fee for the Violation Notice).
2124	Provide the capability to support the Violation Notice escalation process, including but not limited to: <ul style="list-style-type: none"> a. first level Violation Notice; b. second level Violation Notice; c. transfer to collections;

2125	Provide the Configurable capability to escalate a first level Violation Notice to collections, court, Vehicle Registration Suspension/Hold and Driver's License Suspension, bypassing second level Violation Notice if Customer currently has other unpaid transactions at that escalation level. a. court; b. Vehicle Registration Suspension/Hold, and c. Driver's License Suspension.
2126	Provide the capability to establish separate, Configurable Violation Notice escalation parameters based on Account attributes, including but not limited to; a. Account Flags; b. rental car; c. in-state license plate; d. out-of-state license plate; e. license plate is associated to a Registered New Jersey E-ZPass Account; f. license plate is associated to an Unregistered Account, and g. license plate is associated to IAG/Interoperable Agency Account or Third-party Entity Account.
2127	Provide the Configurable capability to automatically initiate multiple escalations on a Violation Notice at the same time based on the type of Customer.
2128	Escalate or place on escalation hold the open Toll Bills, Post-paid Statements and Violation Notices flagged as 'bad address' as defined by the Business Rules.
2129	Provide the Configurable capability to automatically bypass an escalation stage based on the type of Customer, for example rental car Violation Notices issued to renters will bypass Vehicle Registration Suspension/Hold.
2130	Provide the Configurable capability to automatically bypass an escalation stage based on Account attributes and/or Account Flags, in accordance with the Business Rules, for example a Violation Notice associated with an Account flagged as having a bad address may escalate directly to collections or Skip Tracing.
2131	Provide the Configurable capability to automatically bypass an escalation stage based on number of unpaid transactions on the Violation Notice or the Account the Violation Notice is associated with, for example Violation Notices and Accounts with fewer than the Configurable threshold of unpaid transactions may go directly to collections but not to Vehicle Registration Suspension/Hold.

2132	Provide the Configurable capability to automatically bypass an escalation stage based on type of Customer and amount due on the Violation Notice or the Account the Violation Notice is associated with, for example bypass Vehicle Registration Suspension/Hold and/or Account in Driver's License Suspension if amount due is less than a Configurable threshold but escalate the Account or Violation Notice to collections.
2133	Provide the Configurable capability to automatically bypass an escalation stage based on the escalation stage of the Account's other open Toll Bills, Post-paid Statements and Violation Notices and/or of the Account the Correspondence Item is associated with.
2134	Provide the capability to prevent Image-Based Transactions that are associated with license plates that are active on the Grey List from escalating to Toll Bill, Post-paid Statement and/or Violation Notice for the specified Toll Agency(ies) and to terminate such Image-Based Transactions with the appropriate termination reason.
2135	Provide the capability to Configure, by Toll Agency, whether fees and/or penalties can be automatically posted to an existing Registered Account or paid using a payment method on the Account during escalation level validations which are performed at every escalation level.
2136	<p>At every escalation level and with each escalation, prior to automatically escalating transactions, Toll Bills, Post-paid Statements and Violation Notices to the next level, the System shall automatically perform all validations specified in the Business Rules, as well as final verifications, including but not limited to:</p> <ul style="list-style-type: none"> a. verify if the unpaid transactions can be ITtolled or VTtolled to an existing Registered Account; b. verify if unpaid fees can be posted to an existing Registered Account or payment method on the Account, if so Configured; c. verify there is no overpayment amount on the Account; d. there is no escalation hold on the transaction, Toll Bill, Post-paid Statement or Violation Notice; e. transaction, Toll Bill, Post-paid Statement or Violation Notice is open; f. the due date plus the Configured number of days after the due date until it escalates have passed for the Toll Bill, Post-paid Statement or Violation Notice; g. there are no Flags on the Account that would prohibit escalation; h. there is not an unresolved dispute pending for the transaction, Toll Bill, Post-paid Statement or Violation Notice; i. toll amount owed is not less than the Configured minimum, and j. transaction, Toll Bill, Post-paid Statement or Violation Notice is not associated with a license plate that is active on the Grey List and Configured to apply to the Toll Agency where the transactions occurred.

2137	Automatically determine the correct next escalation stage for the Toll Bill, Post-paid Statement or Violation Notice, taking into consideration whether conditions are present that require an exception to the normal escalation path.
2138	Automatically escalate the eligible transactions, Toll Bill, Post-paid Statement and Violation Notice to the next escalation stage; add applicable fees; add applicable penalties, and notify the Customer of the Toll Bill, Post-paid Statement and Violation Notice as described in Section 9.14.3 Statements and Noticing Process.
2139	Provide the capability to Configure the System to make all Toll Bills, Post-paid Statements, Violation Notices and/or transactions that are not on a Correspondence Item, that are eligible for escalation, at all or specified escalations stages, available for QC review. This capability provides support for an audit review of all such escalations prior to the escalation and shall be used to evaluate accurate application of Business Rules, such as during controlled runs.

9.13.8 Delinquent Accounts – Aging/Escalations

2140	Provide Authorized Users the capability to manage aging and escalation of delinquent Accounts, including but not limited to: <ul style="list-style-type: none"> a. to define the normal escalation path for delinquent Accounts in accordance with the Business Rules; b. to define exceptions to the normal escalation path, and c. the number of days an Account is delinquent that it escalates to the next level.
2141	Provide the capability to automatically place delinquent Accounts on escalation hold and prevent their escalation, based on criteria, including but not limited to: <ul style="list-style-type: none"> a. Alerts or Flags on the Account; b. unpaid transactions that are not on a Correspondence Item have an unresolved dispute, and c. balance due that are below a defined threshold.
2142	Provide the capability for Authorized Users to place delinquent Accounts on escalation hold and prevent their escalation.
2143	Automatically identify delinquent Accounts that are eligible for each level of escalation per the Business Rules.
2144	Provide the capability to automatically escalate delinquent Accounts to the next level based upon Configurable settings in accordance with the Business Rules.
2145	Provide the capability to Configure and assess fees and penalties at each escalation stage. Assessment of fees and penalties shall be Configurable and can be assessed either by transaction (each transaction is charged a fee) or by Account.

2146	<p>Provide the capability to support the delinquent Account escalation process, including but not limited to:</p> <ul style="list-style-type: none"> a. transfer to collections and b. court.
2147	<p>Prior to automatically escalating delinquent Accounts to the next level, the System shall automatically perform all validations specified in the Business Rules, as well as final verifications, including but not limited to:</p> <ul style="list-style-type: none"> a. verify there is no escalation hold on the Account; b. verify Account is delinquent; c. there are no Flags on the Account that would prohibit escalation; d. there is not an unresolved dispute pending for unpaid transactions associated with the Account that are not on a Correspondence Item, and e. amount owed is not less than the Configured minimum.
2148	<p>Automatically determine the correct next escalation stage for the delinquent Account, taking into consideration whether conditions are present that require an exception to the normal escalation path.</p>
2149	<p>Automatically escalate the Account to the next escalation stage; add applicable fees; add applicable penalties, and notify the Customer as described in Section 9.14.3 Statements and Noticing Process.</p>
2150	<p>Provide the capability to Configure the System to make all delinquent Accounts that are eligible for escalation, at all or specified escalations stages, available for QC review. This capability provides support for an audit review of all such escalations prior to the escalation and will be used to evaluate accurate application of Business Rules, such as during controlled runs.</p>

9.13.9 Escalated Enforcement

Delinquent Accounts, Violation Notices, and in certain cases Toll Bills, Post-paid Statements, and unpaid transactions not on a Violation Notice, that have not been paid shall be escalated to collections, Vehicle Registration Suspension/Hold, court status, and/or other elevated enforcement mechanisms in accordance with the Business Rules. Currently, Transponder-Based Accounts that have an outstanding balance after a Configurable period of time, and Violation Notices that are unpaid after the second notice automatically escalate to collections status. Vehicle Registration Suspension/Hold is a manual process currently but will be automated during the Contract Term. Similarly, the court process is currently manual, but the System shall support both automated and manual court interfaces. Currently suspension of driving privileges is not enforced, but System shall provide the capability to suspend the driving privileges of egregious violators based on Configurable Business Rules. In addition, the System shall also provide the capability to implement

other escalated enforcement mechanisms in the future, for example garnishment of assets such as tax refunds and lottery winnings.

The System shall support the tiered approach to placement of delinquent Accounts, Violation Notices, and in certain cases Toll Bills, Post-paid Statements, and unpaid transactions not on a Violation Notice, in collections status based on the Business Rules including but not limited to age of the debt, status of the Account, and the amount of the debt. The Contractor shall create the applicable file for transmission to the Collections Services Contractor(s) as described in the interface specifications.

2151	Provide the capability to Configure and maintain escalated enforcement qualification parameters by Toll Agency or a set of Toll Agencies.
2152	Provide the capability to Configure and maintain escalated enforcement qualification parameters by all Toll Agencies.
2153	Provide the capability to Configure and maintain escalated enforcement qualification parameters by Account.
2154	Provide the capability to Configure and maintain escalated enforcement qualification parameters by Correspondence Item.
2155	<p>Provide capability to Configure and maintain escalation qualification parameters for each escalated enforcement level that is currently used as well as the to Configure qualification parameters for new escalated enforcement mechanisms that are implemented in the future, for example garnishment of assets. Minimum qualification parameters ensure the threshold is reached, while maximum qualification parameters ensure that escalation follows a different path when threshold is exceeded. Qualification parameters include but are not limited to:</p> <ul style="list-style-type: none"> a. the minimum number of delinquent transactions over a Configurable period of time and/or minimum and maximum delinquent amount to initiate collections; b. the minimum number of delinquent transactions over a Configurable period of time and/or minimum and maximum delinquent amount to initiate Vehicle Registration Suspension/Hold; c. the minimum number of delinquent transactions over a Configurable period of time and/or minimum delinquent amount to initiate the court process; d. the minimum number of delinquent transactions over a Configurable period of time and/or minimum delinquent amount to initiate Driver's License Suspension; e. the minimum dollar amount of the delinquent transactions and fees/penalties or negative balance on a revoked Account to initiate collections; f. the aging timelines for escalation to collections and Vehicle Registration Suspension/Hold, for example the timeline for escalating second level Violation Notice to collections or Registration Suspension/Hold if the Violation Notice is not paid or dismissed; g. the individual Collections Placement level fees and penalties;

h. the individual Vehicle Registration Suspension/Hold fees;
i. the individual Account in Driver's License Suspension fees;
j. the individual court process fees and penalties;
k. maximum cumulative fees that can be assessed per transaction, Toll Bill, Post-paid Statement and Violation Notice and/or Account;
l. the transaction underpayment percentage thresholds for tolls, fees and penalties to prevent escalation to collections and Vehicle Registration Suspension/Hold;
m. the transaction underpayment amount thresholds for tolls, fees and penalties to prevent escalation to collections and Vehicle Registration Suspension/Hold, and
n. the revoked Account in negative balance thresholds to prevent escalation to collections.

9.13.9.1 Escalation to Collections

To assist the Contractor in collecting debts in collections status, the Contractor shall interface with two (2) Collections Services Contractors. The Collections Services Contractor(s) will be selected by NJTA. The Contractor shall work with the Collections Services Contractor(s) to develop the detailed System and Interface Requirements to support the collections process, maximize collections and streamline Customer service.

The Business Rules shall set forth the applicable criteria for determining when an unpaid transaction, Toll Bill, Post-paid Statement, Violation Notice and/or Account will be escalated to collections status and be transferred to a Collections Services Contractor for additional attempts at collection. The Collections Services Contractor(s) shall also have the ability to collect on all debt on the Account regardless of escalation status. Collections Services Contractor(s) will be given a Configurable period of time to collect on the debt after which time the Toll Agencies will have the ability to escalate an unpaid transaction, Toll Bill, Post-paid Statement, Violation Notice and/or Account to Court or Vehicle Registration Suspension/Hold.

At times due to escalation of debt or Account changes, such as a bankruptcy Account Flag being set, it is necessary to instruct the Collections Services Contractor to stop pursuit of all or specific debt. This is referred to as a recall from collections.

2156	Provide the capability to escalate delinquent Violation Notices, Toll Bills, Post-paid Statements, unpaid transactions, and Accounts to collections based on the escalation eligibility criteria, in accordance with the Business Rules.
2157	Support the addition of multiple Collections Services Contractors selected by NJTA to the System.
2158	Support Configurable Business Rules that determine what Account balances, transactions, Toll Bills, Post-paid Statements and Violation Notices are submitted to which Collections Services Contractor (Collections Placement).

2159	Provide the capability to Configure the period of time for the Collections Services Contractors to collect on assigned debt, defining the time period based on total amount owed, after which the Toll Agencies have the ability to recall the unpaid transaction, Toll Bill, Post-paid Statement, Violation Notice and/or Account from the Collections Placement and escalate it to another level of escalated enforcement.
2160	Provide the capability to automatically identify transactions, Toll Bills, Post-paid Statements, Violation Notices and Unregistered Accounts eligible for the collection process based upon Configurable criteria, including but not limited to: <ol style="list-style-type: none">a. Account Category, Account Funding Type, Account Type and Account Sub-Type;b. escalation level;c. Toll Agency;d. age of debt;e. Flags on the Account;f. status of the Account;g. outstanding amount, andh. number of unpaid transactions.
2161	Provide the ability to assign delinquent Registered Accounts to different Collections Services Contractors based on Configurable criteria including, but not limited to: <ol style="list-style-type: none">a. outstanding balance on the Registered Account;b. age of the debt;c. status of the Account, andd. Account Category.
2162	Provide the capability to automatically process subsequent eligible delinquent transactions, Toll Bills, Post-paid Statements and Violation Notices to the same Collections Services Contractor that received previous delinquent transactions for the same Customer.
2163	Provide the capability for an Authorized User to manually select Accounts, Toll Bills, Post-paid Statements, Violation Notices, and delinquent transactions that are not on a Correspondence Item and make them eligible for collections.
2164	Provide the capability for an Authorized User to establish a Payment Plan for items in collections based on defined Business Rules and which may require approval.
2165	Provide the capability to queue Toll Bills, Post-paid Statements, Violation Notices, Accounts and associated transactions and fees escalating to collections for QC review/approval.

2166	Escalate the delinquent transactions, Toll Bills, Post-paid Statements, Violation Notices and Unregistered Accounts to collections if eligible for escalation to collection.
2167	Provide the capability to automatically assess the collections fee and transmit the transactions and fees on the escalated transactions, Toll Bills, Post-paid Statements, Violation Notices and Unregistered Accounts to collections.
2168	Provide the capability to automatically create a Collections Placement for those Toll Bills, Post-paid Statements, Violation Notices, Accounts, and delinquent transactions not on a Correspondence Item, that are eligible and Approved for collections that include all unpaid transaction tolls, fees, and penalties, and transmit the data to the Collections Services Contractor in accordance with collections interface specifications.
2169	<p>Provide the capability to receive updates from the Collections Services Contractor(s) and update selected Account data identifying the source of the information, for example:</p> <ul style="list-style-type: none"> a. Customer contact information; b. demographic information obtained through Skip Tracing; c. payments received by the Collections Services Contractor(s) (full and partial); d. creation of Payment Plans and Cases for operations follow-up; e. reversal of payments made on the Collections Placement; f. fees on the Collections Placement such as returned check; g. freeze of collections activities due to dispute or bankruptcy; h. recall of collections activities due to Payment Plans, MVC/DMV Vehicle Registration Suspension/Hold or Account in Driver's License Suspension process; i. resolution of the Collections Placement at the transaction level, and j. cancellation of the Collections Placement due to recall by the Toll Agencies for death, and other disqualifiers or expiration of the collection period for that Collections Placement.
2170	Provide the capability to recall a Collections Placement if Account status has changed or if Configurable period of time has lapsed since placement. For example, recalls shall be available on Toll Bills, Post-paid Statements and Violation Notices in Vehicle Registration Suspension/Hold.
2171	Provide the capability to freeze collection efforts on Toll Bills, Post-paid Statements and Violation Notices if Account status has changed. For example, collection freeze shall be available on Toll Bills, Post-paid Statements and Violation Notices included in bankruptcy filing.
2172	Provide the capability to merge Accounts that are with different Collections Services Contractors.

2173	Provide the capability for Authorized Users to send an Account to collections that does not meet the minimum eligibility requirements for collection.
2174	Provide the capability to automatically display a Flag on Account screens with the appropriate Collections Services Contractor name and date the Account was sent to collection and remove the Flag when an Account is no longer in collection.
2175	Transmit all updates to the Collections Services Contractor when there are changes to Toll Bills, Post-paid Statements, Violation Notices, unpaid transactions, and Accounts in collection, for example, when payments, fee adjustments and dismissals are processed at the New Jersey E-ZPass CSC.
2176	Provide the capability to receive and automatically associate all correspondences transmitted to the Customer from the Collections Services Contractor and all correspondences received from the Customer related to collections.
2177	Provide the capability to receive updates from the Collections Services Contractor on the Collections Placement.
2178	Provide the capability to receive payment files at Configurable intervals from the Collections Services Contractor(s) for all Collections Placement payments during the period. The reconciliation file shall provide detailed data that reconciles the payments and the Collections fee.
2179	Provide the capability to receive update files at Configurable intervals from the Collections Services Contractor(s) for all Collections Placements.
2180	Provide the capability to receive Collections Placement balance files, at Configurable intervals, in order to compare to the System delinquent balances placed at collections for auditing purposes.
2181	Provide the capability to generate a Case when a Collections Services Contractor provides a Payment Plan file when Customer establishes a payment plan with the Collections Services Contractor.
2182	Provide the capability to generate a Case when a Collections Placement balance file is received denoting the results of the processing of the balance file (for example, the file is in balance or it is out of balance).
2183	Provide the capability to include in the Case for review and research, in the event of an out of balance Collections Placement balance file, the Accounts and/or transactions that are creating the out of balance condition.

9.13.9.1.1 Collections Services Contractor Portal

In addition to the electronic interface between the System and the Collections Services Contractor, the Contractor shall provide the Collections Services Contractor(s) with role-based, secure access to the System to access information about debt which has been placed in collections allowing them to research Customer issues. The System shall allow for limited entries to be made such as managing a Case (initiating,

updating, or closing it) or updating with Customer contact events such as phone calls and emails sent or received.

2184	<p>Provide the capability to establish Authorized Users for Collections Services Contractor(s) and, based upon their role, allow restricted access to the System to view, enter, and edit information on Accounts assigned to that Collections Services Contractor, including but not limited to:</p> <ul style="list-style-type: none"> a. search and view all relevant Account information, Account history, images, Case status, Account notes, Toll Bills, Post-paid Statements, Violation Notices, delinquent transactions not on a Correspondence Item, and Accounts in collection; b. add Account notes; c. create Cases for operations follow-up; d. review the status of Cases; e. close a Case (based on permission); f. update Customer contact history, and g. upload attachments.
2185	<p>Provide the capability to track and audit all entries and edits made by the Collections Services Contractors' authorized users via the collections portal or API.</p>

9.13.9.1.2 Reviewing Collections Results

2186	<p>Provide the capability to search and view all stored information regarding Accounts, Toll Bills, Post-paid Statements and Violation Notices (Collections Placement) in collections, including but not limited to:</p> <ul style="list-style-type: none"> a. Collections Services Contractor; b. Toll Agency; c. Account number; d. Toll Bills, Post-paid Statements and Violation Notice number; e. date placed in collection; f. collections state; g. time period in collections; h. date returned from collection; i. transactions in collection;
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j. tolls, fees, and net amount placed in collection;
k. adjustments;
l. tolls, fees, and amount paid, and
m. cancel reasons, and collection status.

9.13.9.2 Hot List

Individual Toll Agencies may utilize a Hot List to aid enforcement efforts, for public safety purposes, or for other reasons, depending on the Toll Agency. Hot Lists include license plates that are of interest to the Toll Agency. The System automatically identifies license plates in the System's database that qualify for the list based on Configurable criteria determined by the Toll Agency. For example, license plates that have open Toll Agency Toll Bills associated that, when combined, total more than a Configurable amount. The System shall also support manual maintenance of license plates in the Hot List as well as uploads of license plates for inclusion in the List. Transfers of Hot Lists to Toll Agencies, Hot List exports and the ability to show whether a license plate is included in the Hot List on selected reports.

2187	Provide the capability to maintain a Hot List for each Toll Agency. License plates qualify for inclusion on the Hot List based on Configurable criteria determined by the Toll Agency.
2188	Provide the capability to define Configurable settings that determine which Accounts' license plates are eligible for automatic inclusion in the Hot List, including but not limited to: <ul style="list-style-type: none"> a. Account attributes; b. Account plans, and c. Account Flags.
2189	Provide the capability to exclude license plates on the Grey List from inclusion on the Hot List by Toll Agency.
2190	Provide the capability for an Authorized User to create and maintain a Configurable list of reason codes that indicate reasons license plates are added to the Hot List.
2191	Provide the capability for an Authorized User to manually add a license plate to the Hot List.
2192	Provide the capability for an Authorized User to manually remove a license plate from the Hot List.
2193	Provide the capability to upload license plates and related information for inclusion in a Hot List, for example license plates associated with an Amber alert provided by a law enforcement agency.
2194	Provide the capability to identify one or more reason codes that indicate the condition(s) that qualified each license plate for inclusion in the Hot List.

2195	Provide the capability to include additional data elements for each reason code, in accordance with the Toll Agency Host interface specifications, to provide details about the reason the license plate is included in the Hot List, for example a license plate that qualifies for the Hot List because of the amount owed on open Violation Notices might include the total amount owed on open Violation Notices.
2196	<p>Conditions that qualify a license plate for automatic inclusion in the Hot List shall be Configurable by Toll Agency and shall include but not be limited to any combination of:</p> <ul style="list-style-type: none"> a. status of the Account the license plate is associated with; b. toll amount and balance amount on the Account the license plate is associated with that is past due (range); c. number and type of unpaid transactions associated with the license plate; d. amount owed on unpaid transactions associated with the license plate; e. number of open Statements and/or Notices associated with the license plate; f. amount owed on open Statements and/or Notices associated with the license plate; g. escalation stage, and h. ROV retrieval problem.
2197	<p>The Hot List shall include but not be limited to:</p> <ul style="list-style-type: none"> a. the license plate Jurisdiction; b. license plate number; c. license plate type; d. the reason(s) the plate qualified for inclusion in the Hot List; e. additional data elements associated with each inclusion reason, and f. the outstanding Account balance.
2198	Each Toll Agency's Hot List shall be transmitted to the Toll Agency's Host System as specified in the Toll Agency's Host interface specifications.
2199	Provide the capability for an Authorized User to export a Toll Agency's Hot List.
2200	Access to Hot Lists and Hot List related functionality shall be Configurable by user role and by Toll Agency.
2201	Provide the capability to indicate whether a license plate is included in a Hot List on selected reports to be determined during detailed System design.

2202	Hot Lists shall be retained for a Configurable period of time in accordance with the Business Rules.
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9.13.9.3 Vehicle Registration Suspension/Hold and Release

If efforts to collect on the outstanding balance are not successful then, pursuant to an agreement established by NJTA with the MVC (and, potentially at some point during the Contract Term, future agreements with other state DMVs), Contractor shall place a request with the MVC and other state DMVs to suspend the vehicle registration or place a Vehicle Registration Hold. The System shall provide the functionality to request Vehicle Registration Suspension/Hold electronically and to manually and release the Vehicle Registration Suspension/Hold electronically and/or manually when outstanding balances are paid. All correspondences transmitted by the MVC/DMV shall be obtained by the New Jersey E-ZPass System and associated to the Account. Payments may be made to the CSC or the MVC/DMV by the registered owner of the suspended vehicle and the System shall support the real-time processing of such payments and reconciling the payments.

9.13.9.3.1 Escalation to Vehicle Registration Suspension/Hold and Release – General Requirements

2203	Provide the capability to escalate delinquent Violation Notices to Vehicle Registration Suspension/Hold in accordance with the Toll Agencies' Business Rules.
2204	Provide the capability to interface with the MVC as well as other state DMVs, to request Vehicle Registration Suspension/Hold and to release such Suspensions/Holds.
2205	<p>Provide the capability to establish the eligibility parameters for the Vehicle Registration Suspension/Hold and release process based upon Configurable criteria, including but not limited to any combination of:</p> <ul style="list-style-type: none"> a. license plate Jurisdiction and type; b. Account Category, Account Funding Type, Account Type and/or Account Sub-Type; c. escalation status; d. Account status; e. Account Flags; f. toll, fee, and total amount owed; g. number of delinquent Toll Bills, Post-paid Statements and/or Violation Notices; h. number of pre-existing Vehicle Registration Suspension/Hold on a license plate; i. days delinquent; j. vehicle registration renewal date, and k. Toll Agency.

2206	Provide the capability to set Configurable time intervals and number of license plates to be transmitted in a Vehicle Registration Suspension/Hold and release file.
2207	Provide the capability to automatically request a Vehicle Registration Suspension/Hold through interface with the applicable MVC/DMV if the Configurable eligibility criteria are met.
2208	For those license plates that are eligible for Vehicle Registration Suspension/Hold, provide the capability to automatically assess a Configurable fee on each transaction/Account that is eligible for Vehicle Registration Suspension/Hold.
2209	Provide the capability to identify rental car and fleet agency plates and handle them in accordance with Business Rules.
2210	Provide automated validation of plates such that inactive plates are not included.
2211	Provide the capability to queue license plates eligible for Vehicle Registration Suspension/Hold for QC review/approval based on Approved Business Rules and workflow Configuration.
2212	Upon Approval of the license plates, the System shall automatically request a Vehicle Registration Suspension/Hold for such eligible license plates.
2213	The System shall allow the addition/removal of license plates to the Vehicle Registration Suspension/Hold request during the QC review process.
2214	Automatically update the Account with the date and status of the Vehicle Registration Suspension/Hold and release request response from the MVC/DMV. The Account shall display the Vehicle Registration Suspension/Hold history with capability to accommodate multiple dates and reject reasons for multiple delinquent Violation Notices and potentially replaced plate numbers.
2215	Provide the capability to automatically re-request the Vehicle Registration Suspension/Hold if a payment that was received resulted in the release of the registration hold and then the payment is subsequently reversed (for example, if a check is returned or if a chargeback is received).
2216	Provide the capability to generate and issue Warning of Vehicle Registration Suspension/Hold to eligible Customers.
2217	Provide the capability to support a hearing process for Vehicle Registration Suspension/Hold and generate the Evidence Package.
2218	Record the results of the Vehicle Registration Suspension/Hold administrative hearing in the System.
2219	Provide the capability to generate and issue all Vehicle Registration Suspension/Hold correspondences on behalf of the MVC/DMV.

2220	Provide the capability to obtain and associate all Vehicle Registration Suspension/Hold correspondences transmitted by the MVC/DMV to the Customer.
2221	Provide the capability to accept and process payments for Violation Notices regardless of the status of the Vehicle Registration Suspension/Hold request (whether it has been initiated or suspended).
2222	Provide the capability to accept, upload and process payments records for Violation Notices for which a Vehicle Registration Suspension/Hold has been placed from the DMV and adjust or dismiss partial amounts remaining on the Violation Notice in accordance with the Business Rules.
2223	Provide the capability for an Authorized User to establish a Payment Plan for items associated with a Vehicle Registration Suspension/Hold.
2224	Provide the capability to automatically release the Vehicle Registration Suspension/Hold if Account has been successfully resolved, for example, Customer paid the outstanding balance, or a dispute was accepted, and transactions dismissed and/or fees adjusted.
2225	Authorized Users shall have the capability to manually initiate Vehicle Registration Suspension/Hold and release of a Vehicle Registration Suspension/Hold on selected Accounts.
2226	Automatically create and exchange Vehicle Registration Suspension/Hold request and release files with the MVC/DMV within the Configurable timeframe in accordance with the interface Requirements.
2227	Provide the capability to run a daily report that provides the current status of the vehicles whose vehicle registration has been suspended. This report shall be used in manually accessing the motor vehicle department vehicle registration database to clear applicable impending or applied Vehicle Registration Suspension/Hold.
2228	The history of the Vehicle Registration Suspension/Hold requests, the response from the MVC/DMV, the status of the requests and releases and other relevant information shall be visible on the Account.

9.13.9.3.2 Reviewing Vehicle Registration Suspension/Hold Requests and Release Results

2229	Provide the capability to search and view all stored information regarding Vehicle Registration Suspension/Hold requests and releases, including but not limited to:
	a. Account number;
	b. Toll Bills, Post-paid Statements, Violation Notice number;
	c. license plate number;
	d. Flags on the Account;
	e. hearing status, all Correspondences, date of Vehicle Registration Suspension/Hold request;

f. date of Vehicle Registration Suspension/Hold release;
g. request and release response;
h. days suspended;
i. user ID, and
j. MVC/DMV, and reference number.

9.13.9.4 Driver's License Suspension and Release

During the course of the Term, NJTA may choose to establish an agreement with the MVC to add the ability to suspend the driving privileges of the non-paying vehicle's registered owner as another tool to collect on outstanding balances. If this comes to pass then, pursuant to an agreement established with the MVC (and, potentially at some point during the Term, future agreements with other state DMVs), the Contractor shall place a request with the MVC and other state DMVs to suspend the driving privileges of the registered owner of vehicle. The System shall provide the functionality to request Driver's License Suspension electronically and/or manually and to release the Driver's License Suspension electronically and/or manually when outstanding balances are paid. All correspondences transmitted by the MVC/DMV shall be obtained by the New Jersey E-ZPass System and associated to the Account. Payments may be made to the CSC or the MVC/DMV by the registered owner and the System shall support the processing of such payments and reconciling the payments.

9.13.9.4.1 Escalation to Driver's License Suspension and Release – General Requirements

2230	Provide the capability to escalate delinquent Violation Notices to Driver's License Suspension in accordance with the Toll Agencies' Business Rules.
2231	Provide the capability to interface with the MVC as well as other state DMVs, to request Driver's License Suspension and to release such Suspensions.
2232	<p>Provide the capability to establish the eligibility parameters for the Driver's License Suspension and release process based upon Configurable criteria, including but not limited to any combination of:</p> <ul style="list-style-type: none"> a. address of the registered owner of vehicle; b. license plate Jurisdiction and type; c. Account Category, Account Funding Type, Account Type and/or Account Sub-Type; d. escalation status; e. Account status; f. Account Flags; g. toll, fee, and total amount owed; h. number of delinquent Toll Bills, Post-paid Statements and/or Violation Notices;

	i. number of pre-existing Driver's License Suspensions for a registered owner of vehicle; j. days delinquent; k. driver's license expiration date, and l. Toll Agency.
2233	Provide the capability to set Configurable time intervals and number of registered owners of vehicles to be transmitted in a Driver's License Suspension and release file.
2234	Provide the capability to automatically request a Driver's License Suspension through interface or API with the applicable MVC/DMV if the Configurable eligibility criteria are met.
2235	For those registered owners of vehicles that are eligible for Driver's License Suspension, provide the capability to automatically assess a Configurable fee on each transaction/Account that is eligible for Driver's License Suspension.
2236	Provide the capability to identify rental car and fleet agency registered owners of vehicles and handle them in accordance with Business Rules.
2237	Provide the capability to queue registered owners of vehicles eligible for Driver's License Suspension for QC review/approval based on Approved Business Rules and workflow Configuration.
2238	Upon approval of the registered owners of vehicles, the System shall automatically request a Driver's License Suspension for such registered owners of vehicles.
2239	The System shall allow the addition/removal of registered owners of vehicles to the Driver's License Suspension request during the QC review process.
2240	Automatically update the Account with the date and status of the Driver's License Suspension and release request response from the MVC/DMV. The Account shall display the Driver's License Suspension history with capability to accommodate multiple dates and reject reasons for multiple delinquent Violation Notices and potentially replaced Driver's License numbers.
2241	Provide the capability to automatically re-request the Driver's License Suspension if a payment that was received resulted in the release of Driver's License Suspension and then the payment is subsequently reversed (for example, if a check is returned or if a chargeback is received).
2242	Provide the capability to generate and issue Warning of Driver's License Suspension to eligible Customers.
2243	Provide the capability to support a hearing process for Driver's License Suspension and generate the Evidence Package.
2244	Record the results of the Driver's License Suspension administrative hearing in the System.

2245	Provide the capability to generate and issue all Driver's License Suspension correspondences on behalf of the MVC/DMV.
2246	Provide the capability to obtain and associate all Driver's License Suspension correspondences transmitted by the MVC/DMV to the Customer.
2247	Provide the capability to accept and process payments for Violation Notices regardless of the status of the Driver's License Suspension request (whether it has been initiated or has been suspended).
2248	Provide the capability to accept, upload and process payments records for Violation Notices for which a Driver's License Suspension has been placed from the DMV and adjust or dismiss partial amounts remaining on the Violation Notice in accordance with the Business Rules.
2249	Provide the capability for an Authorized User to establish a Payment Plan for items associated with a Driver's License Suspension.
2250	Provide the capability to automatically release the Driver's License Suspension if Account has been successfully resolved, for example, Customer paid the outstanding balance or a dispute was accepted and transactions dismissed and/or fees adjusted.
2251	Authorized Users shall have the capability to manually initiate Driver's License Suspension and release of a Driver's License Suspension on selected Accounts.
2252	Automatically create and exchange Driver's License Suspension request and release files with the MVC/DMV within the Configurable timeframe in accordance with the interface Requirements.
2253	Provide the capability to run a daily report that shows the current status of vehicles whose associated registered owners of vehicles Driver's License have been suspended. This report shall be used in manually accessing the motor vehicle department driver's license database to clear applicable impending or applied Driver's License Suspension.
2254	The history of the Driver's License Suspension requests, the responses from the MVC/DMV, the status of the requests and releases and other relevant information shall be visible on the Account.

9.13.9.4.2 Reviewing Driver's License Suspension Requests and Release Results

2255	Provide the capability to search and view all stored information regarding Driver's License Suspension requests and releases, including but not limited to:
	a. Account number;
	b. name and address of the registered owner of vehicle;
	c. driver's license number;
	d. Toll Bills, Post-paid Statements, Violation Notice number;
	e. license plate number;

f. Flags on the Account;
g. hearing status, all Correspondences, date of Driver's License Suspension request;
h. date of Driver's License Suspension request, response, suspension, and release;
i. request and release response;
j. days suspended;
k. user ID, and
l. MVC/DMV, and reference number.

9.13.9.5 Escalation to Court

In the event collecting debt owed from the Customer is not successful, the Toll Agencies can seek relief through the New Jersey Courts. Civil courts are regional and typically focus on debt owed to a single Agency or a specified set of Agencies while criminal courts are at a state level and may consider amounts owed regardless of Agency and sometimes even newly accrued debt. The System, as part of the collection effort, shall track the escalation of an Account, unpaid transactions or Violation Notice to court, support preparation of the appropriate Evidence Package and track the associated court cases and court proceedings throughout the process.

2256	Provide the capability to designate the court(s) that presides over each Toll Agency's tolling locations.
2257	<p>Provide the capability to store information about all courts where court cases will be filed, including but not limited to:</p> <ul style="list-style-type: none"> a. the type of court, for example civil court; b. the level of court, for example New Jersey Supreme Court; c. the court's location; d. comments about the court; e. maximum and minimum numbers of unpaid transactions and/or Violation Notices that can be sent to the court in a single court case, and f. maximum and minimum amounts that can be sent to the court in a single court case.
2258	Provide the capability to escalate delinquent Accounts, unpaid transactions and Violation Notices to court based on the escalation eligibility criteria defined in the Toll Agencies' Business Rules.
2259	<p>Provide the capability to establish eligibility parameters for the court process based upon Configurable criteria, including but not limited to any combination of:</p> <ul style="list-style-type: none"> a. Toll Agency;

	<ul style="list-style-type: none"> b. location where unpaid transactions occurred; c. license plate, Jurisdiction, and type; d. Account Category, Account Funding Type, Account Type and/or Account Sub-Type; e. Account Flags; f. status of Account, Violation Notice and/or unpaid transactions; g. toll, fee and total amount owed; h. days delinquent; i. number of unpaid transactions and Violation Notices; j. escalation stage of the delinquent Account, unpaid transactions, and Violation Notices; k. number of transactions associated with the Account that are already in the court process, and l. number of times the Account or transactions associated with it have previously been in the court process.
2260	Provide the capability to automatically identify Accounts that are candidates for court processing based on the Configured eligibility parameters.
2261	Provide the capability for an Authorized User to Configure required approvals and the approval workflow required prior to escalation to court, for example require review and approval by Quality Control Authorized User, and then Approval by the Toll Agency.
2262	<p>Provide a user interface to allow Authorized Users to review information associated with Accounts that are candidates for the court process, based upon Configured eligibility parameters, and to provide approval if so Configured, including but not limited to:</p> <ul style="list-style-type: none"> a. information about the Account; b. previous enforcement actions associated with the Account; c. the reason(s) Account qualified for the court process, and d. information about the delinquent items that qualify the Account for the court process with drill down capability to view each item.
2263	If the System is Configured for QC review of the eligible delinquent Accounts, unpaid transactions and/or Violation Notices prior to court case creation then the items shall be queued for review/approval.
2264	Upon Configured approvals the System shall electronically generate the court case file and transmit to the court in accordance with Approved interface specifications.
2265	The System shall provide the capability to automatically assess a Configurable fee on each notice, transaction, and/or Account escalated to court.

2266	Provide the capability to Configure which Toll Agency's Violation Notices and unpaid transactions can be included in a single court case, for example NJTA and GSP transactions can be included in a single court case, but a court case containing transactions that occurred on DRJTBC Toll Facilities are only to include DRJTBC transactions.
2267	Provide the capability to automatically group unpaid transactions and Violation Notices for an Account into potential court cases according to the Configured eligibility parameters and the court(s) that presides over the location(s) where the unpaid tolls occurred.
2268	Provide the capability for an Authorized User to manually group unpaid transactions and Violation Notices for an Account into a court case and manually escalate to court.
2269	Provide the capability for an Authorized User to manually create the court case file in Approved format, for example, for those unpaid transactions and Violation Notices eligible for escalation to court export the required information into Excel and submit the file manually to the appropriate court.
2270	<p>Provide a UI for Authorized Users to manage and track court cases and proceedings in the System, including but not limited to:</p> <ul style="list-style-type: none"> a. to initiate various types of court case in the System; b. to associate one or more delinquent Accounts with a court case; c. associate one or more Violation Notices with a court case; d. associate Violation Notices from one or more Toll Agencies with one court case; e. associate unpaid transactions with a court case; f. to remove the association of delinquent Account, unpaid transactions, and Violation Notices from a court case; g. to confirm the specific court with which the court case will be filed (the court will be derived from the items associated with the court case and will appear as the default); h. to track all dates associated with the case, for example filing date, hearing date(s), court decision date(s); i. to store the court case number assigned by the court; j. to record the details of any settlement agreement the court extends to the Customer, for example to make payments over time, or to pay only the tolls, or to pay an adjusted amount; k. to track the status of the court case, including but not limited to: initiated, active complaint, MVC Suspension Appeal, closed, and l. to track the final outcome of the court case, including but not limited to: payment agreement, dismissed, restitution secured, judgement secured.
2271	Provide the capability for an Authorized User to establish a Payment Plan for a court case.

2272	Provide the Configurable capability to limit association of unpaid transactions and Violation Notices with a court case, including but not limited to: a. limit association of a Violation Notice so that it can only be associated with one active court case at a time and b. limit association of an unpaid transaction so that it can only be associated with one active court case at a time.
2273	Provide the capability for an Authorized User to define rules for associating delinquent Accounts, Violation Notices and unpaid transactions, with a court case based upon court case status, for example to allow delinquent Accounts, Violation Notices and unpaid transactions associated with a court case that has been closed or dismissed, to be associated with a different court case.
2274	Provide the capability for the System to enforce rules on actions that can be taken based upon court case status when associating delinquent Accounts, Violation Notices, and unpaid transactions with a court case, for example additional Violation Notices can be added to an active court case but not to a court case that is in dismissed status, and Violation Notices cannot be removed from a court case that is in active status.
2275	Provide the capability to automatically update the status of a court case as data elements are populated, for example to change the status from initiated to active when a case number is entered.
2276	Provide the capability to support the court case hearing process and to generate the Evidence Package.
2277	Provide the capability for an Authorized User to enter court case comments.
2278	Provide the capability to store information about a court case, including but not limited to: a. case number assigned by the court; b. information about the court presiding over the case; c. the judge to whom the court case is assigned; d. the Toll Agency or Toll Agencies upon whose behalf the court case was created; e. Account the court case is associated with; f. important dates related to the court case, for example the date the case was created in the System, filing date, hearing date(s), court decision date(s); g. court case type; h. current court case status and status history; i. information about the Accounts, Violation Notices and transactions associated with the court case;

	<ul style="list-style-type: none"> j. Evidence Package, and any other documents associated with the court case; k. comments associated with the court case; l. amounts owed for the court case, including the starting balance, the balance after any adjustments are applied (for example as the result of a settlement agreement), and the current running balance; m. payments received from the court for the case; n. payments received from the Customer for the court case; o. internal payment reference numbers as well as the court's payment reference numbers, and p. Customer communications sent regarding the court case.
2279	Provide the capability for an Authorized User to view all stored information about a court case with the capability to drill down to see individual transactions (including images), documents and Correspondence Items.
2280	The Contractor shall establish an electronic interface specific to each associated court for the transmission of case information to the courts and for receipt of information from the courts.
2281	Provide the capability for the System to receive and process information from the courts on payments applied to court cases, including partial payments that Customers make directly to the courts for court-created Payment Plans, and to process any reversals of such payments.
2282	The System shall track all payments received for a particular court case and maintain a current running balance of amounts still owed.
2283	Provide the capability to process a single lump sum amount from the court that represents payment for multiple Customers' court cases, and to reconcile such payments with the amounts owed on the individual court cases.

9.13.9.6 Evidence Package

2284	Provide the capability for the System to produce an Evidence Package by Toll Agency and by the type of activity the Evidence Package is to support, for example a Toll Agency might require different items as evidence for a Vehicle Registration Suspension/Hold hearing than for a civil court case hearing; likewise, different items might be required for a criminal court hearing than a civil court hearing (See Appendix O Sample Evidence Package - Draft). During design the sample Evidence Package will be reviewed and finalized.
2285	Provide the capability for the System to produce court hearing Evidence Packages by Toll Facility. This is necessary to support a Toll Agency whose Toll Facilities are governed by different courts.
2286	Provide the capability for the System to produce an Evidence Package that contains data for multiple Agencies.

2287	<p>Provide the capability for an Authorized User to Configure different types of Evidence Packages, by the type of escalated enforcement activity, by Toll Agency and optionally by Toll Facility, including but not limited to:</p>
	a. support for the Vehicle Registration Suspension/Hold hearings;
	b. support for the Driver's License Suspension hearings, and
	c. support for court case hearings.
2288	<p>Provide the capability for an Authorized User to Configure the default Evidence Package sections and contents, by the type of Evidence Package, by one or more Toll Agencies, and optionally by Toll Facility. Sections may include but are not limited to the following:</p>
	a. a Configurable cover sheet;
	b. a table of contents with the ability to indicate if a particular section has no content;
	c. a summary section that provides information such as an overview of the Account, financial activity and amounts due, associated license plates, transactions, Correspondence Items, and any other related accounts;
	d. transaction details section that lists transactions oldest to newest with the option to group transactions based upon status, for example open or closed, transactions shall have clickable links that when clicked present the image associated with the transaction and provide the ability to save it locally;
	e. a Correspondence Items section which lists each Correspondence Item that can be Configured to either provide the document number as a clickable link that when clicked, presents the document issued to be viewed, or Configured to include a copy of each Correspondence Item within the Evidence Package;
	f. a Customer Account information section that lists possible addresses;
	g. an address history section that lists all addresses associated with the account, including addresses that became associated with the Account through an Account merge;
	h. a merged/linked Accounts section listing any Account(s) the subject Account has been merged with or linked to, including the reason;
	i. E-ZPass Account financial history section listing payments associated with Correspondence Items included in the Evidence Package;
	j. a chronological listing of any notes or comments associated with the Account;
	k. a section listing information about any bankruptcy filing associated with the Account;
	l. a section listing information about all collections activity on the Correspondence Items;
	m. a Payment Plan summary section listing information about any Payment Plan that has been associated with the Account, and

	n. a Payment Plan details section showing all payments applied to Payment Plans ever associated with the Account.
2289	Provide the capability for an Authorized User to add or remove sections from the default Evidence Packages.
2290	Maintain a repository of historical Evidence Package templates, including the date range when each template was active.
2291	Provide the capability for an Authorized User to Configure the types of Correspondence Items to be included in the Evidence Package, by default, by Toll Agency and by the type of escalated enforcement activity.
2292	Provide the capability for an Authorized User to Configure whether unbilled transactions are to be included in the Evidence Package, by Toll Agency, optionally Toll Facility and by the type of escalated enforcement activity, for example unbilled transactions might be included in an Evidence Package generated for a criminal court hearing, but not for a civil court hearing.
2293	<p>Provide the capability for an Authorized User to request an Evidence Package and to customize content and presentation, including but not limited to:</p> <ul style="list-style-type: none"> a. select the type of Evidence Package required; b. create for a single Toll Agency; c. create for multiple Toll Agencies; d. create for a single Toll Facility; e. create for multiple Toll Facilities; f. specify a date range of transactions and/or Correspondence Items to include; g. indicate whether information for other Accounts should be included; h. omit sections; i. modify the sequence in which sections appear, and j. add items that are not included by default, for example to add an On-demand Statement.
2294	<p>Provide the capability to automatically include a legend on the Evidence Package showing the definition of acronyms used in the Evidence Package, including but not limited to:</p> <ul style="list-style-type: none"> a. the full name of any acronym used for a Toll Agency, roadway or Toll Facility; b. the description of any acronym used to describe a transaction; c. the description of any acronym used to describe an escalation stage, and

	d. the full name of any acronym used to designate a third-party, such as a Collections Services Contractor.
2295	Provide the capability for the System to automatically associate the Evidence Package with the Account for which it is produced.
2296	Provide the capability to restrict access to Evidence Packages by user role and by escalation stage.
2297	Provide the capability to produce the Evidence Package in a format that cannot be altered.
2298	Provide the capability to provide the Evidence Package in the manner required by the recipient, including but not limited to:
	<ul style="list-style-type: none"> a. to place Evidence Package files on a location designated by the recipient, for example to the court's secure file server; b. to securely transmit the Evidence Package to the recipient; c. to place the Evidence Package on removable media, and d. to produce a printed copy.
2299	Provide the capability to password protect, or otherwise secure Evidence Package files.
2300	Provide the capability to compress Evidence Package files.

9.13.9.7 Escalated Enforcement Quality Control

2301	Provide Authorized Users with a screen to manage QC activities for each level of escalated enforcement, including but not limited to: <ul style="list-style-type: none"> a. escalated enforcement QC review sample size (as a percentage or count); b. whether escalated enforcement QC review is required prior to escalation; c. whether escalated enforcement QC approval is required prior to escalation; d. at what levels escalated enforcement QC review/approval is required, for example escalation of a delinquent Account from collections level to court level, and e. the required QC outcome for escalation to proceed.
2302	Provide Authorized Users with a screen to set the parameters to temporarily require QC review and approval for specified escalations to support activities such as controlled runs when a change is made.
2303	Provide a user interface that presents qualifying criteria for escalations for QC review and/or approval.

2304	Provide a user interface that allows an Authorized User performing elevated escalation QC activities to record their findings and the outcome.
2305	Provide the capability for Authorized Users to produce, on demand, a random sampling of elevated escalations for QC review with the following Configurable parameters: a. the number of elevated escalations by level and b. the number of escalations by day.
2306	Provide the capability to prevent escalations if the Configured QC review/approval and/or outcome criteria for elevated escalations is not met.
2307	Automatically create a Case for follow up and correction for each escalated item that is not approved.

9.13.10 Toll Bill/Violation Notice – Returned Mail

The Toll Bill/Violation Notice may come back undelivered from the post office and is identified as such when processing Correspondences as described in the Correspondence Requirements. If the forwarding address is provided, then the Toll Bill/Violation Notice is re-issued to the new address. If the mail is returned with no forwarding address, then the System shall attempt to obtain the forwarding address and re-issue the Toll Bill/Violation Notice; however, if the attempt is unsuccessful, the Toll Bill/Violation Notice can be escalated in accordance with the Business Rules. If the retrieval of the new address is successful, the new address shall be saved and used for future correspondence. The System shall be designed to collect on the Toll Bill/Violation Notices at any stage in the process including those unpaid transactions that were initially considered uncollectible.

2308	Provide Authorized Users with the capability to enter the address manually into the System when a new address is obtained for a Toll Bill/Violation Notice and to identify the source at which time the System will automatically update the Account with the new address and its source.
2309	When a new address is entered, the System shall re-issue the Toll Bill/Violation Notice to the new address, mark the old address as bad, and utilize the new address for future Toll Bill/Violation Notices.
2310	Provide the capability for the System to flag the mailing address as bad if the returned Toll Bill/Violation Notice had no forwarding address.
2311	Provide the capability to request Skip Tracing from the Collections Services Contractor(s) for Accounts where the mailing address is flagged as bad due to a returned Toll Bill/Violation Notice.
2312	Upon receipt of the new address from Skip Tracing, the System shall re-issue the Toll Bill/Violation Notice to the new address.

2313	The System shall have the Configurable capability to re-issue all unpaid Toll Bill/Violation Notices associated with the Account to the new address when a new address is obtained through the Skip Tracing process.
2314	Provide the capability to send future Toll Bill/Violation Notices to both the address of record with the MVC/DMV and the new address.
2315	Provide the capability to introduce a Configurable option to escalate the Toll Bill/Violation Notice to collections if no new address is obtained through the Skip Tracing process after a Configurable period of time.
2316	Provide the capability to support a Configurable option to request Skip Tracing when no response is received from the Customer by the Toll Bill/Violation Notice's due date, for example the Customer has not paid or disputed.

9.13.11 Toll Bill/Violation Notice – Payments

Toll Bill/Violation Notice payments shall be accepted through the third-party Lockbox Service Provider as well as at the New Jersey E-ZPass CSC, the WICs, and self-service channels. The System shall provide the capability to process payments as described in the Payments Requirements. The System shall have the ability to track each Toll Agency's Toll Bill/Violation Notice revenues separately. The System shall provide the capability to accept and process payments with and without the payment coupon; partial payments; overpayments, and payments received through other third-party sources.

2317	Provide the capability to process and handle all payment related activity associated to Toll Bill/Violation Notice payments in accordance with the Business Rules and Requirements.
2318	Provide the capability to identify, process and reconcile exceptions. CSRs shall be provided screens to help work the exceptions by identifying the Account and processing the payments to the correct Account.

9.13.12 Unpaid Transactions – Disputes

Upon receiving the Toll Bill, Post-paid Statement or Violation Notice Correspondence the Customer may dispute the transaction(s) and Correspondence Item at any stage in the escalation process. Customers must select a dispute type, as defined on the back of the Toll Bill, Post-paid Statement or Violation Notice, when submitting a dispute. The current dispute types and reasons for each are defined below:

- Dispute Type A: Non-responsibility
 - Customer surrendered license plate prior to transaction date (Customer must provide a copy of license plate surrender receipt from MVC/DMV to substantiate the dispute).
 - Vehicle or license plate reported stolen prior to transaction date (Customer must provide a copy of the police report to substantiate the dispute).
 - Vehicle not mine – Customer declares that the vehicle associated to the transaction was not registered to them at the time of the transaction (Customer must submit an explanation and any supporting documentation from MVC/DMV) to substantiate the dispute.

- Sold vehicle prior to the transaction date (Customer must submit a copy of the notarized bill of sale or plate surrender receipt from MVC/DMV to substantiate the dispute).
- Tag read – toll posted to E-ZPass Account at the time of transaction (Customer must provide a copy of E-ZPass statement, or other documentation, showing the toll posting to their Account to substantiate the dispute).
- Paid toll to Toll Agency – Customer paid cash or paid directly to Toll Agency (Customer must provide a copy of the toll receipt to substantiate the dispute). This dispute option is not valid for Toll Bills.
- Rental Car or Leasing Company – rental company can request transfer of responsibility to the Customer who was renting the car at the time of the transaction (company must provide the rental agreement to substantiate the dispute).
- Dispute Type B – Inadvertent Toll Violation
 - Customer must attest that they took every reasonable action to pay the toll but was prevented from doing so and must provide an explanation of the reason.
- Dispute Type C – E-ZPass Customer
 - Customer claims to be an Account holder (New Jersey E-ZPass or IAG/Interoperable Agency/ Third-party Entity) in good standing at the time of the transaction. If the license plate associated with the transaction was not on the Account at the time of the transaction, the IAG/Interoperable Agency/ Third-party Entity Customer may add the license plate to the account and the transaction will post to the account. As part of the dispute process, New Jersey E-ZPass Customers may either authorize NJTA to add the license plate to their Account or not.
 - As an extra layer of protection, the System must provide a mechanism to confirm the Customer's identity/approval by interacting through the contact information associated with the Account when Dispute Type C is submitted.

The same functionality shall be provided to track the disputes, research the dispute, and disposition the dispute regardless of when the dispute was initiated or the channel through which it was submitted. Required documentation substantiating the dispute must be provided by the Customer before the dispute is researched. The System shall handle all types of disputes in accordance with the Business Rules and statutory Requirements in place at the time.

2319	Provide the capability for an Authorized User to Configure parameters related to dispute processing, including but not limited to:
	a. user roles that can process each dispute type at each escalation stage;
	b. dispute types allowed at each escalation stage;
	c. accepted dispute reasons for each dispute type;
	d. thresholds for number of disputed transactions per Account, per a Configurable time period, based on user role, Account attributes, dispute type, and escalation level;

	<ul style="list-style-type: none"> e. thresholds for number of disputed transactions per license plate, per a Configurable time period, based on user role, Account attributes, dispute type, and escalation level; f. thresholds for disputed amount that can be processed, based on user role, Account attributes, dispute type, and escalation level; g. thresholds for required Authorized User dispute approvals, including Toll Agency Approvals, based on user role, disputed amount, count, dispute type and escalation level; h. thresholds for required Customer dispute approvals, based on disputed amount, count, dispute type and escalation level, and i. the escalation workflow, in accordance with the Business Rules, for each dispute type.
2320	<p>Provide the capability for an Authorized User to manage a Configurable list of dispute reasons, including but not limited to:</p> <ul style="list-style-type: none"> a. Customer surrendered license plate prior to transaction date; b. stolen vehicle/license plate; c. vehicle not mine – Customer declares the vehicle was not registered to them at the time of the transaction; d. Customer sold vehicle prior to the transaction date; e. toll posted to Customer's E-ZPass Account; f. Customer paid toll to Toll Agency; g. leased/rented vehicles; h. E-ZPass Customer (New Jersey E-ZPass, IAG/Interoperable Agency, and Third-party Entity); i. inadvertent unpaid Customer with toll not enclosed, and j. inadvertent unpaid Customer with toll payment enclosed and explanation.
2321	Provide the capability for an Authorized User to Configure the documentation item(s) required for each dispute reason.
2322	Provide the capability for an Authorized User to manage Configurable parameters for each type of dispute, for example thresholds for adjusting fees and penalties at each escalation stage, based on user role.
2323	Provide the capability for an Authorized User to manage Configurable thresholds for adjusting all or a portion of fees and penalties associated with disputed transactions at each escalation stage in accordance with the Business Rules.

2324	Provide the capability for an Authorized User to establish and maintain thresholds for adjusting all or a portion of Statement or Notice fees and penalties associated with disputed transactions for each escalation stage if Customer has an existing Registered Account based on Account attributes in accordance with the Business Rules.
2325	Provide the capability for an Authorized User to manage Configurable thresholds for adjusting all or a portion of fees and penalties associated with disputed transactions for each escalation stage if Customer has an IAG/Interoperable Agency Account or Third-party Entity Account.
2326	Provide the capability for an Authorized User to Configure fee adjustment approval thresholds associated with disputed transactions where approval is required to exceed the thresholds, for example fee adjustments above a certain amount, or Account has already had more than a certain number of fee adjustments within a certain period of time.
2327	Provide the capability for an Authorized User to Configure user roles which are granted override privileges for each escalation stage. The override privileges allow them to approve adjustment of fees and penalties above the Configured thresholds, for example in order to adjust all fees on all outstanding Statements and/or Notices, the Toll Agency's Approval is needed.
2328	Provide the capability for an Authorized User to Configure Violation Notice and Toll Bill statuses that can be disputed by channel, in accordance with the Business Rules, for example the ability to prohibit dispute C for partially paid fees and/or tolls from being processed via self-service channels.
2329	Provide the capability to obtain Customer dispute approval based on Configured dispute approval settings.
2330	Provide the capability to obtain Customer dispute approval through interaction with the Customer in the form of a code or other confirmation response through electronic means such as push, SMS or email sent to the Customer, using the contact information associated with the Account, when a Customer initiates a dispute that is Configured to require Customer approval.
2331	Provide the capability for a requested dispute to remain pending until Configured approvals are obtained, at which time the dispute will proceed according to the Configured workflow.
2332	Provide the capability to notify the Customer if Customer dispute approval has not been provided within a Configured period of time of dispute submission.
2333	Disputed transactions Toll Bills, Post-paid Statements, and Violation Notices shall be placed on escalation hold while dispute is pending, until approval is obtained. The System shall automatically escalate transactions associated with disputes that are not approved. If a Configurable period of time has expired without a dispute resolution, the System shall escalate the open dispute to a Case for supervisor action.

2334	Provide the capability to record, research, track and process disputes submitted via all channels, including, but not limited to: mail, walk-in, call-in, chat, SMS, social media direct message or via the Self-Service Website or Mobile Application in accordance with the Business Rules at any stage in the escalation.
2335	In the event the Customer calls in a Dispute C, the forms are not needed; however, the System shall provide the capability to document the dispute.
2336	Provide the capability to automatically notify the Customers of the results of the dispute.
2337	Provide the capability for Authorized Users and Customers to upload documentation and associate it to a dispute.
2338	Make any documentation provided by the Customer and all Customer transactions, Customer Correspondence, Toll Bills, Post-paid Statements, Violation Notices, and Customer address history available to the Authorized Users, when researching the dispute and Authorized Users shall have the capability to group transactions, and Correspondence Items when processing a dispute.
2339	Documentation and data necessary to support the Authorized User's dispute research shall be presented as efficiently as possible, minimizing the number of steps and clicks required.
2340	Provide Authorized Users with the ability to place an escalation hold on disputed transaction(s), Toll Bill(s), Post-paid Statement(s) and Violation Notices which prevents their escalation.
2341	Provide the capability for the System to automatically place an escalation hold on disputed transaction(s), Toll Bill(s), Post-paid Statement(s) and Violation Notices which prevents escalation while the dispute is pending.
2342	Provide the Authorized Users the ability to escalate a dispute as a Case.
2343	Provide the capability to prevent a Customer from repeatedly disputing the same Toll Bill, Post-paid Statement, Violation Notice, or unpaid transaction.
2344	Provide the capability for an Authorized User to process Dispute A where the vehicle is sold, rented, or leased. Authorized Users shall have the ability to enter information from the dispute documentation regarding the responsible party to whom transactions must be reassigned.
2345	When the Authorized User enters data for the new responsible party from Dispute A documentation, the System shall automatically perform a validation using the information entered and, if an existing Customer is identified, the disputed transactions are automatically reassigned to the matching Account and the transactions are posted or aged. If there is no match, then the System creates a new Account, and the disputed transactions are transferred to the new Account. If the transferred transactions become eligible for a Statement or Notice, then one is issued.

2346	Provide the capability, when rental car companies submit Dispute A via the Self-Service Website and supply all required information through data entry or upload via Approved file format, for the System to automatically reassign the rental car transactions to the person who was renting the vehicle at the time of the toll violation.
2347	Provide the capability to reassign transactions at any stage in the escalation process to a new or different owner in support of the dispute process showing a credit to the old Account and a debit to the new Account using the same transaction date but a new posting date.
2348	Provide the capability to process Dispute A where the vehicle stolen. Based on the vehicle's license plate surrender status, provide the Authorized User the capability to terminate some or all the disputed transactions or escalate some or all of the disputed transactions.
2349	When Dispute A is processed with the dispute reason "vehicle not mine" and, in the course of processing the dispute the Authorized User determines the license plate in the transaction does not match the plate in the image and manually corrects the plate information, to automatically place the license plate on the Plate Corrections List.
2350	Provide the capability for an Authorized User to process Dispute B when it was an inadvertent toll violation. The Authorized User shall have the capability to reject the dispute and escalate the transaction or to accept the dispute and terminate the transaction depending on whether or not the toll payment was enclosed with a reasonable explanation and/or if it was a first-time unpaid transaction within a Configurable period.
2351	Provide the capability for the System to evaluate Dispute B requests and automatically process the requests as either accepted or rejected based on Configurable parameters in accordance with the Business Rules.
2352	<p>Provide the capability to process Dispute C – E-ZPass Customer whereby the Customer provides Account details. All Dispute C requests shall be approved by the E-ZPass Customer before transaction is posted to the existing Pre-paid Account. Provide for a single step action from the Account screen to process, notify, obtain approval and associate unpaid transactions to an existing Pre-paid Account and IAG/Interoperable Agency Account or Third-party Entity Customer Account, including but not limited to:</p> <ul style="list-style-type: none"> a. if approved toll posting is successful automatically adjust fees in accordance with the Business Rules; b. obtain payments for the approved fees and penalties either through the Pre-paid Account balance, Payment Plan, or a new method of payment; c. record transaction payment and closure appropriately for financial reporting purposes, and d. if toll posting is not successful, reject the dispute and escalate the transactions.
2353	Provide the Configurable capability, when Dispute C is accepted for a New Jersey E-ZPass Account, to automatically send a 'request to consolidate Accounts' Correspondence Item to the Customer based on the Business Rules.

2354	Provide CSRs the capability to enter comments when processing disputes.
2355	<p>Provide CSRs the capability to process dispute dispositions, including but not limited to:</p> <ul style="list-style-type: none"> a. accepted: the evidence provided was sufficient, the disputed items are dismissed and/or adjusted and the Customer is no longer liable for them; b. partially accepted: at least one of the disputed transactions is accepted (and the Customer is no longer liable for it/them), yet the Customer is still liable for at least one other transaction; c. denied: the dispute was not substantiated by evidence provided by the Customer, and the Customer is still liable for all disputed items; d. adjust fees and penalties either in full or part thereof; e. correct the license plate number if it is found to be in error which will result either in the creation of a new Account or addition of the disputed transaction to an existing Account; f. manually create a new Account and assign the disputed transactions to the new Account; g. Flag the address as bad which will result in the System initiating a request to the Collections Services Contractor(s) for Skip Tracing to obtain the new address, and h. reverse dismissals and/or fee adjustments if they are confirmed to be entered in error.
2356	Provide the capability, that once an unpaid transaction is transferred to an Account through a successful dispute, for all other eligible unpaid transactions to automatically transfer to the Account, depending upon the attributes of both Accounts and in accordance with the Business Rules.
2357	Verify that the dismissal and fee adjustment thresholds established for Authorized Users are applied and notify Authorized Users if attempt is made to dismiss or adjust amounts greater than threshold.
2358	Provide Authorized Users having a user role that is Configured with override privileges to approve adjustment of fees and penalties above the established thresholds and maintain an audit trail of the approval.
2359	Provide Authorized Users, having a user role that is Configured with override privileges to approve adjustment of fees and penalties, with the capability to enter but not post a proposed adjustment that is greater than their Configured maximum adjustment threshold or that exceeds adjustment limits defined in the Business Rules. This action will trigger the automatic creation of a Case assigned to the Toll Agency for Approval. Upon Toll Agency Approval, the adjustment will post.
2360	Maintain an audit trail of the dismissal and fee adjustment approval process including identification of the Authorized User(s) approving the dismissal or fee adjustment.

2361	In the event a new registered owner is identified, or new address is obtained, age the transaction and issue a next level Correspondence Item if Account is eligible. All dismissals and fee adjustments shall have a reason that is Approved by NJTA. For audit purposes, the System shall provide logging of all changes made to a dispute as described in Section 9 System Requirements.
2362	If a Customer's dispute is ultimately rejected, accepted, or partially accepted, the Customer is notified of the outcome through communications generated by the System reminding them of the tolls and fees, and the course of action that will be taken if payments are not made.
2363	Provide the capability to generate a Summary Statement based on various, Configurable selection criteria that show the history of the unpaid items and the current status of the Account.
2364	Provide the capability to monitor the status of the disputes, dismissals, and fee adjustments, including Customer responses. The System shall handle all dismissed, adjusted, re-assigned and paid transactions appropriately for financial tracking and reporting purposes.
2365	Create a Customer contact record for each Customer interaction regarding disputes.

9.13.13 Review of Dispute Results

2366	Provide the capability to search and view all stored information regarding disputes, including but not limited to:
	a. license plate number;
	b. Account number;
	c. Toll Bill, Post-paid Statement or Violation Notice number;
	d. transaction number;
	e. dispute;
	f. dispute type;
	g. dispute date;
	h. dispute reason;
	i. CSR who recorded the dispute;
	j. dismissed transactions;
	k. fee adjustments;
	l. dispute disposition status;
	m. dispute disposition date, and

n. and comments.

9.14 Customer Correspondence Items – Outgoing

NJTA regularly communicates with Customers using various channels, including electronic transmission (email, SMS, push notifications), printing and mailing, outbound phone calls, and on-screen informational messages displayed when Customers access their Accounts through the Self-Service Website or Mobile Application. NJTA defines the delivery method for some Correspondence Items (e.g., Violation Notices must be sent by mail). For many other Correspondence Items, the Customer may select the Communication Channel. Customers must provide a valid email address to establish an Account and the Contractor shall encourage the Customer to select email as the Communication Channel, where applicable.

The following table describes general categories of current Correspondence Items. The Contractor shall work with the Toll Agencies in updating and adding additional Correspondence Items as required in the Scope of Services. Currently, NJTA sends approximately one-hundred and thirty (130) variations of outgoing Correspondence Items documented in Appendix Q New Jersey E-ZPass Customer Communications Matrix – Draft that generally fall within the following categories.

Table 9-1: Correspondence Item Types

Type of Correspondence Item	Description
Pre-paid Statements	Generated for New Jersey E-ZPass Pre-paid Accounts. Customers can choose to receive by mail or email, or they can access statements online via the Self-Service Website or Mobile Application. Pre-paid Statements shall include an Account snapshot section which presents Account activity to be determined during the design process. Electronic versions of the statements shall allow Customers to click on information in the statement to take them to the Self-Service Website or Mobile Application location to perform Configurable actions, such as viewing the image associated with an IToll.
Post-paid Statements	Periodically sent to Customers detailing transaction activity, payments, and Account balances for Private or Business Post-paid Accounts (Account-based Statement). This Correspondence Item will be implemented in coordination with the Post-paid License Plate Account management under the New Jersey Program wide AET Program and will have the ability to include transactions from multiple Toll Agencies from AET and Non-AET facilities.
Commercial Post-paid Invoices	Periodically sent to Customers who have a Business Account with a Commercial Post-paid Plan, detailing previous activity and toll rate adjustments, and requesting payment of amounts owed.
Toll Bills	Generated for Image-Based Transactions on AET facilities once the Customer achieves a Configurable dollar amount or time threshold. Samples of the current Toll Bills are included for informational purposes in Appendix P Sample Notices, Toll Bills and Statements – Draft. During design these draft Toll Bills will be reviewed and finalized.
Violation Notices	Issued to Customers who evade tolls on a non-AET facility. Also issued for AET facilities in certain situations as described in the Business Rules, for example if a Toll Bill is not paid

Type of Correspondence Item	Description
	within a Configurable period. Samples of the current first and second Violation Notices are included for informational purposes in Appendix P Sample Notices, Toll Bills and Statements – Draft. During design these draft Violation Notices will be reviewed and finalized.
Summary Statements	Periodically sent to qualified Customers whose Accounts have unpaid transactions that are associated with Configured Correspondence Items, typically Violation Notices and/or Toll Bills. Provides a consolidated summary of amounts appearing on Configured Correspondence Items issued by any New Jersey E-ZPass Toll Agency. Summary Statements may also be generated on-demand by Authorized Users and by Customers.
On-demand Statements	A document generated on-demand that provides a summarized view of an Account's historical activity pertaining to Configured Correspondence Items, typically Toll Bills and Violation Notices.
Informational	Includes other Correspondence that provides the Customer with updates on Account activity or requests information from the Customer. Examples include informing the Customer that the email address on their Account was updated or a requested transponder has been mailed.
Customer Advisories	Advisories which inform the Customer of a condition specific to their Account, for example to inform the Customer that they could save money by signing up for a certain Account plan.
Travel Advisories	Advisories informing Customers of events along their route such as lane closure, travel advisory alerts, upcoming construction, or a new vendor at a service area.
Account Alerts	Correspondence Items that Customers opt-in for so they can be notified via SMS, push notification or email, and also upon accessing the Self-Service Website or Mobile Application, in near real-time when their Account needs attention or when selected activities occur on their Account (e.g., when the Account is auto-replenished).
Response Letters	These include approvals, denials, dismissals, and fee adjustments sent to Customers as a result of an inquiry or a request for action on items such as Violation Notice fee adjustments, Approvals for an Account Plan, need for vehicle registration information, returned checks, etc.
Fulfillment	These include requests for transponders, shipping status, and returns received.
Case Management	These include Case acknowledgement Correspondence Items and response resolution Correspondence Items.
Authentication	Correspondence Items sent to Customers to validate information on file. Examples include requests to verify email address on file and multi-factor authentication for Customers and Authorized Users.

The intent of the Requirements in this section is to obtain a Correspondence Item management solution that:

- allows Customers to be notified of Account status and Account activity that requires action;

- is convenient and allows Customers to customize and Configure Correspondence Item methods through numerous Communication Channels;
- allows the operations staff to contact Customers cost effectively and encourage self-service;
- tracks all Customer communications at the Account level, and
- helps NJTA identify the most effective means of communicating with Customers.

2367	Provide all outgoing Correspondence Items, regardless of whether the Correspondence Item is related to a Registered or an Unregistered Account, with a standard look and feel and submit samples of all new or updated Correspondence Items to NJTA for Approval prior to distribution to Customers.
2368	Provide the capability for Authorized Users to modify and Approve each Correspondence Item's format, content and delivery channel as directed by NJTA. It is anticipated that at least some Correspondence Items will change over the Contract Term.
2369	<p>Provide the capability to determine the Account anniversary Day, based on Account specifics, including but not limited to:</p> <p>a. Account Type;</p> <p>b. Account creation date, and</p> <p>c. date of the initial Correspondence Item requesting payment.</p>
2370	Provide a process to automatically qualify each Correspondence Item for creation based on the Business Rules.
2371	Provide the capability to automatically associate and update the Account and/or Case history with all outbound Correspondence (including outbound calls).
2372	Provide the capability to generate and distribute Correspondence Items manually.
2373	Provide the capability to automatically record the type and date of all System-generated Correspondence Items on the Customer's Account and Case, if applicable, along with a copy of the actual Correspondence Item sent or communication made.
2374	Provide the capability for Customer Correspondence Items to be independently Configurable to reflect different Toll Agencies, or to be consolidated by Account.
2375	<p>Provide the capability to set "opt in" and "opt out" options for certain Correspondence Items, including but not limited to:</p> <p>a. statements;</p> <p>b. newsletters;</p> <p>c. marketing;</p> <p>d. travel related, and</p>

	e. construction updates.
2376	Provide the capability for Customers to opt-in for certain Account Alerts and select the conditions that will result in the creation of Account Alerts. Customer shall have a choice of selecting the method in which they receive the Account Alert; SMS, email, or push notification.
2377	<p>Provide the capability to automatically initiate Account Alerts based on Account events, including but not limited to:</p> <ul style="list-style-type: none"> a. IToll posted to the Account; b. unpaid transaction on license plate registered to Customer's address on file; c. transponder order placed; d. transponder shipped; e. transponder returned; f. credit card expiration date within Configurable days of expiration; g. Account balance is a Configurable amount above low balance threshold; h. payment posted to Account; i. transponder replacement/marked as lost, and j. Configurable Account changes, such as the addition of a vehicle to the Account or change of password.
2378	<p>Provide the capability to automatically initiate Customer communications and Correspondence Items based on Account events, examples of which are described in Appendix Q New Jersey E-ZPass Customer Communications Matrix - Draft, including but not limited to:</p> <ul style="list-style-type: none"> a. excessive IToll threshold is exceeded; b. temporary license plate is about to expire; c. Account auto-replenishment Payment Method failure; d. credit card update successful (from the Merchant Services Contractor); e. credit card update failure (from the Merchant Services Contractor); f. credit card is within a Configurable number of days from its expiration; g. credit card has expired; h. auto-replenishment suspended;

	i. auto-replenishment recalculation; j. returned payment; k. transponder replacement; l. Account suspension Notice; m. delinquent Account second notice; n. warning of Vehicle Registration Suspension/Hold (Configurable to only send based on the amount of time since the delinquent Correspondence Item); o. warning of Driver's License Suspension (Configurable to only send based on the amount of time since the delinquent Correspondence Item); p. Pre-paid Statement available (monthly and quarterly); q. Post-paid Statement generated; r. Toll Bill generated; s. Commercial Post-paid Invoice generated; t. Violation Notice generated; u. unpaid transaction dispute accepted; v. unpaid transaction dispute rejected; w. Account about to be set with inactive Flag; x. Account balance level is below the low balance threshold (manual replenishment); y. Account is flagged with a bankruptcy status; z. Account is flagged with an escheatment status; aa. undeliverable mail situation; bb. undeliverable email situation; cc. bad phone/fax situation; dd. Configurable Account status changes; ee. Account demographic change (e.g., email address change), and ff. potential duplicate accounts are identified.
2379	Issue Correspondence Items through distribution channels, including but not limited to: a. mail;

	b. email; c. Mobile Application push notifications; d. chat; e. SMS; f. fax; g. outbound CSR call by developing a list of calls to be made, and h. automated outbound dialer call.
2380	Provide the capability for electronic Correspondence to be sent in multiple ways, including but not limited to: a. body copy in an email; b. attachment to an email; c. a link to the Self-Service Website in the body of an email; d. a link to the Mobile Application in the body of an email; e. a link to Self-Service Website, Mobile Application in the SMS, and f. a link to Self-Service Website, Mobile Application as a push notification.
2381	Provide the capability to put informative content into the body of the email that accompanies documents such as Statements and Notices.
2382	Provide the capability for an Authorized User to Configure the informative content, by Correspondence Item, that will be included in the body of the email that accompanies documents.
2383	Provide the capability for an Authorized User to Configure days and times when automated Correspondence is eligible to be sent.
2384	Provide the capability to define Correspondence Item type, for example, postcard or letter.
2385	Provide the capability to define Correspondence Item size, for example, 8 ½ x 11 or 3 x 5.
2386	Provide the capability to define Correspondence Item print preferences for text color.
2387	Using professionally translated Spanish text, produce a Spanish version of each Correspondence Item and other Customer communications to be identified by NJTA.
2388	Provide the capability to send either the English or the Spanish version of outbound communications to Customers, based on Customer preference.

2389	Provide the capability to transmit fully created Correspondence Items for printing (to the Print/Mail Service Provider) and/or distribution, for example, in Adobe PDF or extensible markup language (XML) format.
2390	Provide the capability to transmit Correspondence Items as a data file for printing and/or distribution.
2391	Provide the capability to mail Correspondence Items to foreign (non-US) addresses.
2392	Provide Authorized Users the capability to manage which countries are eligible for foreign address mailing.
2393	<p>Provide Configurable distribution channel method settings for each Correspondence Item, including but not limited to:</p> <ul style="list-style-type: none">a. Customer preference is default;b. NJTA policy is default;c. NJTA preferred channel;d. acceptable alternative distribution channels;e. acceptable "in addition to" distribution channels;f. preferred address type for mailing, for example, home, business or MVC/DMV provided;g. acceptable address types for mailing;h. acceptable "in addition to" address types for mailing;i. whether Correspondence Item is eligible for mailing to a foreign address;j. preferred email type for sending, for example, personal or business;k. acceptable email types for sending;l. acceptable "in addition to" email types for sending;m. preferred SMS type for sending, for example, business or personal;n. acceptable SMS types for sending;o. acceptable "in addition to" SMS types for sending;p. preferred fax type for sending, for example, business or personal;q. acceptable fax types for sending;r. acceptable "in addition to" fax types for sending;s. response address for each Correspondence Item /channel combination, and

	t. return address for each Correspondence Item /channel combination.
2394	Provide the capability for a Correspondence Item to be distributed using multiple distribution channels per the Configurable settings and Business Rules.
2395	Provide the capability for usage of addresses for Correspondence Items in accordance with the Business Rules, including but not limited to: a. generating select Correspondence Items to multiple addresses; b. generating select Correspondence Items to multiple Customer contacts, and c. generating select Correspondence Items to NJTA's defined address, or multiple Customer defined addresses.
2396	Provide the capability to identify multiple Correspondence Items that are generated for a Customer and combine their mailing.
2397	Provide the capability to check the NCOA database before a Correspondence Item is mailed and use the NCOA address if it is the latest.
2398	Provide the capability to read and create the United States Postal Service (USPS) Intelligent Mail Barcode (IMb).
2399	Provide the capability to update the System with statuses obtained from the tracking information resulting from USPS Intelligent Mail Barcode.
2400	Provide the capability to initiate manually generated automated outbound calls to Accounts that meet specified criteria.
2401	Provide the capability to issue manually generated bulk Correspondence Items, including but not limited to: a. automated outbound dialer; b. email Correspondence; c. SMS Correspondence; d. mail Correspondence, and e. push notifications for Mobile Application.
2402	Provide standard templates (Approved by NJTA) for each Correspondence distribution channel.
2403	Provide standard templates (Approved by NJTA) for each Correspondence type.
2404	Provide the capability for Correspondence Items to include images and graphics as well as text.

2405	Provide standard templates (Approved by NJTA) for each Correspondence Item including Toll Bills by Toll Agency, Toll Bills by Multiple Agencies, program-wide Post-Paid Statements, Post-Paid Statements by Multiple Agencies and Violation Notices.
2406	Provide the capability for an Authorized User to create and maintain a repository of Configurable Correspondence Item templates.
2407	Correspondence Item templates shall be modifiable with no change to Software.
2408	Provide the capability to maintain an effective date when a Correspondence Item template becomes active and to automatically implement the template as of that date.
2409	Update the status of the activated template and alert operations of status.
2410	Provide the capability to base the effective date for selected Correspondence Item templates on transaction date and processing date.
2411	Maintain a repository of historical Correspondence Item templates, including the date range when each template was active.
2412	Provide the capability to create and maintain selected Correspondence Item templates by Toll Agency.
2413	Provide the capability to create and maintain selected Correspondence Item templates by Toll Agency, Multiple Toll Agencies, and Program-wide for each escalation level, for example templates for Toll Bills, Post-Paid Statements and Violation Notices.
2414	Provide unique, alpha numeric numbering by Customer package items with sequential numeric part for Correspondence Items within package.
2415	Provide the capability to add a barcode, scan line or QR Code to each outgoing Correspondence Item (excluding SMS and push notifications) so that the returned Correspondence Item can be scanned and automatically associated with the proper Account and, if applicable, Case.
2416	Provide the capability to utilize and interact with USPS software to identify returned mail. Update the Account history with returned mail data (time, date, reason) and direct USPS to destroy the mail rather than deliver to minimize the amount of physical mail getting directed back to the CSC or mail servicing facility.
2417	Provide the capability to Reissue the Correspondence Item if a current address is obtained.
2418	Provide the capability to forward undeliverable Violation Notices, Toll Bills and Post-paid Statements for which new address cannot be retrieved to the applicable Collections Services Contractor for further processing, for example to perform Skip Tracing.
2419	Implement an electronic interface to obtain the Customer's new address from the Collections Services Contractor(s).

2420	<p>When a new address is obtained from any source, retain all address history, and provide the capability to make available on the Account history screens the complete detailed address history related to the Account, including but not limited to:</p> <ul style="list-style-type: none">a. the current address;b. listing of the old address;c. the source of the address;d. the date address was obtained;e. the address effective dates, for example the date the address was active to the date the address was changed, andf. any Configurable Flags on the address, for example bad address or normalized address.
2421	Provide the capability to add checksum digits to barcodes and QR codes on notices and other Correspondence that will likely return to NJTA or third-party Lockbox Service Provider or Collections Services Contractor. Barcode and QR code readers shall be able to support such checksum on barcodes and QR codes and the System shall validate it.
2422	Provide the capability to ensure that historical Correspondence Items associated with Accounts do not change (maintain original form and content) regardless of any changes in the Configurable parameters, content, or Business Rules which are subsequently made to the template for that Correspondence Item.
2423	Provide the capability to create and assign version numbers to Correspondence Items.
2424	<p>Provide Authorized Users the capability to manage Correspondence Items and their attributes, including but not limited to:</p> <ul style="list-style-type: none">a. add new Correspondence Items;b. deactivate Correspondence Items;c. view and select for activation past versions of Correspondence Items;d. Correspondence Item text;e. qualification criteria;f. frequency;g. escalation path;h. whether to send for third-party address look up;i. number of days until payment is due;j. a fixed date due (for example, monthly Customer anniversary date);

	<ul style="list-style-type: none"> k. number of days until action must be taken; l. the date the Correspondence Item escalated to the next Correspondence Item level; m. number of days between the creation date and issue date; n. a fixed issue date (for example, monthly Customer anniversary date); o. number of Business Days between the creation date and issue date; p. number of times to Reissue; q. number of days before the Correspondence Item is Reissued; r. whether or not to Reissue if a new address is received; s. allowable distribution channel(s); t. distribution channel escalation; u. eligible address type, for example, address source such as MVC/DMV, NCOA, Customer provided; v. address source priority, for example, mail to the MVC/DMV address and if that piece is returned with a forwarding address, then use that address; w. Correspondence Item response address, for example, some Correspondence Items may require that payment go to the lockbox while others require response be sent to the New Jersey E-ZPass CSC or mail servicing facility, and x. Correspondence Item return address, for example, some Correspondence Items may use the return address of the New Jersey E-ZPass CSC while others will use the mail servicing facility address.
2425	Provide the capability for Correspondence Item to have a create date that is offset from the issue date of the Correspondence Item to allow time for review and issuance.
2426	<p>Provide the capability for Authorized Users to view all previous versions of each Correspondence Item that has been modified, including but not limited to:</p> <ul style="list-style-type: none"> a. date modified; b. date and time the modification became effective; c. version number; d. Authorized User who made the modification(s), and e. a sample of the Correspondence Item as it would have looked.
2427	Provide Authorized Users with screen(s) to select Correspondence Item target audience, for either predeveloped or ad-hoc Correspondence Item using the following delivery channels:

	<ul style="list-style-type: none">a. mail;b. email;c. SMS, andd. push notifications.
2428	Provide Authorized Users with screen(s) to select established formatted Correspondence Item templates for ad-hoc Correspondence Items in the standard mail types. Examples are standard paper sizes for letter, legal and postcards.
2429	<p>Provide Authorized Users with screen(s) to select a Correspondence Item target audience, for either predeveloped or ad-hoc Correspondence Item using criteria to include, but not be limited to:</p> <ul style="list-style-type: none">a. use of a particular Toll Facility/roadway (overall or by direction);b. use of a particular Toll Facility (overall or by direction);c. use of a particular toll ramp (overall or by direction);d. use of a particular Toll Agency, Toll Facility, or toll ramp during a specified period of time;e. use of a particular Payment Method;f. use of a credit card with certain characteristics;g. overall Toll Agency use by transactions by time period;h. overall use by transactions by zip code;i. overall Toll Agency use by transactions by vehicle class;j. overall use by transactions by Account Type;k. overall use by transactions by Account Plan;l. overall use by transactions by transponder type;m. recipients of Correspondence Item issued for selectable time periods, andn. Account information by demographic.
2430	Provide Authorized Users with screen(s) to create an ad-hoc Correspondence Item for sending to a selectable target audience.
2431	Provide Authorized Users with screen(s) to select a predeveloped Correspondence Item for sending to a selectable target audience.

2432	Provide Authorized Users with screen(s) to create an ad-hoc Correspondence Item with a hyperlink in the letter for example the link could take the Customer to a particular Toll Agency's website or to an FAQ on Account Plans.
2433	Provide the capability for Authorized Users to suppress the generation of particular Correspondence Item(s) for a specific Account, for example, a supervisor may have already spoken with a Customer and may not want a bounced check Correspondence Item to be sent.
2434	Provide the ability to freeze all Correspondence for a specific Account for a Configurable default number of days, which can be overridden when applied, up to a Configurable maximum number of days with auto-expiration.
2435	Provide the capability for Authorized Users to override the Correspondence freeze.
2436	Provide the capability to allow Authorized Users to select and print Correspondence Items directly from the Correspondence Item search screen.
2437	Provide the capability to allow Authorized Users to select and print Correspondence Items directly from the Account.
2438	Provide the capability to allow Authorized Users to download a PDF version of the Correspondence Item directly from the Correspondence Item search screen.
2439	Provide the capability to allow Authorized Users to download a PDF version of the Correspondence Item directly from the Account.
2440	Provide the capability to search by and view all stored information regarding Correspondence Items, including but not limited to: a. first name; b. last name; c. street name; d. city; e. state; f. zip plus four (4) digits; g. name of specific Correspondence Item; h. Correspondence Item, for example, statement, credit card expiration notice, or Account establishment Correspondence Item; i. Correspondence Item distribution channel; j. Correspondence Item creation date; k. Correspondence Item issuance date;

l.	date that action on the Correspondence Item is due;
m.	date(s) of any change in Correspondence Item status;
n.	name of the Authorized User who reviewed or approved the Correspondence Item for issuance;
o.	Account number;
p.	transponder number;
q.	license plate number;
r.	dollar range associated with the Correspondence Item, and
s.	dollar amount associated with the Correspondence Item.

9.14.1 Contractor-Selected Print/Mail Service Provider

The Contractor shall provide a third-party Print/Mail Service Provider. The third-party shall meet the Requirements detailed in this section.

2441	The Contractor's selected third-party Print/Mail Service Provider shall be located in and mail the Toll Agencies' Correspondence Items from the state of New Jersey.
2442	The Contractor's selected third-party Print/Mail Service Provider shall have a minimum of six production days per week.
2443	The Contractor's selected third-party Print/Mail Service Provider shall provide the capability for Authorized Users to look up Correspondence Item delivery information using the IMb.
2444	The Contractor's selected third-party Print/Mail Service Provider shall employ bulk mail rates and other mailing economies, including the capacity for pre-sorting mail by zip code and utilizing IMb to ensure the most cost-effective postage rates are obtained.
2445	The Contractor's selected third-party Print/Mail Service Provider shall provide the capability to check the NCOA database before a Correspondence Item is mailed and use the NCOA address if it is the latest based on the Configurable address selection hierarchy for the Correspondence Item in accordance with the Business Rules.
2446	The Contractor's selected third-party Print/Mail Service Provider shall provide the capability to receive, and process returned mail and electronically transmit updates to the System.
2447	<p>The Contractor's selected third-party Print/Mail Service Provider shall be able to receive and produce Correspondence Items in multiple formats, including but not limited to:</p> <ul style="list-style-type: none"> a. fully created Correspondence Items for example, in Adobe PDF or XML format and b. as a data file for producing Correspondence Items.

2448	The Contractor's selected third-party Print/Mail Service Provider shall provide the capability to mail small Inventory Items, such as hook and loop fasteners or static bags.
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9.14.2 Correspondence Quality Control

2449	<p>Provide Authorized Users the capability to manage QC activities for each Correspondence Item, including but not limited to:</p> <ul style="list-style-type: none"> a. Correspondence Item QC review sample size (as a percentage or count); b. whether Correspondence Item QC review is required prior to Correspondence Item release; c. whether Correspondence Item QC approval is required prior to Correspondence Item release; d. at what level Correspondence Item QC review/approval is required, for example at the batch level or the Item level, and e. the required QC outcome for Correspondence Item release.
2450	Provide Authorized Users with a screen to set the parameters to temporarily require QC review and approval for specified Correspondence Items to support activities such as controlled runs when a change is made, for example when a template is changed or when qualification criteria is changed for a Correspondence Item.
2451	Provide a user interface that presents Correspondence Items for QC review and/or approval.
2452	<p>Provide a user interface that allows an Authorized User performing Correspondence Item QC activities to record their findings and the outcome. The user interface shall capture findings to include, but not be limited to:</p> <ul style="list-style-type: none"> a. the unique ID / name for the Correspondence Item; b. the identity of the Authorized User performing the Correspondence Item QC activities; c. the date and time of the Correspondence Item QC activities, and d. the result of the Correspondence Item QC activities.
2453	Provide the capability for Authorized Users performing Correspondence Item QC to choose from a Configurable set of possible reason codes to indicate why a Correspondence Item is rejected.
2454	Provide the capability for rejected Correspondence Items to be corrected and re-submitted.
2455	<p>Provide the capability for Authorized Users to produce a random sampling of Correspondence Items for QC review, on demand, with the following Configurable parameters:</p> <ul style="list-style-type: none"> a. the number of pieces by batch;

	b. the number of pieces by Correspondence Item; c. the number of pieces by channel, and d. the number of pieces by day.
2456	Provide the capability to prevent the Print/Mail Service Provider from sending Correspondence Items that do not meet the Configurable required QC review/approval and/or outcome criteria.

9.14.3 Statements and Noticing Process

The Contractor is responsible for generating and issuing Statements and Notices, which includes all Customer Correspondence Items related to financial and toll transactions, specifically Toll Bills, Pre-paid Statements, Post-paid Statements, Commercial Post-paid Invoices and Violation Notices.

2457	Provide the capability to issue the appropriate type of Statement and Notice Correspondence Item based on Account attributes and in accordance with the Approved Business Rules.
2458	<p>Provide the capability to issue the appropriate type of Statement and Notice Correspondence Item(s) regarding unpaid transactions, in accordance with the Business Rules of the Toll Agency where the transactions occurred and any combination of the following, including but not limited to:</p> <ul style="list-style-type: none"> a. Customer Account attributes; b. Account balance at the time the transaction occurred; c. Account balance at the time of transaction posting; d. the Toll Facility where an unpaid transaction(s) occurred; e. the escalation stage of other unpaid Image-Based Transaction(s) associated with the Account; f. number of unpaid transactions at each escalation stage; g. amount of unpaid transactions at each escalation stage; h. total amount owed at all escalation stages; i. partial payment threshold due at each escalation stage, and j. specified time frames at each escalation stage.
2459	<p>Provide the capability when preparing to generate each Toll Bill, Post-paid Statement, or Violation Notice to perform validation checks before generating the appropriate Correspondence Item based on the Business Rules, including but not limited to:</p> <ul style="list-style-type: none"> a. verify that transactions are eligible for the level of Toll Bill, Post-paid Statement, or Violation Notice to be generated;

	b. verify that transactions, Toll Bills, Post-paid Statements and Violation Notices are eligible for escalation to next level;
	c. verify if the transactions can be ITolled or VTolled to an existing Registered Account;
	d. verify that transactions, Toll Bills, Post-paid Statements and Violation Notices are not in escalation hold status;
	e. verify there are no overpayment or exception Flags on the Account, and
	f. apply the applicable filters.
2460	Provide the capability to generate Toll Bills, Post-paid Statements, and Violation Notices by license plate or by Account based on each Toll Agency's Business Rules.
2461	Provide the capability to generate Statements and Notices that list detailed transaction activity, payments and Account balances at the Account level and by transponder and by plate, if applicable.
2462	Provide the capability to generate Statements and Notices that present certain information, to be determined during the design process, as clickable links that navigate Customers directly to the appropriate page on the Self-Service Website or Mobile Application to view more detailed information or to perform an action, such as to make a payment.
2463	Provide the user interface for Authorized Users to define and Configure the parameters related to the issuing of Statements and Notices based on, including but not limited to one or more of the following: <ul style="list-style-type: none">a. rolling anniversary date;b. fixed date;c. Customer specified day of the month;d. dollar amount threshold;e. number of transactions from all Toll Agencies' toll roads threshold;f. number of transactions from a group of specified Toll Agencies' toll roads threshold;g. number of transactions from an individual Toll Agency's toll roads threshold;h. number of transactions from an individual Toll Facility or group of Toll Facilities threshold;i. fixed time period;j. transaction date;k. transaction time;l. combination of number of transactions and fixed time period;

	<ul style="list-style-type: none">m. number of transactions or fixed time period;n. combination of dollar amount threshold and fixed time period;o. dollar amount threshold or fixed time period;p. combination of number of transactions or dollar amount threshold, andq. number of transactions or dollar amount threshold.
2464	Provide the capability to generate Statements and Notices based on the Configured parameter settings.
2465	Provide the capability for an Authorized User to manually generate Statements and Notices.
2466	Provide the capability to add Configurable fees and/or penalties at the time Statements and Notices are generated, including but not limited to: <ul style="list-style-type: none">a. at the individual transaction level at each escalation stage;b. at the Statement or Notice level at each escalation stage, andc. at the Account level at each escalation stage.
2467	Provide Statements and Notices that display relevant data, including but not limited to: <ul style="list-style-type: none">a. Account summary;b. current tolls;c. adjustments;d. current amount due;e. payments;f. credits;g. previous amount due;h. fees;i. penalties;j. detailed listing of all toll transactions incurred during the current billing cycle, andk. detailed listing of all fees and penalties assessed during the current billing cycle.
2468	Provide an effective date for all changes to Statements and Noticing parameters so that such changes can be scheduled in advance to go into effect on a specified date, for example, if a new fine amount is to be assessed beginning on the first of July.

2469	Provide date and sequence parameters that are triggered by other System activities. For example, fees to be applied on the same date (and prior to) generation of the Statement or Notice for the specific Account.
2470	Maintain a repository of Statements and Noticing parameter settings with an effective date range for each.
2471	Provide the capability to view the established and approved Statements and Notices parameters used for a specified date or time period.
2472	Correlate transaction escalation for each Statement or Notice to the established parameters that were in effect at the time of the Statement or Notice generation so that Authorized Users can track the change history; for example, determine the Approved fee structure that was in effect for a Violation Notice generated on December 25, 2021.
2473	Provide the capability to notify the Customer of outstanding unresolved transactions and Statements and Notices based on the escalation stages.
2474	<p>Provide the capability to obtain and update Statement and Notice generation and issuance information, including but not limited to:</p> <ul style="list-style-type: none"> a. Statement or Notice date that is printed on the Statement or Notice if the Print/Mail Service Provider has provided the Statement or Notice date versus the System inserting the date on the Statement or Notice; b. generation date, and c. date issued to Customer.
2475	Provide the capability to display the generation and issuance information for each Statement or Notice on management screens.
2476	Provide Authorized Users the capability to establish thresholds for generating Statements and Notices by Correspondence Item type, for example, generate one-thousand (1,000) first level Violation Notices a day.
2477	Provide Authorized Users the capability to establish Statement and Notice generation schedules by document type, for example, generate Pre-paid Statements every Monday.
2478	Provide the capability to generate Statements and Notices automatically, per the Configured quantities and schedule.
2479	Provide the capability to generate Statements and Notices manually based on the Authorized User request.
2480	Provide a numbering methodology that both intuitively and in the System associates Statements and Notices as they escalate through the escalation process, for the purposes of proper lifecycle documentation; reporting; adjudication, and Customer service purposes.

2481	The numbering methodology for Statements and Notices shall allow for the same number to follow the associated transaction(s) through its lifecycle, for example from Toll Bill to Violation Notice to E-ZPass Account posting, where applicable.
2482	The numbering sequence used for Statements and Notices shall be such that it can be easily and intuitively traced and linked by the System and the Authorized Users if multiple Statements and/or Notices were combined and re-issued as a single document, for example if some unpaid transactions on Violation Notices 1 and 2 were dismissed and Customer requested a single new Violation Notice, then the new Violation Notice shall be linked to Violation Notices 1 and 2 so there is traceability.
2483	Provide a Statement and Notice numbering sequence that is Configurable by Authorized Users and supported by other third-parties, like the Lockbox Service Provider, and can be read by electronic means, such as via a bar code scanner.
2484	In all screens associate the original Statement or Notice and all revisions for Authorized User and Customer reference.
2485	In all screens associate the original Statement or Notice and all revisions to the Account for Authorized User and Customer reference.
2486	Provide the capability to issue Statements and Notices to the correct address in accordance with the Business Rules.
2487	Provide the capability to generate the statement on the anniversary date for the Accounts eligible to receive the statement per Business Rules. The monthly statement contains a summary of the financial activity for the billing cycle and details of individual charges incurred during the billing cycle. The Customer shall be notified that non-payment of the amount due by the due date will result in assessment of a late fee.
2488	Upon successful generation and issuance of the Statement or Notice as verified and provided by the Print/Mail Service Provider, update the generation and issuance data in the System and retain a history of the Statement or Notice in the Account, including but not limited to: <ol style="list-style-type: none">retain a copy of the document transmitted to the Customer, for example as a PDF;store the data and recreate the document upon request, andview the data that was transmitted.
2489	Provide the capability to enter forwarding address obtained from returned mail communicated via interface from an external vendor or manually input by an Authorized User, which will result in the re-introduction of the original Statement or Notice and its associated transactions into the transaction escalation process in accordance with the Business Rules.
2490	Provide the capability to display on the re-issued Statement or Notice that it was regenerated due to retrieval of a new address.

2491	Provide the capability to display in the System that the Statement or Notice was re-issued due to retrieval of new address.
2492	Provide the capability to generate and issue a monthly statement on the Customer anniversary date if full payment is received or charges are dismissed or adjusted but the Customer has transactions in the current billing cycle.
2493	Provide the capability for the escalated Statement or Notice to contain a summary of the balance on the Account, the financial activity for the current billing cycle, and details of individual charges incurred during the current billing cycle. The Customer will be notified that the Statement or Notice is past due and a whether late fee has been assessed.
2494	When a past due amount is owed for an escalated Statement or Notice provide the capability for the subsequent Statement or Notice to contain a summary of the balance on the Account, the financial activity for the current billing cycle, and details of individual charges incurred during the current billing cycle. The Customer will be notified that the Statement or Notice is past due and the next action that will be taken if no payment is made.

9.14.4 Summary Statement Process

Travelers frequently utilize roadways belonging to multiple New Jersey E-ZPass Toll Agencies, sometimes in a single trip. Since Violation Notices and Toll Bills are generated by Toll Agency, such travelers, if they are not registered E-ZPass Customers, may receive multiple Violation Notices and/or Toll Bills during the course of a month. Summary Statements are automatically produced periodically as a courtesy for Customers with outstanding Violation Notices and/or Toll Bills and are intended to provide a consolidated overview of amounts owed to all New Jersey E-ZPass Toll Agencies. Summary Statements may also be generated on-demand by Authorized Users and Customers. Please see Appendix P Sample Notices, Toll Bills and Statements – Draft for a sample Summary Statement. During design these draft statements will be reviewed and finalized.

2495	Provide the capability to automatically issue Summary Statements based on Customer Account attributes and Violation Notice and Toll Bill attributes in accordance with the Business Rules.
2496	Provide the capability, when preparing to generate Summary Statements, to perform validation checks using Configured parameters to determine Account qualification, including but not limited to:
	a. Account attributes;
	b. minimum number of unpaid or partially paid Violation Notice(s) and/or Toll Bill(s);
	c. minimum amount owed;
	d. Summary Statement qualification date, and
	e. Account Flags.

2497	Provide the capability to include amounts associated with open Toll Bills and Violation Notices containing amounts owed to any New Jersey E-ZPass Toll Agency in the Summary Statement and to list every outstanding Toll Bill and Violation Notice regardless of issuing Toll Agency.
2498	Provide the user interface for Authorized Users to define and Configure the parameters related to the monthly issuance of Summary Statements based on, including but not limited to, one or more of the following: a. rolling anniversary date of Summary Statement qualification; b. specific day of the month, for example the last day of the month, and c. fixed time period, for example monthly or quarterly.
2499	Provide the capability to automatically reset the Summary Statement qualification date once the Account no longer qualifies for a Summary Statement and to set a new one if the Account qualifies again in the future.
2500	Provide the capability to generate Summary Statements based on the Configured parameter settings.
2501	Provide the capability to add a Configurable fee to the Summary Statement at the time it is generated.
2502	Provide the capability to Configure the Summary Statement fee to be added only for specified delivery channels, for example only when the Summary Statement is sent via USPS mail.
2503	Provide the capability to Configure the Summary Statement fee to be added based on a fixed time period, for example Summary Statements issued monthly are assessed a fee but those issued quarterly are not.
2504	Provide Summary Statements that contain consolidated information about amounts owed to all Toll Agencies, including but not limited to: a. total previous balance; b. total adjustments posted during the period, for example fee adjustments granted; c. total amount of new charges added during the period; d. total amount due; e. total amount of payments made during the period; f. new charges section listing new Violation Notices and Toll Bills issued during the period which are open; g. previous balance section listing Violation Notices and Toll Bills issued during prior periods which remain open, and

	<p>h. Summary Statement fees added.</p>
2505	<p>Provide the capability to include informative content on Summary Statements, including but not limited to:</p> <ul style="list-style-type: none"> a. information about how Customer can pay; b. text that explains the context, purpose, and intent of the Summary Statement; c. text encouraging the Customer to pay promptly to avoid additional fees and additional enforcement actions; d. total amount Customer could have saved if their transactions had posted to a Pre-paid, Registered, Transponder-Based New Jersey E-ZPass Account, and e. a critical status section that provides subtotals of amounts by escalation level for Violation Notices and Toll Bills that have progressed to escalated enforcement levels.
2506	Provide the Configurable capability to omit court status from the critical status section and instead, include amounts for Violation Notices and Toll Bills which are in court status in the section for the escalation level they were in just prior to escalation to court.
2507	Provide the Configurable capability to omit Violation Notices and Toll Bills which are in court status from the Summary Statement entirely.
2508	<p>Provide the capability to include links and scannable codes on Summary Statements that, when clicked or scanned, will navigate the Customer to the appropriate page to perform a specific action, including but not limited to:</p> <ul style="list-style-type: none"> a. clicking the Account number will navigate the Customer to a page where they can view the Account and all amounts owed, including any charges that were added after the Summary Statement was produced, with the option to pay or to view information about payment options which may include information about setting up a Payment Plan; b. clicking document numbers shown for the Violation Notices and Toll Bills listed in the new charges and previous balance sections of the Summary Statement will navigate the Customer to a page where they can view the item clicked and where options are presented to pay the item, pay the entire Summary Statement balance, pay all amounts owed or to view information about payment options; c. clicking a link (or scanning a code) to pay all Violation Notices and Toll Bills listed in both the new charges and previous balance sections, and d. clicking a link (or scanning a code) to get information about payment options from which Customer can easily navigate to set up a Payment Plan if qualified.
2509	Provide an effective date for all changes to Summary Statements parameters so that such changes can be scheduled in advance to go into effect on a specified date, for example if a new fee amount is to be assessed beginning on the first of July.

2510	Provide date and sequence parameters that are triggered by other System activities. For example, fees to be applied on the same date (and prior to) generation of the Summary Statement for the Account.
2511	Maintain a repository of Summary Statement parameter settings with an effective date range for each.
2512	Provide the capability to obtain and update Summary Statement generation and issuance information, including but not limited to: a. Summary Statement date that is printed on the document if the Print/Mail Service Provider has provided the Summary Statement date versus the System inserting the date on the document; b. generation date, and c. date issued to Customer.
2513	Provide the capability to display generation and issuance information for each Summary Statement on management screens.
2514	Provide the capability to issue Summary Statements through the correct delivery channel and to the correct Account contact(s), in accordance with the Business Rules.
2515	Provide the capability to Configure delivery parameters for Summary Statements and to establish a hierarchy of preference, including but not limited to: a. to use the same delivery information that was used to send the most recent Toll Bill or Violation Notice; b. to use the best-known address, based on the Business Rules, on the Account and the address obtained from the MVC/DMV; c. to use Customer-established preferences, and d. to prioritize delivery channels, for example to use electronic delivery instead of USPS mail when Customer has provided email or text contact information.
2516	Provide the capability to optionally print recipient name and address information on the Summary Statement in a location that would make it visible through a window envelope.
2517	Provide the capability to enter a forwarding address obtained from returned Summary Statement mail item communicated via interface from an external vendor or manually input by an Authorized User, which will result in the re-issuance of the Summary Statement.
2518	Provide the capability to retain a copy of the Summary Statement issued to the Customer, for example as a PDF and associate it with the Account.
2519	Provide the capability for Customers to view their Summary Statements online.

2520	Provide CSRs with a screen(s) to assist Customers with Summary Statement inquiries, including but not limited to: a. view Summary Statements; b. pay Summary Statement balances, and c. manually send an existing Summary Statement to a Customer.
2521	Provide the capability to restrict Authorized User access to Summary Statements by user role, based on the escalation level of the Statements and Notices listed, for example a CSR without the appropriate user role would not be able to view Summary Statements that contain any Violation Notices which have escalated to court status.
2522	Provide the capability for Customers and Authorized Users to generate Summary Statements on-demand.

9.14.5 On-demand Statement

On-demand Statements are designed to provide a summarized view of an Account's historical activity pertaining to Configured Correspondence Items. Please see Appendix P Sample Notices, Toll Bills and Statements – Draft for a sample On-demand Statement. During design these draft statements will be reviewed and finalized.

2523	Provide the capability for an Authorized User to Configure the contents of the On-demand Statement, including but not limited to: a. the escalation stage(s) to be shown separately, for example court stage; b. the Correspondence Items to be included, and c. whether unbilled transactions should be included.
2524	Provide the capability to generate an Account-based, On-demand Statement that presents both summarized and detailed views of all transactions associated with Configured Correspondence Items associated with an Account.
2525	The On-demand Statement shall present summarized information for all Configured Correspondence Items issued to an Account, by Toll Agency, including but not limited to: a. original amount of the Configured Correspondence Items issued; b. amount paid; c. amount resolved by means other than payment, such as by dismissal or fee adjustment; d. amount due for escalation stage(s) Configured to be shown separately; e. unbilled transactions if so Configured;

	f. remaining balance due to resolve all Configured Correspondence Items.
2526	Provide the capability to group summarized data on the On-demand Statement, including but not limited to: a. by type of charge, for example, toll, admin fee, NSF fee; b. by type of charge and by Toll Agency; c. by type of charge for all Toll Agencies; d. sub-totals by type of charge; e. sub-totals for fees by type of charge; f. sub-totals based on Configured escalation stages, for example court and/or MVC/DMV Suspension, and g. grand totals.
2527	Provide the capability to include different information in the On-demand Statement depending upon the type of Authorized User generating the Statement and upon user roles, to be finalized during design, for example information about Violation Notices in court stage might be included only for Authorized Users with certain user roles.
2528	Provide the capability to generate an On-demand Statement that contains detailed information for Configured escalation stages that tie to the summary information on the On-demand Statement based on various selection criteria that shows the history of transactions, including but not limited to: a. previous Correspondence Item(s) transaction was associated with; b. the transaction's original toll amount; c. the amount assessed for each fee and penalty associated with the transaction; d. payments made against each portion of the transaction; e. adjustments made against each portion of the transaction; f. fee adjustments or transaction dismissals that closed the transaction; g. settlements that closed the transaction; h. balance due for each portion of the transaction; i. balance due for each Configured escalation stage, for example court; j. total balance due, and k. current status for each transaction.

2529	Provide the capability to present detailed information on the On-demand Statement separately by Agency, for example to generate a separate page of detailed information for each Agency.
2530	Provide the capability to generate the On-demand Statement for all Toll Agencies.
2531	Provide the capability to generate the On-demand Statement for one or more specified Toll Agencies.
2532	Provide the capability to omit sections of the report when there is no data to report for the section for the Account.

9.14.6 Correspondence Item Tracking and Distribution

2533	Provide the capability for initiating actions on individual Correspondence Items, including but not limited to: <ul style="list-style-type: none"> a. track Correspondence Item delivery response and b. send follow-up Correspondence Item(s) as documented in Appendix Q New Jersey E-ZPass Customer Communications Matrix - Draft.
2534	Provide the capability to send the various Correspondence Item(s) to a third-party Print/Mail Service Provider, Email Distribution Service Provider and SMS Distribution Service Provider.
2535	Provide one hundred percent (100%) reconciliation of all Correspondence Items transmitted to third-party Print/Mail Service Provider, Email Distribution Service Provider and SMS Distribution Service Provider.
2536	Provide the capability to create a Case and assign to operations if Correspondence Item reconciliation has not been received in a Configurable amount of time.
2537	Provide the capability to create a Correspondence record for each Correspondence Item generated, including but not limited to: <ul style="list-style-type: none"> a. distribution channel; b. distribution vendor; c. date the piece qualified; d. date the piece was generated; e. date the piece was sent; f. date the piece was printed; g. date the piece was mailed; h. piece status;

	<ul style="list-style-type: none">i. date the piece was returned, for example, if a Correspondence is first sent by email and then by mail, two Correspondence Item records shall exist and be recorded even though they contain the same Correspondence Item, andj. date the piece was reissued, for example, if a Correspondence is returned with a forwarding address, a new piece is sent to the new address.
2538	Provide the capability to associate Correspondence Items to an Account.
2539	<p>Provide the capability to assign a status to each Correspondence Item, including but not limited to:</p> <ul style="list-style-type: none">a. qualified;b. in QC;c. sent to Print/Mail Service Provider(s), Email Distribution Service Provider(s) or SMS Distribution Service Provider(s);d. acknowledged;e. generated;f. issued;g. undeliverable, andh. reissued.
2540	Provide the capability to display on the Correspondence Item that it was regenerated due to retrieval of a new address.
2541	Provide the capability to display on screen(s) that the Correspondence Item was regenerated due to retrieval of a new address.
2542	Provide the capability to create and track Correspondence statuses for Correspondences that are sent to Print/Mail Service Provider, Email Distribution Service Provider or SMS Distribution Service Provider which are used to determine if the Correspondence was successfully created and sent.
2543	Provide the capability to create and track Correspondence statuses for Correspondence batches that are sent with systems internal to NJTA which are used to determine if the Correspondence Item was successfully created and sent.
2544	Provide the user interface to mark returned mail as undeliverable.
2545	Provide the capability to prevent Correspondence Items from being sent to addresses marked as undeliverable.
2546	Send Correspondence Item to the Customer via other acceptable Correspondence channel per the Configured Correspondence Item rules regarding the undeliverable mail.

2547	Provide the user interface to mark phone as “bad” after a Configurable number of failed delivery attempts.
2548	Send Correspondence Item to the Customer via other acceptable Correspondence channel per the Configured Correspondence rules regarding the bad phone number.
2549	Provide periodic Configurable checks for bad (bounced) emails and mark them as “undeliverable” after a Configurable number of failed delivery attempts.
2550	Send Correspondence Item to the Customer via other acceptable Correspondence channel per the Configured Correspondence rules regarding the undeliverable email.
2551	Provide the capability to flag email addresses as bad based upon the results of the email verification and validation processes without removing them from Accounts.
2552	Provide the capability to flag email addresses as ‘opted out’ based on the results of the email verification and validation processes without removing them from the System.
2553	Provide the capability to validate selected sets of emails via the Email Validation Service Provider by sending a list of email addresses and capturing results (real-time or on a Configurable schedule to periodically validate).
2554	Provide the capability for the CSR to initiate a Skip Tracing request from the Collections Services Contractor(s).
2555	Provide the capability, when a mailing address is found to be bad, to request Skip Tracing and add the acquired mailing address or other contact information to the Account per the Business Rules.
2556	Provide the capability to automatically send the Correspondences which were not yet successfully sent to the Customer using Skip Tracing (or any other method) acquired contact information per the Business Rules.
2557	Provide the capability to manually select Correspondences to be re-sent, for example, when a new address has been provided.
2558	Provide the capability to update the mailing date in the System upon successful mailing of the Correspondence Item as verified and provided by the Print/Mail Service Provider.
2559	Provide the capability to associate a copy of the Correspondence Item in the Account upon successful mailing of the Correspondence Item piece as verified and provided by the Print/Mail Service Provider.

9.14.7 Correspondence Batches

2560	Provide Authorized Users the capability to set the attributes for all relevant parameters related to the Correspondence process, including but not limited to: a. batch size by Correspondence Item (number of pieces in a batch);
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b. number of batches by Correspondence Item;
c. maximum number of batches produced in a day by Correspondence Item;
d. send to outsourced vendor or locally managed;
e. batch size by outsourced vendor;
f. number of batches by outsourced vendor or local managed;
g. creation schedule for example, time of day, day of week, day of month, and day of year, and
h. order of creation priority by Correspondence Item.

9.14.8 Email Correspondence

2561	Coordinate with the Email Distribution Service Provider as necessary to support outgoing emails as described within these Requirements.
2562	Take steps to avoid spam blocks, for example provide multiple New Jersey E-ZPass outbound domain names for outgoing emails.
2563	Provide multiple outbound domain names to accommodate the Toll Agencies that New Jersey E-ZPass CSC is servicing.
2564	Take steps to reduce the possibility of spam or phishing emails being distributed by a sender masquerading as the New Jersey E-ZPass CSC, for example utilize a sender policy framework to define the set of IP addresses that can send email on behalf of New Jersey E-ZPass domains.
2565	Provide the capability for an Authorized User to view email message status and delivery status from within the System UI.

9.14.9 SMS Correspondence

2566	Coordinate with the SMS Distribution Service Provider as necessary to support outgoing SMS communications as described within these Requirements.
2567	Provide the capability for an Authorized User to view SMS message status and delivery status from within the System UI.

9.15 Statements and Noticing Management

The requirements in this section describe System functionality that enables Authorized Users to effectively and efficiently provide Customers with support relating to Statements and Notices.

2568	Provide the capability to automatically advance the Authorized User to the appropriate processing screen for the Statement or Notice when specific action is taken, including but not limited to:
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	<ul style="list-style-type: none"> a. a barcode is read via scanner; b. a QR code is read via scanner, and c. when a hyperlink on an associated Case is clicked.
2569	<p>Provide Authorized Users the capability to manage all Statements and Notices on the Account, in accordance with the Business Rules, including but not limited to:</p> <ul style="list-style-type: none"> a. list all open transactions, Statements and Notices on the Account; b. view all open transactions, Statements and Notices on the Account; c. view all open Statements Notices by escalation level; d. view selected Statements and Notices; e. view all closed Statements Notices; f. view all closed Statements and Notices by escalation level; g. view all Summary Statements that have been automatically issued to the Account; h. view all Summary Statements that have been generated on-demand for the Account; i. view all On-demand Statements that have been generated for the Account; j. view all open transactions that are unbilled, meaning they posted to the Account but were not included on a Statement or Notice or they will be placed on a Statement or Notice but generation of the Correspondence Item is pending a specified point in the workflow, for example when awaiting a Configured amount and/or number of days threshold to be met; k. view all transactions that were paid while in an unbilled state; l. make payment on all open transactions, Statements and Notices; m. make payment on selected open transactions, Statements and Notices; n. make payment on open Statements and Notices by accessing a Summary Statement; o. dispute open Statements and Notices; p. dismiss open Statements and Notices; q. dispute transactions within an open Statement or Notice; r. dismiss transactions within an open Statement or Notice; s. adjust fees within an open Statement or Notice; t. process Statements and Notices for posting to an existing Registered Account;

	<ul style="list-style-type: none">u. process Statements and Notices for posting to IAG/Interoperable Agency Account or Third-party Entity Account;v. reprint Statements and Notices, andw. send copies of Statements and Notices to the Customer, upon request, via Customer-selected Communication Channel.
2570	Provide Authorized Users the capability to force selected transactions and Statements and Notices from one escalation stage to another with Toll Agency Approval and bypass the Configured eligibility criteria.
2571	Display a confirmation screen that shows the information that will be affected by the Authorized User's action and proposed results, prior to accepting and implementing any changes to the transactions on a Statement or Notice, for example display a message that states: "Confirming this action will result in the dismissal of twenty dollars (\$20.00) in tolls. Do you want to proceed?"
2572	Provide the Authorize User with feedback on successful completion of an action taken on a Statement or Notice, including information about the specific change that was made; for example, in the case of a fee adjustment, display a message that states, "Fees in the amount of Twenty dollars (\$20.00) were successfully adjusted" and record this comment on the Account automatically.
2573	<p>Provide Authorized Users the capability to identify and retrieve detailed information pertaining to Statements and Notices into a search results grid, including but not limited to:</p> <ul style="list-style-type: none">a. transaction ID;b. location where unpaid transaction occurred;c. license plate number;d. license plate type;e. license plate Jurisdiction;f. Customer name;g. Customer address;h. transaction date range;i. user ID of Authorized User performing any actions;j. Statement or Notice number;k. phone numbers;l. email address;

	<p>m. Account status;</p> <p>n. Account Flags;</p> <p>o. address type;</p> <p>p. information about a bad address;</p> <p>q. transaction disposition;</p> <p>r. transaction status;</p> <p>s. payment receipt number;</p> <p>t. comments, and</p> <p>u. Account Alerts.</p>
2574	Provide the capability to drill down from the second level open or closed Statements and Notices to the related previous level Statements and Notices.
2575	Provide the capability to drill down from a second level Statement and Notice, regardless of whether it is open or closed, to the related Statements, Notices and transactions and images, including but not limited to: <p>a. first level Statement(s) and/or Notice(s) they were associated to;</p> <p>b. other Statements and Notices they were associated to;</p> <p>c. payments made against them;</p> <p>d. adjustments made against them;</p> <p>e. disputes made against them;</p> <p>f. dismissals or fee adjustments that closed transaction(s);</p> <p>g. settlements that closed transaction(s);</p> <p>h. adjudication status, and</p> <p>i. current status of each transaction.</p>
2576	Provide the capability for an Authorized User to generate an On-demand Statement (see Appendix P Sample Notices, Toll Bills and Statements – Draft) based on various, Configurable selection criteria (for example Toll Agency) that shows the history of the Account's transactions.
2577	Automatically attach the generated On-demand Statement to the Account and make it automatically available to Authorized Users and Customers through the Account history.

2578	Provide Authorized Users the capability to search for Statements and Notices based on Configurable attributes and place an escalation hold on their escalation stage which will prevent their escalation infinitely until the escalation hold is released or for a Configurable period of time after which the escalation hold is automatically released. The System shall require the entry of the escalation hold reason when such a hold is placed. When the escalation hold is released, the System shall resume escalation of the Statement or Notice. The capability shall prevent Statement or Notice aging as well as escalation at the Account level until the escalation hold is no longer active.
2579	Provide Authorized Users the capability to place a selected Statement, Notice or transactions on escalation hold at any escalation stage, including transactions that are not yet on a Statement or Notice. The System shall require the entry of an escalation hold reason when a hold is placed. The System shall prevent the escalation of transactions and Statements and Notices that are placed on escalation hold. When the escalation hold is released, the System shall resume escalation of the Statement, Notice or transaction.
2580	Provide the capability for an Authorized User to close open Statements and Notices and re-generate a new Statement or Notice with the same document number but include a qualifier (such as, revised or reissued) depending on whether data has changed.
2581	Provide the capability to establish the order in which the payments are applied based on the Toll Agency's Business Rules, for example for one Toll Agency payments are always applied to the oldest open transaction and its fee, for another Toll Agency they are applied to all tolls first, and then NSF fees and then other fees.
2582	All Statements and Notices issued to a Customer, as well as all unbilled transactions, shall be visible to Authorized Users when they access an Account regardless of the Toll Agency where the transaction(s) occurred.

9.16 Payment Processing, Adjustments and Reversals

The New Jersey E-ZPass CSC shall accept payments through all commercially-available Payment Methods, including but not limited to cash (in person at the CSC and WIC locations), check, money order, certified check, cashier's check, credit card, PIN-less and PIN-based debit card, ACH, Digital Wallet, and Mobile Wallet. The New Jersey E-ZPass CSC also accepts payments, through agreements between either the Contractor or NJTA, as appropriate, from the Retail Cash Payment Processor, Lockbox Service Provider, courts, and Collections Services Contractor(s). In addition, New Jersey E-ZPass Customers may choose to use pre-paid funds in their Account as a Payment Method for selected items such as Toll Bills, Violation Notices, and Inventory Items.

The System shall support creation of Payment Plans to allow eligible Accounts to pay debt over time. Payment Plans could result from a Vehicle Registration Suspension/Hold hearing, a Customer contacting the CSC/Toll Agencies, Customer outreach, orders from courts, and Customers creating Payment Plans through self-service channels. The System shall offer flexibility to accommodate multiple payment schedule scenarios. The current Payment Plan agreements are included for informational purposes, as Appendix R Payment Plan Agreements - Draft. During design the Payment Plan agreements will be reviewed and finalized.

Appropriate controls must be in place to ensure the security of payment transactions. Contractor shall provide functionality whereby, when a Customer calls, the Customer enters the card information instead of the CSR. The CSR must never hear the card number, hear keypad tones from which the digits entered can be derived, or see the card details. The System shall provide functionality to reduce the likelihood of fraudulent credit card transactions such as enforcing Address Verification Services (AVS) match and validating all credit cards upon initial entry before associating the card to an Account. Payments must be processed in accordance with PCI DSS. Organizational controls and processes shall be verified with an SSAE-18 audit that results in a SOC 2 report.

Deposits are to be processed, deposited, and recorded in a timely manner, using the most efficient and cost-effective methods available in the industry (for example, by utilizing remote deposit as opposed to sending physical checks to the bank).

The New Jersey E-ZPass System shall provide the functionality to process all payments accepted and handle all payment exceptions.

The intent of the Requirements in this section is to obtain a payment processing and management solution that:

- offers Customers multiple convenient, secure, and Configurable sources, methods, and types of payment;
- provides reconciliation and auditability of all payments;
- allows flexibility for the easy addition of new payment sources and methods;
- provides Customers with payment-related Correspondence Items, and
- maintains history of payments and charges to the Account.

Contractor's payment processing and management solution shall result in the easy addition of new technologies during the Contract Term and provide Customers the ability to change their methods of payment.

The Contractor is expected to keep current with advancements in technologies related to Payment Methods, payment sources, payment processing, and payment security practices and to initiate discussions with NJTA to determine whether adoption of advancements could benefit the Program.

9.16.1 Payment Processing – General Requirements

2583	Keep current with advancements in technologies related to Payment Methods, payment sources, payment processing, and payment security practices.
2584	Work cooperatively with NJTA and the Merchant Services Contractor to design and implement a payment processing program which leverages the best available processing rates. The Contractor's System shall collect and transmit all data required to obtain the best rates available to NJTA.

2585	Work cooperatively with the Merchant Services Contractor to integrate with POP for submission of payment transactions.
2586	Comply with PCI DSS and all applicable merchant card association agreements and other applicable regulations for the exchange of credit card and debit card payments.
2587	Comply with the NACHA operating rules and other applicable regulations for the exchange of ACH payments.
2588	Provide strong end-to-end encryption for sensitive payment-related information stored within databases or secure transmissions. Levels of encryption and encryption key management will depend on the type of sensitive information, for example PII versus PCI.
2589	Prevent any Authorized User, System, or database administrator from viewing encrypted payment-related information in unencrypted form, while providing the capability for Authorized Users with a particular user role, Approved by NJTA, to view encrypted information in unencrypted form. An audit trail will be created each time unencrypted information is viewed.
2590	<p>Provide Configurable masks for encrypted payment-related information, for example display the first three (3) and last four (4) digits on screens and reports and utilize dual-tone multi-frequency (DTMF) suppression or equivalent for data entered via telephone keypad, including but not limited to:</p> <ul style="list-style-type: none"> a. credit card number; b. CVV; c. debit card number; d. debit card PIN; e. bank account number, and f. bank routing number.
2591	<p>Provide functionality to protect credit card and bank account details for payments accepted by a CSR over the phone and any time a Payment Method is provided by the customer over the phone, regardless of CSR's physical location, including but not limited to:</p> <ul style="list-style-type: none"> a. Card/bank account number is entered by Customer instead of the CSR; b. CSR never hears the card/bank account number; c. CSR never hears keypad tones from which digits entered can be derived, and d. CSR never sees the card/bank account details.
2592	Provide functionality to reduce the likelihood of fraudulent credit and debit card transactions, including but not limited to:

	<ul style="list-style-type: none">a. enforcing AVS match;b. the capability to require entry of all identifying information required to perform AVS match and any similar matching implemented in the future;c. validating all cards upon initial entry before card can be associated with an Account, andd. the capability to require entry of billing zip code and/or other billing address information for payments made through specified payment sources.
2593	<p>Provide the capability to process transactions, including but not limited to:</p> <ul style="list-style-type: none">a. sales;b. chargeback and chargeback reversals;c. returned payments (for example, returned checks);d. adjustments;e. reversals;f. voids, andg. refunds (except for cash).
2594	<p>Provide a single payment engine Module that provides for the processing of all payments to replenish Accounts and for items, including but not limited to:</p> <ul style="list-style-type: none">a. fees;b. penalties;c. collection fees;d. Payment Plan payments;e. Account pre-paid balance;f. Account Plans;g. transponder purchases;h. transponder fees;i. transponder deposits;j. inventory purchases;k. statement fees;l. payment request notification fees;

	m. excessive automatic replenishment fees; n. Commercial Post-paid Invoice payments; o. Post-paid Statement payments; p. Toll Bill payments; q. Violation Notice payments; r. Vehicle Registration Hold payments direct from Customers, from the MVC/DMV, and courts; s. insufficient funds fees; t. other Account-related fees, and u. tolls.
2595	Provide the capability to process a payment for multiple, unrelated charges, and accommodate the reversal of such a payment, for example payment of a Toll Bill and a Violation Notice in one Account and funding another Account's pre-paid balance.
2596	Provide a real-time, fully automated, fully electronic payment clearing and payment engine for all electronic Payment Methods.
2597	Interface with the payment gateway provided by the Merchant Services Contractor.
2598	Provide a proven, secure, and reliable way of communicating with the Merchant Services Contractor.
2599	Provide the capability for an Authorized User to specify Payment Methods valid for Account creation.
2600	Provide the capability for an Authorized User to designate payment sources that require entry of billing zip code and/or other billing address information for credit card payments.
2601	Provide the capability to set overpayment thresholds by Toll Agency.
2602	Provide the capability to set partial payment thresholds by Toll Agency.
2603	Provide the capability to set overpayment thresholds by Correspondence Item.
2604	Provide the capability to set partial payment thresholds by Correspondence Item.
2605	Provide for the setting of overpayment thresholds for each Payment Method to be set by percentage.
2606	Provide for the setting of partial payment thresholds for each Payment Method to be set by percentage.

2607	Provide for the setting of overpayment thresholds for each Payment Method to be set by amount.
2608	Provide for the setting of partial payment thresholds for each Payment Method to be set by amount.
2609	Provide overpayment thresholds setting for each Payment Method to be set by a combination of percentage and amount, for example the overpayment amount that triggers a refund can be set to 10% but not less than ten dollars.
2610	Provide for partial payment thresholds for each Payment Method to be set by a combination of percentage and amount, for example the partial payment required to cause the Correspondence Item to be considered closed can be set to a maximum of 10% but not more than five dollars.
2611	Provide the capability to Configure the amount that must remain in the Account balance when a Pre-paid Account uses their Account balance as a Payment Method, based upon whether the Account has auto-replenishment enabled, for example a Customer with an Account that uses auto-replenishment might be allowed to use the entire Account balance, while one that does not might be required to retain enough so that their balance does not go below their low balance threshold.
2612	<p>Provide Authorized Users the capability to set the thresholds and ranges for all relevant parameters related to payment processing, including but not limited to:</p> <ul style="list-style-type: none"> a. allowable partial payment variance by percentage; b. allowable partial payment variance by fixed dollar value; c. allowable partial payment variance by a combination of percentage and fixed dollar value; d. allowable overpayment variance by percentage; e. allowable overpayment variance by fixed dollar value; f. allowable overpayment variance by a combination of percentage and fixed dollar value; g. allowable overpayment variance by allowable thresholds, and h. allowable thresholds, by role, for maximum credits and debits to Accounts.
2613	<p>Provide the capability to identify and process overpayments, including but not limited to:</p> <ul style="list-style-type: none"> a. re-assign to an alternate Account; b. apply to unpaid transactions; c. apply to new transactions; d. apply to amounts owed, for example to an open Violation Notice;

	<ul style="list-style-type: none"> e. refund overpaid amounts, and f. apply overpaid amounts to unpaid balances (including Configurable retries within a Configurable period of time if none are found).
2614	Provide the capability to notify the payer based on Payment Method and the Configurable partial and overpayment amounts.
2615	<p>Provide tracking of payment transactions by:</p> <ul style="list-style-type: none"> a. Account number; b. transaction date; c. posting date; d. Violation Notice issue date; e. Violation Notice mail date; f. Toll Bill issue date; g. Toll Bill mail date; h. Commercial Post-paid Invoice issue date; i. Commercial Post-paid Invoice mail date; j. Post-paid Statement issue date; k. Post-paid Statement mail date; l. Payment Plan payment due date; m. File date, which is the date appearing in the file name; n. File processing date, which is the date the file was processed; o. Payment Method, and p. Payment source.
2616	Provide the capability to apply multiple Payment Methods for a single payment, for example, for a \$30 amount due, allow payment of \$20 from a credit card associated with the Account and \$10 cash.
2617	Provide the capability to accept payments for Inventory Item sales without requiring an Account.
2618	Provide the capability to use a payment method on file as payment for all Inventory Items.
2619	Provide the capability to use available Account balance as payment for all Inventory Items.

2620	Provide the capability to use the available Account balance as a Payment Method for transponder purchases and transponder deposits.
2621	Provide the capability to use the available Account balance as a Payment Method for Violation Notices, Toll Bills, Commercial Post-paid Invoices, Post-paid Statements, Payment Plan payments and unpaid transactions for which a Correspondence Item has not yet been created.
2622	Provide the capability to accept payments for Violation Notices, Toll Bills, Commercial Post-paid Invoices and Post-paid Statements via QR code where a Customer scans the QR code on the Correspondence Item and is taken directly to the payment page which is pre-populated with basic information the Customer can verify, such as the amount owed. Such payments are accepted without the Customer signing into their Account or having the Mobile Application present on their device.
2623	Provide the capability to require entry of Configurable required data elements when Customer is making a payment via QR code.
2624	Provide the capability to generate and send a payment receipt when Customer makes a payment via QR code and provides their email address and/or cell phone number.
2625	Present detailed information about Payment Methods any time payment information is displayed, for example when payments are displayed in the user interface, to Customers on the Web, to Customers on the Mobile Application and on Customer statements.
2626	Ensure that the reversal of any payment shall result in the items paid being marked as unpaid, having the same effect as if those items had never been paid.
2627	Prevent double payments, including through all user interfaces (UIs) and screens; for example, prevent an Authorized User or Customer from making two identical payments by clicking the payment button twice.
2628	Design the payment process to prevent an Authorized User or Customer from making payments in excess of a certain amount, Configurable by payment source, by payment location, by Payment Method, as a multiple of the Account's replenishment amount, and by Account attributes.
2629	Provide the capability for an Authorized User, with Approval, to set a specific Account so that it is allowed to make payments in excess of the standard maximum payment amount their Account would otherwise qualify for, based upon the Configured parameters, up to a higher Configured maximum payment amount that applies only to Accounts that are granted this exception.
2630	Provide a confirmation page, including Payment Method details (credit card number obscured) and amount to be paid prior to payer or Authorized User being allowed to submit a payment.
2631	Provide summary and detail data by Payment Method on the processing status of all transactions, including a description of all failures.

2632	Provide the capability to obtain updated data from the Merchant Services Contractor and/or credit card update service provider when credit cards on file are near expiration as described in Section 9 System Requirements. Data shall include, but not be limited to: a. updated credit card expiration dates; b. updated token to reflect an updated credit card number; c. updated name on the credit card, and d. updated address on the credit card.
2633	Provide the capability to notify Customers of successful credit card updates whether made through the credit card update service provider or by any other means.
2634	Provide the capability to notify Customers of failures related to credit card updates whether made through the credit card update service provider or by any other means.
2635	Provide Authorized Users the capability to set the thresholds and ranges for all relevant parameters related to the timing and number of reminders for credit card updates and failure to update.
2636	Provide an audit trail that includes a unique reference number used to identify a credit card transaction from authorization to settlement and exception reporting that can be used to help reconcile discrepancies between the System and the Merchant Services Contractor.
2637	Provide summary and detail data on the processing status of all payment transactions, including a description of all failures.
2638	Update the Accounts with results from the Merchant Services Contractor.
2639	Provide detailed credit card authorization activity for payments and adjustments by Payment Method (Visa, MasterCard, American Express, and Discover Cards).
2640	Capture detailed reasons for credit card declines, including but not limited to: a. invalid card number; b. name mismatch; c. CVV mismatch; d. contact credit card company, and e. address mismatch.
2641	Capture detailed reasons for ACH declines.
2642	Create an audit trail and generate a PMMS Alert for failures in the processes that interface with the Merchant Services Contractor or with the communications to the Merchant Services Contractor.

2643	Create an audit trail and generate a PMMS Alert for failures in the processes that interface with the bank.
2644	Monitor Account balances in real-time and automatically replenish the Account when replenishment criteria are met.
2645	Submit auto-payment attempt using specified Payment Method when payment information has been provided for processing a set amount of time after the Correspondence Item is issued.
2646	Submit an auto-replenishment attempt to the primary valid replenishment method for Accounts that have a valid auto-replenishment method associated.
2647	Submit Correspondence Items to Accounts related to various auto-replenishment conditions. For example, replenishment was successful with secondary Payment Method or replenishment failed.
2648	Provide the capability, in the notification sent for an unsuccessful auto-replenishment payment, to also include text informing the Customer of other recurring payments associated with the Account that use the same failed Payment Method, for example a Payment Plan.
2649	Provide detailed tracking and reconciliation of payments.
2650	Provide Authorized Users the capability to Configure a payment application hierarchy that determines the default order in which payments are applied, including but not limited to one or more of the following: a. by Toll Agency; b. in FIFO/LIFO order; c. by transaction date; d. by posting date; e. by Correspondence Item date; f. by Payment Item and Correspondence type, for example, tolls, unbilled tolls, fees, Violation Notices, Toll Bills, Post-paid Statements, Commercial Post-paid Invoices, and penalties, and g. by combination of date and transaction type.
2651	Produce receipts for all payments in both real-time (on demand) and automatic (for auto replenishment and auto-payment) which are transmitted to Customer based on Account preferences.
2652	Provide the capability to transmit receipts to Customers upon Customer request via any Correspondence channel.
2653	Allow for reprinting of receipts for all payments. Reprinted receipts shall be exact copies of the original receipt with the printed date added to it.

2654	All receipts shall contain a payment reference number that is traceable through the entire payment clearing process. For example, a credit card payment's reference number as printed on the receipt will also appear on the Customer's credit card statement and is a searchable field in the database, enabling a CSR to identify a payment applied to an Account from only the details available on a Customer's credit card statement.
2655	<p>Provide a detailed breakdown by single or multiple Toll Agencies and full Accounting of payment application against all items, including but not limited to:</p> <ul style="list-style-type: none"> a. Violation Notices; b. Commercial Post-paid Invoices; c. Post-paid Statements; d. Toll Bills; e. tolls; f. fees, and g. penalties.

9.16.2 Payment Methods, Channels and Handling

2656	<p>Provide the capability to accept payments, including but not limited to:</p> <ul style="list-style-type: none"> a. in-person at WICs; b. Retail Cash Payment Processor; c. over the phone with a CSR; d. over the phone via the IVR; e. automatic payments; f. via the Self-Service Website; g. via the Mobile Application; h. via QR code; i. via interaction with supported voice user interface (VUI) applications; j. via mail, and k. via the lockbox.
2657	<p>Provide the capability to accept the following Payment Methods, including but not limited to:</p> <ul style="list-style-type: none"> a. cash (in person at the CSC and WIC locations);

	<ul style="list-style-type: none"> b. check, money order; c. certified check; d. cashier's check; e. credit card; f. PIN-less and PIN-based debit card; g. ACH; h. Digital Wallet; i. Mobile Wallet, and j. e-commerce payments.
2658	<p>Provide the capability to calculate the amount due based on, but not limited to:</p> <ul style="list-style-type: none"> a. the pre-payment requirements; b. the Account balance requirements; c. the transponder deposit; d. the transponder fees; e. any Account Plan fees, and f. Payment Plan terms.
2659	Provide the capability for adding the Account creation Payment Method as the auto-replenishment and/or auto-Payment Method to avoid re-entering the payment information later on.
2660	Provide the capability to accept only specified Payment Methods during Account creation in accordance with the Business Rules.
2661	Provide the capability to accept only the full amount required during Account creation in accordance with the Business Rules.
2662	Provide the capability to add Payment Method(s), for example, credit card on a Post-paid Registered License Plate-based Account and automatically process a payment when a Configurable amount of time has elapsed after the Post-paid Statement creation date.
2663	<p>Provide the capability to accept payments, including but not limited to:</p> <ul style="list-style-type: none"> a. one-time payments; b. recurring fixed amount payments (for example, Payment Plans); c. recurring varying amount payments (for example, Account replenishment);

	<p>d. recurring payments on a fixed day of the month;</p> <p>e. recurring payments a Configurable, fixed number of days after the Commercial Post-paid Invoice, Toll Bill, Post-paid Statement, or Violation Notice is issued;</p> <p>f. a combination of fixed and varying amounts (Payment Plan monthly payment plus new tolling transactions for the month), and</p> <p>g. recurring payments triggered by Account balance.</p>
2664	<p>Provide real-time payment processing for:</p> <p>a. one-time payments and</p> <p>b. recurring payments.</p>
2665	Provide the capability for hierarchical Payment Method usage sequence for automatic payments, for example to set Payment Methods for auto-replenishment as: primary method (1) Visa credit card; secondary method (2) ACH with Bank of America; tertiary method (3) Amex credit card.
2666	Provide for the hierarchical processing of alternative Payment Methods for automatic payments after a Configurable number of failures of the primary method, secondary method, etc.
2667	Provide the capability to Configure the Payment Methods allowed at each hierarchical payment preference level for each type of automatic payment, for example if a Business Rule is changed to prohibit a certain Payment Method from being the last in the relative priority of Payment Methods for auto-replenishment.
2668	Provide the capability for an Account to use different Payment Methods and to establish multiple Payment Method hierarchies based on the type of automatic payment, for example to have one hierarchy for auto-replenishment and a different one using different Payment Methods for their Payment Plan.
2669	Provide the capability for a Payment Method to be temporarily or permanently locked for an Account and to prohibit any payments associated with the Account using the locked Payment Method.
2670	<p>Provide the capability to automatically temporarily or permanently lock a Payment Method for an Account and to capture the reason for the lock based upon Configurable event thresholds occurring over a Configurable period of time, including but not limited to:</p> <p>a. number of declines, for example temporarily lock credit card as a Payment Method if an Account has three (3) credit card declines within sixty (60) days;</p> <p>b. number of chargebacks;</p> <p>c. number of failed credit card validations;</p>

	d. number of bank account validations;
	e. number of payment rejections, and
	f. number of returned payments.
2671	Provide the capability to establish two event thresholds for automatic Payment Method locks, one for temporary lock and another for permanent lock.
2672	Provide the capability for the automatic permanent lock of a Payment Method for an Account due to a Configurable number of temporary locks, based on lock reason, within a Configurable period of time.
2673	Provide the capability for an Authorized User to manually temporarily or permanently lock a Payment Method for an Account.
2674	Provide the capability for the automatic removal of the Payment Method lock, based on lock reason, when there is a successful payment of a mandatory payment amount or greater and an update is made to the locked Payment Method's details such as credit card (or PIN-less debit card) number, expiration date, ACH routing or account numbers, or any other related information.
2675	Provide the capability for an Authorized User to manually remove the temporary or permanent lock of a Payment Method.
2676	Maintain a history of all Payment Method locks and lock removals.
2677	Provide the capability to accept payments for specific transaction-related items, including but not limited to: a. pre-paid tolls; b. Violation Notices; c. Toll Bills; d. Commercial Post-paid Invoices; e. Post-paid Statements; f. transactions posted to an Account but not yet on a Violation Notice; g. transactions posted to an Account but not yet on a Toll Bill; h. transactions posted to an Account but not yet on a Post-paid Statement; i. transactions posted to an Account but not yet on a Commercial Post-paid Invoice; j. non-qualifying tolls on a non-revenue Account; k. penalties;

	l. fees, and m. tolls.
2678	Provide the capability to define accepted Payment Methods for each type of pay item.
2679	Provide the capability for an Authorized User to Configure channels through which payments are accepted based upon pay item escalation stage.
2680	Provide the capability to Configure channels through which payments are accepted based upon Account status and escalation stage.
2681	Provide the capability to accept payments and adjustments from: a. rental car/fleet agencies for plate and/or Transponder-Based Transactions; b. Third-party Entity; c. Retail Cash Payment Processor, and d. Collections Services Contractor(s).
2682	Provide the capability to accept payments from a mobile carrier, a mobile payment service provider or other financial institution(s) (for Digital Wallet and Mobile Wallet payments).
2683	Provide the capability to process payments made directly to NJTA for: a. Accounts that are in collections status and b. Statements and Notices that are in collections.
2684	Provide the capability for an Authorized User to Configure whether or not Customers are allowed to make payments through self-service channels for amounts in Collections.
2685	Provide the capability to receive payments from the court by docket number associated to Violation Notice number.
2686	Provide the capability to accept cash for payments made in-person at all locations Approved by NJTA.
2687	Provide the capability to accept personal or business checks, cashier's checks, or money orders for payments made: a. by mail to all locations Approved by NJTA and b. in-person at all locations Approved by NJTA.
2688	Provide the capability to accept credit card and ACH payments made: a. by mail at all locations Approved by NJTA; b. in-person at all locations Approved by NJTA;

	<ul style="list-style-type: none">c. over the phone with a CSR;d. over the phone through the IVR;e. on the Self-Service Website;f. on the Mobile Application;g. via QR code, andh. through supported VUI applications.
2689	<p>Provide the capability to accept Mobile Wallet payments made via:</p> <ul style="list-style-type: none">a. the Self-Service Website;b. the Mobile Application;c. via QR code, andd. through supported VUI applications.
2690	Provide the capability to accept credit card and EMV chip integrated circuit cards for payments made in-person at all locations Approved by NJTA.
2691	Provide the capability to accept mobile contactless payments made in-person at all locations Approved by NJTA.
2692	<p>Provide the capability to accept all major credit cards, including but not limited to:</p> <ul style="list-style-type: none">a. Visa;b. MasterCard;c. American Express, andd. Discover Card.
2693	Provide the capability to accept e-Commerce Payment System payments (such as PayPal, Venmo, Zelle, Amazon Pay).
2694	Provide the capability to accept payments by phone (via IVR or CSR).
2695	Provide the capability for accepting credit card payments via PoS devices (swipe, insert or tap) for payments made in-person at all locations Approved by NJTA.
2696	Provide the capability for accepting credit card payments by manually entering credit card information for payments made in-person at all locations Approved by NJTA.
2697	Provide the capability to add payment information, for example, credit/debit card or ACH, on the Account and automatically process the payment for Statements and Notices a Configurable amount of time after the Statement or Notice is issued.

2698	Provide the capability to inform the Authorized User, when they are updating a Payment Method for recurring payment, of other recurring payments associated with the Customer's Account that use the same Payment Method and provide the option for the Authorized User to automatically update the Payment Method for the other payment(s) at the same time if Customer authorizes, for example when Customer requests update of an auto-replenishment Payment Method that is also a Payment Method on their Payment Plan.
2699	Provide Authorized Users the capability to define and Configure the amount of time after the Statement or Notice has been issued that the automatic payment is processed, based on the type of Correspondence Item and Account attributes. For example, a Customer with a New Jersey E-ZPass Commercial Post-paid Plan or a Companion Commercial Post-paid Plan may provide a credit card from which payment is processed ten (10) days after the statement is issued. This allows the company ten (10) days to review the statement and address any concerns.
2700	<p>Provide the applicable updates to Accounts, including but not limited to:</p> <ul style="list-style-type: none"> a. successful payment processing; b. Account balance; c. Account Dashboard; d. unsuccessful payment processing, and e. payment confirmation.
2701	<p>Provide the capability to accept payment information, either through upload or direct interface, including but not limited to multiple combinations of payment from:</p> <ul style="list-style-type: none"> a. a third-party Lockbox Service Provider(s); b. a bank or other financial institution(s); c. a hosted payment service provider(s); d. Third-party Entity; e. Retail Distributor(s) of Inventory; f. Retail Cash Payment Processors; g. courts; h. an outsourced call center(s), and i. from NJTA's operations.
2702	Provide the capability to return checks that cannot be matched successfully to, including but not limited to, an Account, Commercial Post-paid Invoice, Post-paid Statement, Toll Bill or Violation Notice in accordance with the Business Rules.

2703	Provide the capability to track returned checks.
2704	Provide the capability to clear ACH transactions through the Merchant Services Contractor.
2705	Process payments transmitted by the bank(s).
2706	Provide the capability for payment adjustments.
2707	Prevent adjustments to payments that have already been refunded.
2708	Ensure that all adjustments made to payments posted to an Account are accounted for.
2709	Provide the capability to require Authorized User approval on payments above a specified, Configurable threshold per Toll Agency.
2710	Provide the capability to require Authorized User approval on payment adjustments that are above a specified, Configurable threshold per Toll Agency.
2711	Provide Authorized Users the capability to set the thresholds and ranges for all relevant parameters related to charges for insufficient funds (bounced checks) to be applied to the Account, Toll Bill, Post-paid Statement or Violation Notice per Toll Agency.
2712	Provide an optimized and streamlined (minimized number of steps) process for payment reversals and ensure that such reversals are shown on the Account and are reconciled.
2713	Prevent payment reversals when the funds have already been refunded.
2714	Provide the capability for an Authorized User to perform correcting entries on Accounts in accordance with the Business Rules.
2715	Provide Configurable functionality that halts replenishment processing, and requires an Authorized User to approve, if the replenishment is requested within a Configurable time frame since a previous payment was processed.
2716	Provide Authorized Users the Configurable capability to set the thresholds and ranges for all relevant parameters related to allowable replenishment frequency, without an Authorized User's approval, since a previous payment was processed.
2717	<p>Provide detailed tracking of payments by:</p> <ul style="list-style-type: none"> a. Payment Methods; b. payment sources; c. payment transactions; d. Payment Items, and e. payment locations.
2718	Provide the capability to determine eligible Payment Methods based on Account Flags.

2719	Provide the capability to determine eligible Payment Methods based on payment source.
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9.16.3 Credit Card Processing

The most common Payment Method in the New Jersey E-Z Pass CSC is credit card. The System shall have a simple and intuitive interface with NJTA-selected Merchant Services Contractor. The most efficient and cost-effective means of accepting credit card payments shall be employed in the System by the Contractor. The Contractor is expected to keep current with advancements in technologies related to the payment card industry.

The Contractor shall utilize the Merchant Services Contractor. The Merchant Services Contractor shall provide payment Tokenization and hosted third-party credit card storage. This method eliminates the need to store credit card numbers within the New Jersey E-ZPass System database therefore reducing risks and efforts for PCI Compliance.

2720	Process all credit card payment transactions via the Merchant Services Contractor
2721	Provide an interface to the Merchant Services Contractor for credit card payment.
2722	Support payment Tokenization and hosted third-party credit card storage (or equivalent solution).
2723	Provide the capability to pass all relevant data to the Merchant Services Contractor, including but not limited to Level 3 Data.
2724	Provide, for validation purposes, fields to capture and store within the System credit card information, for each card on file, including but not limited to: a. Token; b. credit card expiration date; c. name on the card; d. billing zip code, and e. billing address associated with the card.
2725	Provide the capability to detect and capture credit and debit card information using a mobile device's camera.
2726	Require that all successful payments made via credit card have an authorization code for the transaction.
2727	Provide a unique reference number that is associated with credit card transactions that remains with the transaction from authorization to settlement.
2728	Provide the capability to process both debits and credits with the Merchant Services Contractor.

2729	Provide the Configurable capability to check if the credit card entered by an Authorized User is/has been associated with another Account when setting up the credit card as an auto-replenishment method and provide the Authorized User with a warning and options to create a Case for internal use to investigate for potential fraud and continue, to continue without creating a Case, or to cancel.
2730	Provide the capability to issue credits or refunds to credit cards.
2731	Provide the capability to automatically create a Case upon electronic notification from the Merchant Services Contractor of credit card chargebacks and permit investigation of the details as Cases.
2732	Provide the capability for Authorized Users to reverse credit card chargebacks.
2733	Provide the capability to credit Accounts immediately upon a successful credit card payment authorization.
2734	Provide the capability to credit Accounts only upon successful settlement of a credit card payment by the Merchant Services Contractor.
2735	Provide the capability to reverse a credit card payment if declined by the Merchant Services Contractor.
2736	Provide notification when credit card is within a Configurable number of days from its expiration.
2737	Provide the capability to send Correspondence when credit card is within a Configurable number of days from its expiration only when the updated expiration date cannot be obtained from the Merchant Services Contractor.
2738	Provide Correspondence when credit card has expired.
2739	Generate a PMMS Alert if a Merchant Services Contractor response for an Account is not received within a Configurable amount of time.
2740	Generate a PMMS Alert if a Merchant Services Contractor response for an Account contains codes that indicate the need for NJTA to contact the credit card company, for example a "referral code".
2741	Provide the capability to update Accounts with the results from the Merchant Services Contractor, for example a credit card transaction failed to authorize or settle due to a mismatched address error.
2742	Provide the capability to identify potential fraudulent credit card transactions and generate a PMMS Alert, for example, when there are multiple failed authorizations for a single card, multiple chargebacks for a single card, or multiple chargebacks for an Account.

2743	Provide a solution that utilizes electronic signatures and support files to interact with the Merchant Services Contractor and to facilitate chargeback automation and tracking, including chargeback retrieval and reversal inquiry, response submission and submission of associated documentation.
2744	Authorized User Approvals required within the chargeback workflow shall be requested and provided electronically.
2745	Provide detailed tracking of credit card payments under its own Payment Method with specific detail for card type available.
2746	Provide the capability to require a credit card if option for E-ZPass Plus is selected.
2747	Provide the Configurable capability (including but not limited to, by card type) to validate the formatting for all credit card information upon entry.
2748	Provide the capability to track data related to credit card inquiries, for example, capture date of inquiry, disposition date and disposition results when inquiries about credit card charges are received.
2749	Keep current with advancements in technologies related to the payment card industry including those recommended by the Merchant Services Contractor and NJTA.

9.16.4 ACH Processing

The Contractor shall interface with the Merchant Services Contractor for ACH payment processing. The Merchant Services Contractor shall provide payment Tokenization and hosted third-party ACH storage. This method eliminates the need to store bank account and routing numbers within the New Jersey E-ZPass System database.

2750	Provide an interface to the Merchant Services Contractor for ACH payment.
2751	Provide capability to process both ACH debits and ACH credits with the Merchant Services Contractor.
2752	Support payment Tokenization and hosted third-party storage of bank account information (or equivalent solution).
2753	Provide a selection for “Checking” and “Savings” account designation when ACH is selected for replenishment and ensure transmission to the bank carries such information.
2754	Provide the Configurable capability to check if the ACH information entered by an Authorized User is/has been associated with another Account when setting up the ACH as an auto-replenishment method and provide the Authorized User with a warning and options to create a Case for internal use to investigate for potential fraud and continue, to continue without creating a Case, or to cancel.
2755	Provide the capability to verify the Account information with the Merchant Services Contractor prior to initiating an ACH debit.

2756	Provide the capability to credit Customer's Account only upon successful clearing of ACH payment through the originating financial institution.
2757	Provide the capability to credit Customer's Account immediately upon successful ACH payment if payment is guaranteed.
2758	Provide the capability to reverse an ACH payment and assess applicable fees if declined by the bank.
2759	Generate a PMMS Alert if an ACH response for a payment is not received from the bank within a Configurable amount of time.
2760	Provide sufficient protections to prevent multiple (duplicate) ACH payments for the same bank account number within a Configurable period.
2761	Provide detailed tracking of ACH payments under its own Payment Method.

9.16.5 Lockbox Processing

The Contractor shall utilize the services of a third-party Lockbox Service Provider that is a financial institution located in the state of New Jersey to process payments sent by mail according to the following Requirements.

2762	The third-party Lockbox Service Provider shall be a financial institution and the processing services shall take place within the state of New Jersey.
2763	Process, post to the appropriate Accounts, and reconcile payments transmitted by the lockbox.
2764	Create an audit trail and notify maintenance personnel via the PMMS regarding failures in the processes that interface with the third-party Lockbox Service Provider.
2765	Provide the capability to associate images of checks and payment coupons received by the lockbox to the proper Account.
2766	Provide the capability to trigger a replenishment for a Pre-paid Account for the rebill amount or the amount owed, in accordance with the Business Rules, using the primary payment method when so directed by the Customer on the Dispute C form in support of payment using Pre-paid Account funds.
2767	Provide the capability to receive and process lockbox exceptions and ensure payments are appropriately accounted for and escheated, including but not limited to: <ul style="list-style-type: none"> a. Correspondence Items and Customer comments whether or not associated with payments; b. payments the lockbox is unable to associate to an Account, and c. payments that the System is unable to post to an Account.

2768	<p>Provide the capability for Authorized Users to research and determine the disposition of lockbox exceptions, including but not limited to:</p> <ul style="list-style-type: none"> a. posting payment to the Account; b. refund payment to Customer, and c. hold as un-allocated funds and escheat in accordance with New Jersey legislation.
2769	<p>Provide the capability to automatically create Cases for lockbox exceptions. For example, if a check was received without a payment coupon it cannot be associated with an Account and research must occur.</p>
2770	<p>Provide the capability to identify additional Configurable criteria which trigger specific lockbox exceptions which are identified for further review, including but not limited to:</p> <ul style="list-style-type: none"> a. discrepancy above a threshold between amount on check and amount due; b. payment made to Accounts in particular statuses; c. payment made to Account with particular Account Flags; d. check dollar amount, and e. multiple payments for the same amount on the same Account in the same batch or processing day.
2771	<p>Provide the capability to electronically receive and process correspondence received by the third-party Lockbox Service Provider, for example changes of address.</p>
2772	<p>Provide the capability, if Configured and required, to transmit the export of the open Toll Bill, Post-paid Statement or Violation Notice numbers file to the third-party Lockbox Service Provider. For example, provide a list of all Accounts, transactions, Violation Notices, Toll Bills and/or Post-paid Statements with open balances as criteria for the lockbox to accept payments for those items.</p>
2773	<p>Provide the capability for Authorized Users to view un-allocated funds (funds which have been posted to the System, but which have not been posted to an Account).</p>
2774	<p>Provide the capability for Authorized Users to conduct research on un-allocated funds, including viewing images of original Payment Items (checks), Correspondence, and data entered into the System at the time the check was posted.</p>
2775	<p>Provide the capability for Authorized Users to post payments from un-allocated funds to Accounts while preserving the payment's audit trail (for example, once applied to the Account, Authorized Users shall have the ability to determine when the payment was posted to un-applied, any activity that occurred while it was in that status, and when it was posted from un-applied to the Account).</p>

2776	Provide the capability to age un-applied payments, to report on such payments and to notify Authorized Users when un-applied payments have exceeded a Configurable specified age.
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9.16.6 Check/Money Order Processing

2777	Accept checks (personal, cashier's or certified) as a form of payment.
2778	Accept money orders as a form of payment.
2779	Provide a field to capture the document number (check or money order number).
2780	Provide a field to capture the payer's name.
2781	Provide a field to capture the payment amount.
2782	Provide a field(s) to capture the document expiration date.
2783	Provide the capability to reject expired forms of payment.
2784	Provide the capability, when accepting check payments, to automatically populate the check number field via check scanner.
2785	Provide money order reader capability; the document number shall populate the money order number field within the System payment screen.
2786	Provide check scanning capability at the initial check receiving and processing point and the resulting image shall be stored in the System, associated with the Account, be available to Authorized Users and forwarded to NJTA bank for deposit.
2787	Provide the capability to redact or otherwise mask bank account and routing numbers on scanned check images stored in the System.
2788	Provide the Configurable capability to convert paper checks to image replacement documents and e-checks (for example, convert a paper check to an ACH).
2789	Provide check scanning tools such that the resulting image can be optimized via image enhancing tools, including options for saving original and enhanced images.
2790	Provide the capability, when accepting money order payments, to automatically populate the money order number field via check scanner.
2791	Provide money order scanning capability at the initial check receiving and processing point and the resulting image shall be stored in the System, associated with the Account, be available to Authorized Users and forwarded to NJTA bank for deposit.
2792	Provide the capability to credit Accounts immediately upon check or money order payment.
2793	Provide the capability to credit Accounts only when check or money order payment is successfully cleared by the bank.
2794	Associate checks and payment coupons received by the System to the proper Account.

2795	Provide the capability to reverse all forms of check payment if declined by the bank.
2796	Provide the capability to reverse money order payments if declined by the bank.
2797	Provide the capability to adjust all forms of check or money order payment based on a deposit correction from the bank, including the assessment of applicable fees.
2798	Provide Authorized Users the capability to set insufficient funds returned payment fee.
2799	Provide detailed tracking of check payments under its own Payment Method.
2800	Provide detailed tracking of money order payments under its own Payment Method.

9.16.7 Cash Processing

2801	Provide the capability to accept cash as a form of payment.
2802	Provide change fund management functionality, including but not limited to: a. beginning balance; b. ending balance, and c. reconciliation.
2803	Credit the Customer Account immediately upon cash payment.
2804	Provide Authorized Users the capability to reverse a cash payment prior to the bank deposit in accordance with the Business Rules.
2805	Provide Authorized Users the capability to un-apply a cash payment after the bank deposit in accordance with the Business Rules.
2806	Require Authorized Users to re-apply a previously un-applied cash payment or save it as un-allocated funds in accordance with the Business Rules.
2807	Provide the capability for an Authorized User to set threshold amounts and role-based limits for cash payment reversals.
2808	Provide the capability to require an Authorized User approval for cash payment reversals.
2809	Provide detailed tracking of cash payments under its own Payment Method.
2810	Provide the capability to add a Flag to an Account if a Customer attempts to pay with a counterfeit bill a Configurable number of times.

9.16.8 Digital Wallet and Mobile Wallet Payment Processing

The System shall accept payments made via Mobile Wallet and via Digital Wallet on all its online Customer portals (Self-Service Website and Mobile Application). Payments made via Mobile Wallet shall also be accepted for in-person payments.

2811	Provide the capability to accept payments by Mobile Wallet and by Digital Wallet.
2812	Provide the capability to accept payments by Digital Wallets. NJTA will elect to implement up to five of the most prominent Digital Wallets available in the market during the Implementation Phase and as Approved by NJTA. The Digital Wallets may be completely different applications from the Mobile Wallets.
2813	Provide Mobile Wallet payment functionality which shall generally mirror the credit card functionality in terms of payments, return payments, refunds, reversals, and chargeback capabilities.
2814	Provide detailed tracking of payments made by Digital Wallet and payments made by Mobile Wallet.
2815	Provide the capability to issue refunds to Digital Wallet or Mobile Wallet. If the Digital Wallet or Mobile Wallet provider does not support automatic refunds (many Mobile Wallet providers require a manual process for refunds), or the underlying credit card associated with Mobile Wallet has been closed or expired, the System shall be capable of allowing Authorized Users to reverse the payment in the System and issue refunds in accordance with the Business Rules.
2816	Provide the capability to track data related to Digital Wallet and to Mobile Wallet inquiries, for example, capture date of inquiry, disposition date and disposition results when inquiries about Digital Wallet or Mobile Wallet charges are received.
2817	Provide the capability to credit Accounts immediately upon a successful Digital Wallet or Mobile Wallet payment authorization.
2818	Provide the capability to credit Accounts only upon successful settlement of Digital Wallet or Mobile Wallet payment.
2819	Generate a PMMS Alert if a response from Digital Wallet or Mobile Wallet provider is not received within a Configurable amount of time.

9.16.9 Adjustments and Reversals

The intent of the Requirements in this section is to obtain functionality that allows Authorized Users to adjust or reverse transactions within the System. The ability should be based on security roles established that allow for certain types and levels of adjustment. Following any adjustment, the system should maintain a complete history of all transactions that have occurred without modifying historical data.

2820	Provide the capability to make corrections, adjustments and reversals to transactions while preserving the original transaction, including the original transaction date and amount. Any corrections, adjustments or reversals shall be tied to, but not change, the original transaction.
2821	Provide the capability such that all corrections, adjustments and reversals shall be posted to the current revenue date so as not to affect prior closed revenue dates.

2822	Provide the capability for an Authorized User to Configure whether a reason code is required based on the type of correction, adjustment, dismissal, or reversal.
2823	Provide the capability for an Authorized User to Configure valid reason codes based on the type of correction, adjustment, dismissal, or reversal.
2824	Provide the capability to only present valid reason codes to the Authorized User based on the type of correction, adjustment, dismissal, or reversal.
2825	Provide the capability for an Authorized User to Configure limits to control the workflow for corrections, adjustments and reversals within Configurable time periods and based upon the type of correction, adjustment or reversal, and upon license plate and/or Account, for example only allow CSR role to perform Configurable (for example 3) ACM violation fee adjustments per year, per plate and create a Case for additional requests, if one does not already exist, and route Case to Toll Agency for Approval.
2826	Provide the capability for an Authorized User to Configure transaction level requirements for corrections, adjustments and reversals based on Approved Business Rules, for example to require that the toll for the transaction must be paid before an ACM violation fee adjustment is allowed.
2827	Provide the capability for the System to automatically perform verifications for corrections, adjustments and reversals based on the type of correction, adjustment or reversal, for example, if a Customer has requested adjustment of an IAG/Interoperable agency transaction, the System should check whether the license plate was included in the plate file and whether the transponder was in the transponder file at the time the transaction occurred, and if that criteria is met, inform the Authorized User to allow the adjustment; if criteria is not met, inform the Authorized User, create a Case if one does not already exist, and route the Case according to the Configured workflow.
2828	Transmit details to individual Toll Agencies on any corrections, adjustments and reversals performed at the New Jersey E-ZPass CSC that impact transactions transmitted by the individual Toll Agencies.
2829	Provide the capability to prevent the sum of the corrections, adjustments, dismissals, and reversals performed for a transaction to exceed the original transaction amount.
2830	Provide the capability to allow the sum of the corrections, adjustments, dismissal, and reversals performed for a transaction to exceed the original transaction amount with Configured role-based approval, for example with Toll Agency Approval.
2831	Provide the capability for full toll reversals with a System Configurable reason code, preserving complete history.
2832	Provide the capability for partial toll reversals with a System Configurable reason code, preserving complete history.

2833	Provide the capability for bulk toll and fee adjustments, credits, reversals and dismissals subject to Configured user role parameters and Configured workflow for initiation and approval(s).
2834	Provide the capability for full chargeback reversals with a System Configurable reason code, preserving complete history.
2835	Provide the capability for partial chargeback reversals with a System Configurable reason code, preserving complete history.
2836	Provide Authorized Users the capability to set the thresholds and ranges for all relevant parameters related to establishing role-based thresholds for each type of toll related modification, including but not limited to: a. adjustments; b. credits; c. dismissals, and d. reversals.
2837	Provide the capability for Authorized Users to post adjustments, credits, and reversals up to their Configurable role-based threshold amount.
2838	Display a confirmation screen that shows the Authorized User the information that will be affected by the adjustment, credit, dismissal, or reversal and the proposed results, prior to accepting and implementing any changes to the selected transactions, for example display a message that states: "Confirming this action will result in the adjustment of fifty dollars (\$50.00) in fees. Do you want to proceed?"
2839	Display feedback to the Authorized User when the adjustment, credit or reversal they are performing has been completed successfully.
2840	Provide detailed tracking of adjustments, credits, dismissals, and reversals and have them categorized separately.
2841	Provide the capability to automatically reverse or adjust incorrect toll charges and their corresponding administrative fees based on specified criteria such as a range of date/time and a particular Toll Facility.
2842	Provide the capability for verification purposes, to record all automatic reversals and the reason code.
2843	Provide the capability for Authorized Users to manually adjust the toll amount of a trip without changing other attributes of the trip such as entry and/or exit location.

2844	Provide a transaction search and adjustment screen(s) whereby Authorized Users can enter the selection criteria, retrieve the transactions, and make universal adjustments, dismissals, or reversals. This capability shall allow the Authorized User to select large groups of transactions to which the correction will apply. Criteria shall include, but is not limited to Customer range, date range and transaction location selection and allow the Authorized User to select/deselect specific transactions within the group. All such adjustments, dismissals and reversal shall be routed through the Configured workflow for Approval.
2845	Process adjustments and reversals that affect IAG/Interoperable Agency and Third-party Entity Customers in accordance with the applicable specifications and include these transactions in the reconciliation reporting based on adjustment posting date (not original transaction date).
2846	Provide Authorized Users the capability to transfer toll transactions to another Account either on an individual basis or by initiating an automated batch process. All such transfers shall be routed through the Configured workflow for Approval.
2847	Provide Authorized Users the capability, when transferring toll transactions to another Account, to adjust fees associated with the toll transaction, per the Business Rules. All such transfers and adjustments shall be routed through the Configured workflow for Approval.
2848	<p>Provide the capability for Authorized Users to Configure all relevant parameters related to establishing role-based thresholds for permission for Authorized Users to perform System transactions, including but not limited to:</p> <ul style="list-style-type: none"> a. adjustments; b. debits; c. credits, and d. reversals.
2849	Provide the capability to Configure whether a comment is required based on the type of correction, adjustment, dismissal, or reversal.
2850	Provide the capability to Configure whether a comment is required based on the type of correction, adjustment, dismissal, or reversal and whether it applies to an individual transaction to many transactions as a bulk correction, adjustment, dismissal, or reversal.
2851	Provide the capability for Authorized Users to post adjustments, credits, and reversals up to their Configurable role-based threshold amount.
2852	Provide the capability to automatically check an Authorized User's role-based Configured adjustment, credit, or reversal limits and establish a Case when their request exceeds the limit.
2853	Provide the capability to prompt for a supervisor's PIN when Authorized Users are unable to process a transaction as a result of reaching their Configured role-based adjustment, credit, or reversal limits. The supervisor's PIN shall be recorded and associated with the transaction.

9.16.10 Refunds

2854	Provide an optimized and streamlined (minimized number of steps) process for refunds based on the original transaction and ensure that such refunds are shown on the Account history and are reconciled.
2855	Ensure that the process for refunds is in accordance with applicable state legislation for escheatment.
2856	<p>Provide Authorized Users the capability to set the thresholds and ranges for all relevant parameters related to refunds, including but not limited to:</p> <ul style="list-style-type: none"> a. type of payments that are not eligible for refund; b. the criteria for credit card refunds; c. the Payment Methods that are eligible for refunds; d. the preferred refund method for each Payment Method that is eligible for refunds; e. the hold period for automated credit card refunds and check refunds; f. maximum (role-based) allowable refund payment by Payment Method; g. minimum (role-based) allowable refund payment by Payment Method; h. requirement for manual review of eligible refunds before processing the refunds, and i. thresholds and types for refunds for which Approval is needed.
2857	Support the automated processing of refunds and notify operations of eligible check refunds.
2858	<p>Determine eligibility and issue refunds to Customers based on various activities on the Account, including but not limited to:</p> <ul style="list-style-type: none"> a. closure of an Account; b. Customer request for Configurable amounts from pre-paid balance; c. adjustments to payments received; d. unapplied checks/money order, and e. overpayment of a Commercial Post-paid Invoice, Post-paid Statement, Toll Bill or Violation Notice and there are no outstanding Correspondence Items or unbilled tolls that need to be paid.
2859	Provide the capability to issue refunds to credit cards after obtaining authorization for refunds.
2860	Provide the capability to issue refunds based on the primary method of auto-payment.

2861	Provide the capability for Authorized User to issue refunds to the secondary or tertiary auto-Payment Method should refund to the primary method fail and Customer has authorized the transaction.
2862	Provide the capability for an Authorized User to attempt refunds to all auto-Payment Methods (hierarchically) listed on an Account should the previous method fail, and Customer has authorized the transaction.
2863	Provide the capability to issue refunds by check if the Account does not provide for an electronic method.
2864	Provide the capability to issue refunds by check should all the electronic methods fail.
2865	Provide the capability to issue refunds by check for overpayments, including but not limited to: a. Post-paid Statements; b. Toll Bills; c. Commercial Post-paid Invoices; d. Violation Notices; e. fees; f. penalties, and g. Payment Plans.
2866	Provide the capability to prevent refunds if there are outstanding balance on the Account.
2867	Provide the capability for Authorized Users to identify if Customer has additional Accounts with outstanding balance and apply the overpayment to the Account.
2868	Provide the capability for charging back refunds to the credit card used to make the payment if amount is equal to or less than the original amount, for example, when a payment was made in error.
2869	Provide the capability for the automated processing of refunds to credit cards after a Configurable hold period and automatically create a Case for an Authorized User to initiate the refund.
2870	Provide the capability to expedite the refund if the Customer requests a refund and Configurable hold period has not elapsed.
2871	Provide the capability for a refund by check for refunds that do not qualify for automatic credit card refunds for example, when refund to credit fails or refund amount is greater than the original payment. Such refunds shall be routed through the Configured Approval process.

2872	Provide the capability to review all eligible refunds and initiate the refund process in case of check refunds.
2873	Track and associate all refunds to the original payment on the Account.
2874	Provide the capability to prevent refunds of specific types, including but not limited to: a. Reward Programs; b. toll credits issued to Account, and c. fees and penalties.
2875	Provide detailed credit card authorization activity for refunds by payment type (Visa, MasterCard, American Express, and Discover).
2876	Provide the capability to require Authorized User approval for certain types of payments, for example, all refunds.
2877	Provide Authorized Users the capability to set the thresholds and ranges for all relevant parameters related to refunds, including but not limited to: a. amounts that trigger a refund by Payment Method and b. a waiting period before refund by Payment Method.
2878	Provide the capability to refund overpayments, ensuring that no previous refunds or adjustments for the associated overpayments have previously been made or applied.
2879	Provide the capability to input all details regarding the check refund issued, including but not limited to: a. check number; b. check amount; c. date check refund was requested; d. date check was issued; e. details of who the check was written to; f. the date the check was cashed; g. the reference number, and h. reason for issuing the check.
2880	Provide the capability to automatically transmit information to the bank about refund checks issued to support fraud detection services such as Positive Pay and Payee Positive Pay.

2881	Provide the capability to automatically transmit information about refund checks issued to the bank, for example the refund check number, issue date, bank account and check amount and obtain check cashed data.
2882	Provide the capability for an Authorized User to reverse a refund.
2883	Provide Authorized Users the capability to set the aging period for when refund checks that are not cashed become unclaimed property and eligible for escheatment.
2884	The System shall monitor the status of each refund check issued to automatically identify those which have not been cashed after a Configurable period of time as unclaimed property and eligible for escheatment.
2885	Provide the capability to automatically note a check as unclaimed property.
2886	Provide the capability, for checks noted as unclaimed property, to automatically update the payment file sent to the bank for stop payment.

9.16.11 Payment Plans

The Toll Agencies permit eligible Customers to establish a Payment Plan to pay amounts owed over time. Customers are required to provide documentation that would qualify them for Payment Plans, for example documentation of affordability. Various terms and conditions apply, including action for failure to comply with the terms of the Payment Plan agreement, based on the type of Payment Plan and the type of Customer, for example registered or unregistered. The System shall provide the capability to establish various types of Payment Plans, the capability to notify Customers of Payment Plan events, for example posting of monthly payments, and the capability to process monthly payments. The System shall process any new violations incurred on the Toll Facilities during the repayment period through the normal violation noticing and escalation processes. The System shall provide the capability, upon Payment Plan establishment, to place escalation on hold for the items placed in the Payment Plan. If the Customer has amounts that have escalated to collections when the Payment Plan agreement is created, the status of those items shall be updated to inform the Collections Services Contractor to stop pursuit. If there are amounts in Vehicle Registration Suspension/Hold or Driver's License Suspension, the Suspension/Hold is released. Failure of the Customer to make the stipulated Payment Plan payments during the agreed upon repayment period shall result in the resubmission of the amount to collections, to the MVC/DMV for Vehicle Registration Suspension/Hold, to the MVC/DMV for Driver's License Suspension or resumption of other enforcement actions including court, and reversal of all adjustments.

2887	Provide the capability to establish different types of Payment Plans based on various Account parameters and attributes, as well as attributes of open items, including but not limited to:
	a. Account Category;
	b. Account Funding Type;
	c. Account Type and Sub-type;
	d. delinquent amounts;

	<ul style="list-style-type: none"> e. unpaid toll amount; f. unpaid total amount; g. documentation requirements; h. Flags on the Account; i. escalation stage, and j. age of debt.
2888	Provide the capability to Configure that select Payment Plans Customers are required to provide documentation of affordability as defined in the Business Rules.
2889	Provide the capability for a Pre-paid Account to establish a Payment Plan that pays off balances owed on a different Account, for example to pay a balance owed by an Unregistered License Plate-Based Account.
2890	Provide the capability to establish custom Payment Plans by providing Authorized Users the ability to manually enter Payment Plan terms when setting up a Payment Plan.
2891	Provide the capability to allow for Toll Agency review and Approval of Payment Plans that are not pre-defined.
2892	Provide the capability to establish pre-defined Payment Plans by providing Authorized Users and Customers with the ability to generate Payment Plans that use default parameters which have been pre-defined in the system by an Authorized User with Agency Approval in accordance with Business Rules.
2893	Provide the capability to establish Payment Plans that contain items for one Toll Agency.
2894	Provide the capability to establish Payment Plans that contain items for multiple Configurable Toll Agencies.
2895	<p>Provide Authorized Users the capability to set and modify applicable thresholds and ranges for all relevant parameters related to each type of Payment Plan by Toll Agency, including but not limited to:</p> <ul style="list-style-type: none"> a. Toll Agencies whose transactions and Correspondence Items are eligible for inclusion in the Payment Plan; b. default effective date, which is the transaction date of the oldest transactions that may be included in that type of Payment Plan; c. the number of days the System will wait before sending the missed payment reminder if scheduled payment is not received by the due date; d. grace period which is the number of days the System will wait before terminating the Payment Plan if payment is not received by the due date;

e. minimum number of payments;
f. maximum number of payments;
g. allowable payment frequency;
h. maximum number of months allowed;
i. minimum amount due that is eligible for a Payment Plan;
j. maximum amount due that is eligible for a Payment Plan;
k. minimum individual payment amount;
l. how individual recurring payment amount is to be calculated, for example to calculate based on ranges of the balance owed to pay off all debt within a Configurable number of months, in accordance with the Business Rules;
m. Payment Methods allowed;
n. Account Categories, Account Funding Types, Account Types, and Account Sub-types that are eligible to establish the Payment Plan;
o. Account Categories, Account Funding Types, Account Types, and Account Sub-types whose balance owed is eligible for inclusion in the Payment Plan;
p. Flags and statuses that eliminate an Account from eligibility for the Payment Plan;
q. whether all eligible transactions and/or Correspondence Items should automatically be defaulted for inclusion in the Payment Plan;
r. whether an Authorized User can manually omit specific transactions and/or Correspondence Items that are automatically selected for inclusion in the Payment Plan;
s. whether a Customer can manually omit specific transactions and/or Correspondence Items that are automatically selected for inclusion in the Payment Plan;
t. whether any eligible fee adjustments should be automatically applied;
u. whether Payment Plan is eligible for incentives, for example a percentage of fees adjusted;
v. whether there is a default incentive;
w. minimum and maximum adjusted amount by user role;
x. minimum and maximum adjusted percentage by user role;
y. minimum and maximum initial payment amounts by Payment Plan type;

	<p>z. application of initial payment and future payment amounts to open items, Configurable by Toll Agency, for example one Toll Agency might first apply payment to the oldest unpaid transaction, toll and fee, while another Toll Agency might apply payment to all open tolls first, oldest to most recent and then to oldest fees;</p> <p>aa. enforcement action for failure to comply to terms of the Payment Plan Agreement;</p> <p>bb. required data elements to establish a Payment Plan, for example a verified email address/cell phone, and</p> <p>cc. comment length.</p>
2896	Provide the capability to update the status for unpaid items and amounts that are in collections to inform the Collections Services Contractor that they should stop all pursuit efforts when the Payment Plan is successfully established.
2897	Provide the capability to update the status for unpaid items and amounts to inform the Collections Services Contractor that they should resume collection efforts if the Customer does not comply with the terms of their Payment Plan.
2898	Provide the capability to update the status of the Account if in court, indicating that court required Payment Plan was established and Account is no longer in court status.
2899	Provide the capability to release the Vehicle Registration Suspension/Hold or Driver's License Suspension if the Customer has unpaid items and amounts in Vehicle Registration Suspension/Hold or Driver's License Suspension when the Payment Plan is successfully established.
2900	Provide the capability to reinstate the Vehicle Registration Suspension/Hold or Driver's License Suspension and/or escalate the account to court if the Customer does not comply with the terms of their Payment Plan.
2901	Provide the capability to escalate unpaid items on the Payment Plan to collections, Vehicle Registration Suspension/Hold or Driver's License Suspension or court processing if the Customer does not comply with the terms of their Payment Plan.
2902	Provide the capability for Payment Plans to have a status, including but not limited to: <p>a. active;</p> <p>b. on hold;</p> <p>c. delinquent;</p> <p>d. canceled;</p> <p>e. terminated, and</p> <p>f. fulfilled.</p>

2903	Provide the capability to capture a reason code for certain Payment Plan status updates, for example the reason a Payment Plan is canceled.
2904	Provide the capability to allow Payment Plans by Toll Agency.
2905	Provide the capability to establish Payment Plans for balances on all Account Categories, Account Funding Types, Account Types, and Account Sub-types.
2906	Provide the capability to modify the Payment Plan on an Account.
2907	Provide the capability to terminate the Payment Plan on an Account.
2908	Provide the capability to cancel the Payment Plan on an Account in the case where a mistake was made during its creation.
2909	Provide the capability to place the Payment Plan on an Account on hold.
2910	Provide the capability to automatically place a Flag on any Account which has an active Payment Plan associated with it.
2911	Provide the capability for an Account to have multiple active Payment Plans.
2912	Provide the capability for an Authorized User to calculate and set up Payment Plans based on Configurable parameters.
2913	Provide the capability for a Customer to calculate and set up Payment Plans based on pre-defined default values.
2914	Provide the capability for a Customer to request merge of Accounts when they self-establish a Payment Plan to resolve a balance owed on a different Account. Such a request will automatically create and assign a Case.
2915	Provide the capability for an Authorized User to schedule payment installments based on Configurable parameters.
2916	Provide a Payment Plan agreement documenting the terms of the Payment Plan and a payment signature block to be signed by the Customer.
2917	Provide the capability to accept Customer's electronic signature on the Payment Plan agreement using a certification-based platform, for example DocuSign.
2918	Provide the capability to accept the signed Payment Plan agreement electronically or as a hard copy that can be scanned.
2919	Provide the capability to associate an image of the signed Payment Plan agreement with the Payment Plan and make image available to Authorized Users and to Customers.
2920	Provide the capability for a CSR to indicate Customer's verbal consent with Payment Plan terms during Payment Plan establishment and to subsequently automatically provide a copy of the terms to the Customer via communication preference.

2921	Provide the capability for a Customer to indicate consent with Payment Plan terms when they self-establish a Payment Plan and to subsequently automatically provide a copy of the terms to the Customer via communication preference.
2922	Provide Authorized Users with a screen(s) to establish a Payment Plan by entering data or by accepting defaulted data, including but not limited to: <ul style="list-style-type: none">a. amount due;b. toll amount due;c. fees amount due;d. penalties amount due;e. Payment Plan charge;f. Payment Plan start date;g. Payment Plan end date;h. adjusted amount or percentage;i. number and amount of eligible fee adjustments;j. pre-payment amount;k. number of payments;l. day of the month payments are due;m. Payment Methods;n. relative preference of each Payment Method;o. whether payment will be made automatically by the System or manually, andp. schedule of payment dates.
2923	Provide the capability for Customers and Authorized Users to use Payment Methods associated with the Customer's Pre-paid Account as Payment Methods for their Payment Plan without having to re-enter Payment Method information.
2924	Provide the capability for Customers and Authorized Users to establish a Payment Plan that automatically makes scheduled payments using Payment Methods the Customer designates for the Payment Plan using self-service channels.
2925	Provide the capability for Customers to make scheduled Payment Plan payments through any payment channel.

2926	Provide the capability to generate a Payment Plan invoice that can be Configured to include a payment remittance stub, payment options, details of the Payment Plan, outstanding balance and consequences of failure to make payment. Provide the capability to generate a Payment Plan upcoming payment reminder.
2927	<p>Provide the capability for an Authorized User to Configure parameters for Payment Plan notifications by Payment Plan type, including but not limited to:</p> <ul style="list-style-type: none">a. whether a Payment Plan invoice is generated;b. the interval at which Payment Plan invoices are generated, for example monthly or x days before payment is due;c. the default delivery channel for Payment Plan invoice notifications;d. delivery channels for Payment Plan invoice notifications available for selection by Customer;e. whether Payment Plan invoice is to include a payment remittance stub;f. whether QR code is included on the Payment Plan invoice's payment remittance stub;g. whether a Payment Plan invoice fee is to be assessed and the fee amount;h. whether a Payment Plan upcoming payment reminder is generated;i. the interval at which Payment Plan upcoming payment reminders are generated, for example monthly or x days before payment is due;j. the default delivery channel for Payment Plan upcoming payment reminders;k. delivery channels for Payment Plan upcoming payment reminders available for selection by Customer;l. whether QR code is included on the Payment Plan upcoming payment reminder, andm. whether a Payment Plan upcoming payment reminder's content is different based on whether or not automatic recurring payments are set up for the Payment Plan.
2928	Provide the capability for a Customer to select the channel through which they wish to receive Payment Plan invoice notifications and Payment Plan upcoming payment reminder notifications.
2929	Provide the capability for the System to partially pay transactions and Correspondence Items when applying scheduled Payment Plan payments and to process any reversals of such payments.
2930	Provide the capability to require that a Customer establishes a Pre-paid Registered Account prior to establishing a Payment Plan.
2931	Provide the capability to require that Accounts have auto-replenishment enabled in order to set up a Payment Plan associated with their Pre-paid Account.

2932	Provide Customers the capability, as part of the Payment Plan process to update their account to auto-replenishment in the event auto-replenishment is not enabled on their account.
2933	Provide the capability to require that the email address on file for an Account setting up a Payment Plan has been verified.
2934	Provide the capability to require a payment amount for the initial payment that is different from the amount of the other scheduled payments.
2935	Provide the capability to specify the method by which the amount of the initial payment is calculated when Payment Plans are established. For example, equal to the amount of unpaid tolls, a percentage of the amount owed, the same amount as all other scheduled payments.
2936	<p>Provide the capability for Customers to establish a Payment Plan through self-service channels using default parameters defined by an Authorized User. Screen will present relevant data to the Customer, including but not limited to:</p> <ul style="list-style-type: none">a. total amount due;b. tolls amount due;c. fees amount due;d. penalties amount due;e. amount that is eligible for inclusion in the Payment Plan by default;f. amount of eligible incentives;g. number and amount of eligible fee adjustments;h. default amount of the initial payment, with the ability to pay a higher amount;i. options for Payment Plan duration;j. payment frequency;k. default day of the month payments are due, with the ability to choose a different day;l. default payment schedule and amounts;m. default payment amount, with the ability to set a higher amount, andn. listing of the items selected for inclusion in the Payment Plan by default with the ability to de-select items.
2937	<p>Provide the capability to require Toll Agency Approval before establishing a Payment Plan based on Configurable criteria, by Toll Agency, including but not limited to:</p> <ul style="list-style-type: none">a. the type of Payment Plan;b. Flags on the Account;

	c. Account attributes; d. debt amounts, and e. Payment Plan duration.
2938	Provide screens with the capability for Customers and Authorized Users to perform “what if” analysis on new and existing Payment Plans and to either accept or discard such changes, for example to see the impact on the Payment Plan end date of increasing the scheduled payment amount and then to accept the higher payment amount.
2939	Provide screens with the capability for Customers and CSRs to change selected Payment Plan terms, for example to change the day of the month payments are due or to change payment amount or payment frequency. Once a Payment Plan is established, no such changes shall be allowed to be made.
2940	Provide the capability to prompt Customers and Authorized Users to establish Payment Plans when performing Account maintenance activities for an Account with eligible debt associated, for example when paying a Violation Notice but there are others associated with the Account which are not selected for payment.
2941	Calculate the number of Payment Plan payments if the individual payment amount is entered.
2942	Automatically generate a Payment Plan number.
2943	Automatically generate and distribute a Payment Plan agreement.
2944	Automatically modify the Payment Plan if any of the transactions included in it are adjusted, successfully disputed, or otherwise modified.
2945	Automatically generate and distribute a revised Payment Plan agreement and payment schedule if the Payment Plan is modified.
2946	Provide the capability for the Customer to provide information for Payment Methods so that the payments can be automatically made in accordance with the Payment Plan schedule.
2947	Provide the capability for the Customer to provide multiple Payment Methods for a Payment Plan and specify the order of preference.
2948	Provide the capability for Authorized Users to select the transactions to be included in the Payment Plan individually, by Toll Bill, Post-paid Statement, Violation Notice, Toll Agency, and by Account.
2949	Provide the capability to establish a Payment Plan for transactions in all escalation stages.
2950	Provide the capability for transactions in a Payment Plan in an active or on hold status to not escalate.
2951	Provide the capability by Payment Plan type to include in the plan, by default, only transactions which occurred on or after the Configured effective date.

2952	Provide the capability by Payment Plan type to optionally include transactions which occurred prior to the Configured effective date.
2953	Provide the capability by Account attribute and Payment Plan type to add subsequent transactions to the Payment Plan and to require customer acceptance of an updated Payment Plan agreement reflecting the impact of the additional transactions.
2954	Provide the capability, by Payment Plan type, to notify Customers about Payment Plan events, including but not limited to: <ul style="list-style-type: none">a. Payment Plan establishment;b. acceptance of the Payment Plan agreement;c. Payment Plan payment request notification with payment stub;d. Payment Plan paid in full;e. Payment Plan terminated due to non-payment;f. upcoming payment reminder;g. successful Payment Plan payment;h. unsuccessful Payment Plan payment;i. missed payment notification;j. update to Payment Method;k. removal of Payment Method;l. credit card expiration related, andm. bad email address.
2955	Provide the capability to list each item included in the Payment Plan establishment notification as well as each eligible item that was not included in the plan.
2956	Provide the capability to include the Payment Plan's remaining balance and the current end date on the upcoming payment reminder notification.
2957	Provide the capability, on the notification sent for an unsuccessful Payment Plan payment, to also include text informing the Customer of other recurring payments associated with the Account that use the same failed Payment Method, for example auto-replenishment.
2958	Provide the capability by Account attribute and Payment Plan type to add subsequent Correspondence Items to the Payment Plan and to require customer acceptance of an updated Payment Plan agreement reflecting the impact of the additional Correspondence Items.

2959	Provide the capability, by Account attribute and Payment Plan type, for subsequent transactions associated with Customers who have a Payment Plan to escalate in accordance with the Business Rules.
2960	Provide the capability, by Payment Plan type, for individual payment amounts to be manually entered. All payments are not required to be the same amount.
2961	Create a payment schedule of periodic payment dates based on the amount of each payment and the total amount due; for example, a \$10 payment each month for 10 months to pay debt of \$100.
2962	Provide the capability for the payment schedule to be manually entered by an Authorized User overriding the automatic payment schedule. Based on the override criteria, Toll Agency Approval shall be required, for example if fee adjustment percentage is above Approved threshold.
2963	Provide the capability for a one-time payment to be applied to a Payment Plan at any time.
2964	Provide the capability to specify whether a one-time payment is to apply to the next scheduled Payment Plan payment or whether it is to be applied in addition to scheduled payments to help make the Payment Plan end sooner.
2965	Provide the capability for a one-time Payment Plan when the debt is negotiated in return for a single payment on a specified date.
2966	Provide the capability for a one-time Payment Plan where the debt is negotiated in return for establishing an Account and making a payment by a specified date.
2967	Provide the capability to reinstate the debt if the Payment Plan payment is not received by the specified date whether a one time or series of payments by initiating a Case for review.
2968	Automatically notify the Customer of debt reinstatement and potential consequences due to failure to make the requisite Payment Plan payment.
2969	Provide the capability to escalate the reinstated debt in accordance with Business Rules when Payment Plan payment is not made.
2970	Accept payments on Payment Plans via all accepted Payment Methods.
2971	When a Pre-paid Account utilizes the same Payment Method for recurring Payment Plan payments and for automatic Account replenishments, the System shall have the capability to process a payment failure per the Business Rules without impacting that Payment Method on the other type of payment, for example if a recurring Payment Plan payment fails, the Payment Method may be removed as a Payment Method from the Payment Plan but remain as a Payment Method for automatic Account replenishments.
2972	Provide the capability for a Payment Plan to be paid in full at any time.

2973	Once a Payment Plan has been paid in full, automatically update the Payment Plan status to indicate it has been paid in full, remove any related Account Flags and send the appropriate Customer notification.
2974	<p>Provide the capability to automatically open Cases for Payment Plan issues or Customer non-compliance, including but not limited to:</p> <ul style="list-style-type: none"> a. payment was not received within a Configurable number of days after the due date; b. the Payment Method on file expired; c. payment failed; d. payment was less than the scheduled amount, and e. email address became invalid.
2975	<p>Provide the capability for an Authorized User to set Configurable criteria by Toll Agency and Payment Plan type for Customer non-compliance, including but not limited to:</p> <ul style="list-style-type: none"> a. the number of days past the due date, for example, the Toll Agency might elect to not pursue a person who has been making their Payment Plan payments regularly; b. the allowable variance below the required payment, for example, the Toll Agency might elect to not pursue a person if they are less than one dollar (\$1.00) short on their most recent payment, and c. amounts paid so far, for example the Toll Agency might elect to not pursue a person if all tolls and a specified percentage of fees in the Payment Plan are paid.
2976	Provide the capability to automatically apply penalty/consequence for non-compliance in accordance with the Business Rules.
2977	Provide for the update of the Payment Plan information when payments are received and posted to the Account.
2978	<p>Provide, via screen(s) for Authorized Users and Customers, a Payment Plan summary that provides the Payment Plan details, including but not limited to:</p> <ul style="list-style-type: none"> a. Payment Plan number; b. Payment Plan type; c. Payment Plan status; d. Account with which the Payment Plan is associated; e. Account(s) that debt in the Payment Plan is associated with; f. date initiated; g. initial amount due;

	<ul style="list-style-type: none"> h. current amount due; i. date of most recent Payment Plan payment; j. payments made (individual and total); k. original payment schedule; l. updated payment schedule, for example if Customer has increased their scheduled payment amount; m. original Payment Plan end date; n. updated Payment Plan end date; o. count and total amount of fee adjustments; p. incentive amount; q. Payment Plans established, on-hold, terminated and fulfilled; r. Cases opened; s. new transactions added; t. drill-down to view Correspondence Items included in the Payment Plan, and u. drill-down to view transactions included in the Payment Plan.
2979	Provide the capability for Authorized Users to view all details about a specific Payment Plan.
2980	Provide the capability for Authorized Users to view payments by individual Payment Plan.
2981	Provide the capability for Authorized Users to view Payment Plan payments by Account.
2982	Provide the capability for Authorized Users to view payments by groups of Payment Plans.
2983	Provide the capability for Customers and Authorized Users to view and update Payment Methods associated with Payment Plans.

9.16.12 Shift Management

The financial activities performed by Authorized Users must be tracked by shift. Shifts are typically opened at the beginning of the day and closed at the end of the day. Authorized Users cannot process certain transactions (for example accept a payment or distribute a transponder) without first opening a shift in the System.

The intent of the shift management function is to permit, at the end of the shift, the balancing of payments received during the shift. The System is expected to separate transactions that affect payments from transactions that do not affect payments so that the end of a shift can be effectively balanced. For example, a fee adjustment must be reflected separately from a credit card payment. Additionally, the System is expected to separate different types of payments; checks, cash and coin, credit/debit card, ACH and other

Payment Methods must all be reflected separately and subtotalized in the System and in reports to accurately reflect expected end-of-shift balances.

In addition to reconciling payment activity, shift management also serves the purpose of reconciling transponder inventory at the beginning and end of a shift.

2984	Automatically open a shift for Authorized User at time of first applicable transaction based on user role, avoiding the need to open a shift if no applicable transaction is performed.
2985	Prompt for beginning balance or Authorized User bank.
2986	Populate opening shift balance and assign unique user ID that associates Authorized User information, including location, for all transactions processed during the shift.
2987	Automatically prompt to close shift at the time when log out is selected if an open shift exists.
2988	Provide all transactions and activity in a shift including debits and credits.
2989	Provide the capability to display and reconcile all transactions and activity in a shift.
2990	Provide the capability to separate transactions that affect the Authorized User's deposit, for example, cash, check or credit card payment, from transactions that affect the Toll Agencies balances, for example, adjusting a fee for a Customer.
2991	Provide the capability for reconciliation of transponders, other Inventory Items and payments.
2992	Provide the capability to notify the supervisor when a CSR's cash collection goes above a Configurable threshold. For example, if CSR's cash collection goes above \$200 the supervisor may want the CSR to perform a cash deposit.
2993	Provide feedback to an Authorized User if the shift does not balance.
2994	Provide the capability for an Authorized User to attempt to balance the shift a Configurable number of times.
2995	Provide the capability to escalate the shift to an Authorized User for research and closing after a Configurable number of unsuccessful balance attempts has been reached.
2996	Provide Configurable settings to either display or not display the shift variance dollar amount to the Authorized User during shift closing.
2997	Provide Configurable settings to either display or not display the shift inventory variance amount to the Authorized User during shift closing.
2998	Provide Authorized Users the capability to set the thresholds and ranges for all relevant parameters related to closing a shift, with a default value that can be overridden based on unique user ID, including but not limited to: a. the number of times the Authorized User can attempt to balance the shift;

	b. the amount of allowed variance by dollars, and c. the amount of allowed variance by percentage.
2999	Close a shift once it is balanced.
3000	Provide the capability to force close an unbalanced shift based upon user roles and Business Rules; the System shall record unbalanced variances in a separate financial account which shall be included on financial reports.
3001	Provide the capability to escalate shifts that remain open at the end of the Business Day to the Authorized User based upon user roles and Business Rules.
3002	Provide an Authorized User with an Accounting of all shift activity with detailed and summarized financial information.
3003	Provide an Authorized User with a status of all open shifts.

9.16.13 Retail Cash Payment Processor

The Customer has the option to replenish their Account using cash, check or money order by visiting a Retail Cash Payment Processor. System Retail Cash Payment Processor Requirements

3004	Interface electronically with a Contractor-selected Retail Cash Payment Processor(s) at multiple locations.
3005	Interface electronically with the Retail Cash Payment Processor to allow Customers to make payments to open Accounts.
3006	Interface electronically with the Retail Cash Payment Processor to allow Customers to make payments to replenish their Accounts.
3007	Interface electronically with the Retail Cash Payment Processor to allow Customers to pay Violation Notices, Toll Bills, Post-paid Statements, or other statement amounts.
3008	Post payments to the Account immediately upon electronic confirmation that the payment was received by the Retail Cash Payment Processor.
3009	Provide for the tracking of aggregated financial activity and by the individual Retail Cash Payment Processor store.
3010	Provide for the tracking of accounts receivable in aggregate and for each individual Retail Cash Payment Processor store.
3011	Produce an aggregated statement for the Retail Cash Payment Processor with underlying detail by store location.
3012	Produce invoices for individual Retail Cash Payment Processor stores, if required.

9.16.13.1 Contractor-Selected Retail Cash Payment Processor Requirements

3013	The selected third-party Retail Cash Payment Processor shall be located within the continental United States.
3014	The selected third-party Retail Cash Payment Processor shall have one or more cash payment facilities located in each of the following counties in New Jersey: Ocean County, Union County, Bergen County, Hudson County, Mercer County, Passaic County, Salem County, Monmouth County, Atlantic County, Cape May County, Camden County, Essex County, and Middlesex County.
3015	The selected third-party Retail Cash Payment Processor shall collect all fees required to support the program from the customers of the service.
3016	The selected third-party Retail Cash Payment Processor may participate as a Retail Distributor of Inventory and meet all of the Requirements of the program.

9.16.14 Payment Processing Self-Service Website

3017	Payment processing via the Self-Service Website shall be supported in accordance with the Approved Business Rules and as described in Section 9.16.14 Payment Processing Self-Service Website.
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9.16.15 Payment Processing Mobile Application

3018	Payment processing via the Mobile Application shall be supported in accordance with the Approved Business Rules and as described in Section 9.16.15 Payment Processing Mobile Application.
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9.16.16 Payment Processing via the IVR

3019	Provide, via the IVR, the capability to accept credit card payments.
3020	Provide, via the IVR, the capability to ensure that IVR does not store any of the credit card, bank account or routing number information that is input including in recordings, logs, etc.
3021	Provide, via the IVR, the capability to accept ACH payments.
3022	Provide, via the IVR, detailed tracking of payments.
3023	Provide a confirmation IVR script, including Payment Method details (last specified number of digits on the credit card, card expiration date, and CVV, or last specified number of digits on the bank account and routing numbers) and amount prior to being allowed to submit a payment.
3024	Provide, via the IVR, Customers the capability to make payments to Accounts.
3025	Provide, via the IVR, Customers the capability to make payments to specific items.

9.17 Bankruptcies

3026	Provide an automated bankruptcy process that logically leads the Authorized User through all necessary steps to capture data and identify Accounts where the Account holder has filed for bankruptcy in accordance with the Business Rules.
3027	Associate all the Accounts the Customer has to the bankruptcy case.
3028	Allow bankruptcy status or Flag on all types of Accounts and display to Authorized Users viewing the Account.
3029	Provide the capability to enter the 'filing' date of bankruptcy and apply Business Rules to transactions and debt owed occurring before, on or after the filing date.
3030	Track data related to bankruptcy such as received date of the bankruptcy documentation, file number, bankruptcy case ID, bankruptcy type, filing date, and file status.
3031	Track bankruptcy amount as it moves through the bankruptcy process.
3032	Place all unpaid transactions, Toll Bills, Post-paid Statements and Violation Notices, occurring on or before the filing date, on escalation hold and prevent their escalation in accordance with the Business Rules.
3033	Provide the capability for an Authorized User to place a delinquent Account on escalation hold to prevent the Account from escalating in accordance with the Business Rules.
3034	Provide the capability to prevent posting payments for unpaid transactions occurring on or before the filing date to Accounts in bankruptcy status.
3035	Update the Collections Services Contractor(s) on the status of the impacted transactions when bankruptcy is filed and when bankruptcy disposition is received.
3036	Update the Vehicle Registration Suspension/Hold on status of the impacted transactions when bankruptcy is filed and when bankruptcy disposition is received.
3037	Update the Driver's License Suspension on status of the impacted transactions when bankruptcy is filed and when bankruptcy disposition is received.
3038	Write-off unpaid transactions and debt owed if the bankruptcy ruling is in favor of the Customer.
3039	Resume escalation of unpaid transactions and debt owed if the bankruptcy ruling is not in favor of the Customer.
3040	Provide notification to the Customer when the Accounts are marked as bankruptcy status and when disposition is rendered.
3041	Provide notifications to Authorized Users when bankruptcy is filed and disposition is rendered.

9.18 Case Management

The New Jersey E-ZPass System shall provide the capability to create, assign, and manage Cases. All Cases proceed through the System per Configured workflows. Case status and progress are tracked and reported through completion.

A Case is initiated any time a request cannot immediately be completed, when action is required of an Authorized User, and/or when tracking is required. Cases can be initiated by a Customer using the Self-Service Website or Mobile App, by Authorized Users, by Toll Agency personnel, by Collections Services Contractor(s), or automatically by the System when Configured events occur or Configured conditions are detected that require action and/or tracking. Cases are associated with Accounts, if applicable. An Account can have any number of Cases, a Case may be related to multiple Accounts, and in some situations a Case may not be associated with any Account. Some examples of Case types include but are not limited to Account establishment, transponder requests, System created for Authorized User action, disputes, requests for data and requests for Customer Service Center management to follow-up with a Customer. Cases will be automatically assigned a default priority based on Case type. The initial set of Case types and their default priorities will be defined during the Implementation Phase. Certain Case types will escalate automatically. Case response time shall be measured as an Operations Performance Requirement. For the purposes of tracking the Case response time, the time starts upon creation of the Case or receipt of a Customer or Toll Agency request whichever is the earliest.

Cases requiring action by Authorized Users are worked via multiple Case screens, which are presented to Authorized Users based on their skill sets and user roles. Although it is preferred for a Case to be resolved the first time it is worked, that may not always be possible. Cases can be placed on hold with a “work again on” date assigned or can be assigned to another Authorized User or group of Authorized Users.

9.18.1 Case Creation

The Case management system shall be integrated with all aspects of the New Jersey E-ZPass System and all activities on each Case shall be recorded and tracked.

3042	Provide the capability to create, manage and support certain activities as Cases. Types of Cases shall be Configurable.
3043	Provide the capability to define and track Configurable Case attributes.
3044	Provide the capability to create Cases automatically from all Communication Channels based on Configurable criteria.
3045	Provide the capability to create Cases manually by Authorized Users.
3046	Provide the capability to create Cases manually by Customers.
3047	Provide the capability to create Cases automatically via the System for Authorized User follow-up based on Configurable criteria.
3048	Provide the capability to prevent the creation of duplicate Cases when created automatically by the System.

3049	Provide the capability to initiate a Case from within an Account.
3050	Provide the capability to associate a Case with an Account upon creation of the Case.
3051	Provide the capability for Authorized Users to initiate a Case that is not associated with an Account, for example when data needs to be gathered in response to a subpoena and subpoena is not associated with a specific Account.
3052	Provide Case templates for each type of Case which include only the information required for that Case type (e.g., administrative hearing date would only be required for a Case type of administrative hearing).
3053	Provide the capability for Authorized Users to create new types of Cases and associated Configurable workflows.
3054	Provide Case templates, to be Approved by NJTA, for each type of Case that define the required fields, default priority, assignment rules, Case workflow logic, drop-down lists contents, relevant escalation parameters and other attributes for that Case type.
3055	Provide the capability for an Authorized User to Configure the amount of time allowed from request/issue occurrence to Case resolution for each Case type and provide traceability to the associated performance requirement and performance report.
3056	For each Case type provide the capability for an Authorized User to Configure the user roles allowed to access Cases of that type and what actions the role is allowed to perform, for example whether they are permitted to initiate, view and/or update the Case.
3057	Provide the capability to access a Case through Case management or through the associated Account.
3058	Provide the capability to associate all related Customer communications (call recording, SMS transcript, chat transcript, "Contact Us" form) with a single Case (in addition to associating it with the appropriate Account).
3059	Provide the capability, when creating Cases, to automatically assign a unique individual identification code (Case number).
3060	Provide the capability to retain the same Case number throughout the resolution process until the Case is closed.
3061	Provide the capability to automatically associate Customer contact records for all communication related to the Case (such as a series of SMS communications or an uploaded PDF) based on the individual identification code (Case number).
3062	Provide the capability for a Case to be associated with multiple Customer contact records when multiple communications occur with the Customer regarding a Case.
3063	Provide the capability to transition a Case to multiple Authorized Users within each Toll Agency.

3064	Provide the capability to Configure the types of Cases that will generate a notification to a Toll Agency Authorized User(s) each time such a type of Case is created.
3065	Provide the capability such that when a Case is being created resulting from a Customer call to a CSR, the Case is created at the time of the call and associated to the Account immediately.
3066	Provide the capability, when creating Cases, to automatically insert information from the Case source into the Case creation screen to expedite Case creation, for example, importing the name, address and contact information from the Account, Violation Notice, Toll Bill, Post-paid Statement, or other Correspondence Item with which the Case is associated.
3067	Provide the capability for automatic entry of contact data in a Case via field-based auto-population. For example, if the Customer's request was received via email, the System would autofill the email address. Then if an Authorized User working to resolve the Case changed the Customer's mailing address, the System would know that the mailing address was changed and record that one reason for the contact was to change the mailing address.
3068	Provide the capability, when creating Cases, to automatically record date and time of Case creation.
3069	Provide the capability, when creating Cases, to automatically record the identity of the Authorized User or System (if the Case is created automatically by the System) initiating the Case.
3070	Provide the capability, when creating Cases, to automatically assign the Case to a Configured specific Authorized User based on the Case attributes (e.g., Case type, priority, Communication Channel).
3071	Provide the capability to place a Case on hold pending a specific occurrence, or to enter a date when the Case shall be presented again to be worked.
3072	Provide the capability to include the reason and identity of the person responsible for placing the Case on hold.
3073	Provide the capability to require Authorized Users to insert a minimum amount of data, depending on the type of Case, into a pre-defined number of fields before a Case can be closed. Each type of Case may have different minimum data requirements Configured.
3074	Provide the capability for notes (free text narrative) to be provided at key points in the Case creation process enabling the Authorized User to elaborate on important points.
3075	Provide the capability for Authorized Users to edit data within a Case, Configurable by Case type.
3076	Provide the capability for an Authorized User to manually update the priority assigned to a Case. Updating a Case from higher priority to medium or lower priority shall be Approved by the Toll Agencies.

3077	Provide the capability to automatically Flag the Account as having a high priority Case when a Case is assigned high priority.
3078	Provide the capability for an Authorized User to remove the high priority designation from a Case which will automatically remove the Flag from the Account, so long as this Case is the only one with the high priority designation.
3079	Provide the capability to select a group of Cases and perform the same action(s) on the group of Cases.
3080	Provide the capability, when creating Cases, to automatically initiate and send Configured Correspondence to the Customer informing them of the creation of the Case, the Case number, a realistic time frame for a response, and other Configurable information depending on the type of Case.
3081	Provide an automated Correspondence capability whereby the Customer can be kept informed of Case progress/status, from opening through closure, depending on the type of Case. Such capability shall be Configurable so that certain Case progress/status changes would not generate a Correspondence Item. Such capability shall be Configurable so that Confidential Personal Information is not transmitted in Correspondence Item and instead a hyperlink is added to allow the Customer to easily navigate to the relevant page on the Self-Service Website and Mobile Application.
3082	Customers shall have the capability to obtain the status of the Case via IVR, SMS, Self-Service Website and Mobile Application. Open Cases and their status changes shall be made available and communicated to Customers.
3083	Provide Toll Agency staff with access to the Case management system for the purpose of reviewing Cases and/or resolving escalated Cases.

9.18.2 Case Assignment and Tracking

Depending on the Case type, the System will assign the Case to the appropriate queue. The System will use the default priority for the Case type and any priority designation manually assigned by an Authorized User.

3084	Place open Cases in the appropriate Case type queue such that Authorized Users may access their assigned queue, review, and take action on each Case.
3085	Provide the capability for the Case type queues to automatically display oldest Cases first for action.
3086	Provide the capability for the Case type queues to automatically display higher priority Cases first for action.
3087	Provide the capability for multiple sorting criteria for the Case type queues, for example sort first by oldest Cases and then sort by priority.

3088	Provide the capability for Authorized Users to access and use the native functionality of the application to view, via a Dashboard, all queue statuses, volumes, backlog information, etc. by category and to drill down to the individual Cases. If this functionality is not native to the application, the Contractor shall develop it.
3089	Provide the capability for multiple Authorized Users to access Cases at the same time with one Authorized User having the ability to modify the Case and others having read-only access. The identity of the individual working the Case shall be presented to the Authorized Users with read-only access.
3090	Provide the capability for closed Cases to be re-opened when required by Authorized Users and NJTA.
3091	Provide the capability for a Case to be worked by the same Authorized User who opened the Case or by another Authorized User.
3092	Provide the capability to automatically assign Cases to Case work queues accessed by departments or workgroups.
3093	Provide the capability to manually re-assign open Cases.
3094	Provide the capability for Authorized Users to review the Case workload (quantity and details of the Cases assigned) of an individual Authorized User or group of Authorized Users.
3095	Provide the capability to notify Authorized Users when the Configured number of assigned Cases for an Authorized User or group of Authorized Users is reached.
3096	Provide the capability to automatically re-assign open Cases if the Case was assigned to a specific Authorized User and that Authorized User is deactivated from the System.
3097	Provide the capability to automatically temporarily re-assign open Cases if the Case was assigned to a specific Authorized User and that Authorized User is temporarily not performing work (for example, the Authorized User is on vacation).
3098	Ensure that at no time is an active Case orphaned by remaining in a queue with no Authorized Users assigned to that queue.
3099	Provide the capability for Authorized Users to see all pending Cases with prioritization.
3100	Provide Configurable Case assignment rules, for example a Case related to financial issues would be assigned to the finance department.
3101	Provide the capability to include a snapshot of any Customer information in the primary window so Authorized Users need not navigate to other windows to find key information. The primary window shall contain a link to the Account should the Authorized User want to access the Account.
3102	Provide the capability to merge Cases when two (2) or more Cases cover the same Customer need.

3103	Provide the capability to track historical action-type data (out of actions returned from a search performed for a predefined range), about each action taken to work the Case, including but not limited to: a. creation; b. closure; c. reopening; d. hand-off (from department or individual); e. placed on hold (establish a “work again date”); f. awaiting Customer action, and g. Customer satisfaction.
3104	Provide the capability for Case status to trigger the Customer satisfaction analysis processes.
3105	Provide the capability to associate and track an unlimited number of Cases to a single Account.
3106	Provide the capability to associate and dis-associate Cases to Accounts regardless of Case status.
3107	Provide the capability to associate a Case to one (1) or multiple Accounts.
3108	Provide the capability to view Customer contact records associated with a Case and to drill down to see details associated with individual contact records and descriptions of the resolution.
3109	Provide the capability to view Cases based on required follow-up action.
3110	Provide the capability to track, record and review follow-up activity.
3111	Provide the capability for an Authorized User to send an electronic communication to the Customer requesting additional information or documentation for a Case.
3112	Provide the capability to automatically associate attachments with the Case when the Customer responds to an electronic communication sent to the Customer requesting documentation in support of their Case and replies to the communication and provides documentation with their reply or attaches the documentation to the Case via self-service channels.
3113	Provide the capability for Authorized Users to review the workload (quantity and details of the Cases assigned) of an individual Authorized User.
3114	Provide the capability for an Authorized User to review the workload of an entire team or group of Authorized Users.

3115	Provide the capability to manually change the status of a Case based on progress made in servicing the Case.
3116	Provide the capability to automatically change the status of a Case based on progress made in servicing the Case.
3117	Provide the capability for Authorized Users to edit data within a Case, Configurable by Case type.
3118	Provide the capability to place an escalation hold on a transaction or group of transactions to prevent them from progressing further in the status or workflow stages, for example while a Violation Notice dispute Case is being reviewed.

9.18.3 Case Workflow Management

3119	Provide Configurable Case workflow and routing.
3120	<p>Provide the capability to automatically assign Cases, including but not limited to one or more of the following:</p> <ul style="list-style-type: none"> a. automatic assignment by Customer or Account criteria; b. automatic assignment by Case type; c. automatic assignment by status; d. automatic assignment by priority level; e. automatic assignment based on staff availability; f. automatic assignment by role, and g. automatic assignment based on user role.
3121	Provide the capability to manually assign a Case to a particular Authorized User.
3122	Provide the capability to suggest Authorized User assignment for a Case according to user role.
3123	Provide the capability to create a Case for supervisory investigation when a Case has met the Configurable reassignment threshold.
3124	Provide the capability to create a Case for supervisory investigation when an Authorized User has met the Configurable number of open Cases.
3125	Provide the capability to automatically reassign the Case to a specific Authorized User and/or to automatically revise the priority level of Cases defined as representing repeated complaints.
3126	Provide the capability to automatically initiate actions, based on Case type, when certain Configurable thresholds have been exceeded, for example, change Case priority designation to high when a specified type of Case has gone unresolved for more than three days.

3127	Provide the capability to automatically initiate Case status changes, based on Case type, when certain Configurable actions or events occur. For example, automatically place a Case 'on-hold' when an Authorized User requests documentation from a Customer in support of the Case.
3128	Provide the ability to manually re-assign any Case to a new workflow, at any point within that workflow, as new details emerge.
3129	Provide the capability to notify an Authorized User regarding specific Cases that meet Configurable criteria, for example, Cases in "open" status that have not been worked on in "x" number of Business Days.
3130	Provide the capability for a single Case to have multiple activities and processes occurring in a linear timeline or happening simultaneously.
3131	Provide the capability to define activities that require authorization from supervisors.
3132	Provide the capability for an Authorized User to Configure parameters for notifications to be issued to Configured recipients for Cases based on Case attributes.
3133	Provide the capability to notify Configured recipients on Cases manually or automatically based on Configurable criteria.

9.19 Quality Assurance

The System shall provide tools to support the Contractor's QA activities, including regular quality reviews, monitoring, and audits of all functional areas of the New Jersey E-ZPass operations. These activities and audits shall encompass all aspects of the CSC operation, including operations of the Third-party Service Providers secured by the Contractor, and image review services provided by the License Plate Review Services Contractor, as described in the Operations Quality Assurance Plan. The intent of the quality audits is to find defects and issues that impact toll revenue, business operations, and Customer service. The following Requirements describe the QA tools which will support the audit and review of staff actions, operational decisions, adherence to Business Rules, and procedures as well as audit and review of transactions, images, Correspondence Items and potentially reprocessing those found to be inaccurate.

3134	Provide the capability to automatically present items for quality review on QA screen(s).
3135	Provide the capability to organize the data presented to the Authorized User on the QA screen(s) such that it allows ease of review and efficient performance of applicable actions.
3136	Provide the capability to automatically populate QA queues with items for Authorized Users to review based on Configurable parameters, including but not limited to: <ul style="list-style-type: none"> a. granting user role(s); b. removal of user role(s); c. addition of access rights to an Authorized User's role;

d. Authorized Users having a user role with override privileges, for example to adjust fees and penalties above Configured thresholds;
e. deactivation of Authorized User accounts upon staff termination;
f. Correspondence Items, with the ability to review for accuracy, timeliness and qualification;
g. creation and handling of Cases;
h. Account creation and updates;
i. Account Flags;
j. call center contacts (recorded calls, chat transcripts, SMS conversations, social media direct message interactions, "Contact Us" form interactions);
k. WIC contacts;
l. WIC procedures;
m. Print/Mail Service Provider mailings;
n. returned mail processing;
o. transponder assignment;
p. transponder kit preparation;
q. returned transponder handling;
r. inventory;
s. facility access;
t. manual image review results;
u. automated image review results;
v. image re-review results;
w. license plates on the Grey List;
x. license plates on Hot Lists;
y. license plates on the Plate Corrections List;
z. license plates in the Unidentified Plate Database;
aa. escalation of open Toll Bills, Post-paid Statements and Violation Notices;
bb. escalation of delinquent Accounts;

cc. escalated enforcement (collections, Vehicle Registration Suspension/Hold, Driver's License Suspension, court);
dd. Toll Bills, Post-paid Statements and Violation Notices, transactions and Accounts on escalation hold;
ee. Payment Plans;
ff. payment, adjustment, and dismissal processing;
gg. unidentified funds processing;
hh. adjustment of fees and penalties above the established thresholds;
ii. adjustment of fees and penalties below the established thresholds;
jj. bulk adjustments, credits, reversals, adjustments and dismissals of tolls and/or fees;
kk. approval of bulk adjustments, credits, reversals, adjustments and dismissals of tolls and/or fees;
ll. transaction reconciliation codes;
mm. non-revenue activity;
nn. Commercial Post-paid Plan handling;
oo. Violation Notice payment reconciliation;
pp. automated replenishments;
qq. refunds;
rr. returned checks;
ss. Chargebacks and reversals;
tt. Inactive Accounts;
uu. negative balance write-off;
vv. Accounts with locks on their Account or Payment Method;
ww. escheated accounts;
xx. bank reconciliations/deposits;
yy. lockbox activity;
zz. report reconciliation;
aaa. items flagged for QA review by the automated data hygiene monitoring process, and

	bbb. items flagged for QA review by the real-time activity monitoring process.
3137	Provide the capability to automatically assign review items to each QA queue based on Configurable attributes.
3138	Provide the capability for an Authorized User to manually assign review items to a QA queue.
3139	Provide the capability to assign review queues, with an associated due date, to individual Authorized Users.
3140	Provide the capability to assign review item batches within a queue to various Authorized Users.
3141	Provide the capability to present Authorized Users with queued items for review upon log in.
3142	Provide the capability to filter and sort data within each category of items presented for QA, for example, if all Correspondence Items are presented for review then an Authorized User shall be able to filter by Correspondence type and sort by Correspondence Item.
3143	<p>Provide the capability to drill down from the QA screen(s) and obtain the details of each record, including but not limited to:</p> <ul style="list-style-type: none"> a. images associated with the transaction; b. associated transaction details (e.g., date, time, location); c. history of all activity related to the transaction; d. related Correspondence; e. any and all related actions taken by a CSR, Authorized User or the System; f. Account status and details, and g. associated Cases.
3144	Provide the capability to drill down from the QA screen(s) to view a selected transaction on the transaction workflow Dashboard described in Section 9.13.1 Transaction/Image Transfer and Processing.
3145	Provide the capability to automatically create a Case and assign to operations so they can make any manual corrections on Accounts when QA review identifies issues, for example the incorrect Image-based Transaction is on a Toll Bill, Post-paid Statement or Violation Notice that has been issued to the Customer or if the license plate that had the error belongs to another IAG/Interoperable Agency or Third-party Entity other than the New Jersey E-ZPass CSC.
3146	Provide the capability to select all or a subset of the data displayed to the Authorized User on the QA screen(s) for a specified action and require the entry of comments when errors are identified.

3147	Provide the capability to create a Case for each review item that has an error and route the Case to the appropriate correction queue for action.
3148	Provide the capability during QA review for an Authorized User to reinsert a transaction into the workflow, for example when an image was marked as unreadable but during QA review it is determined that it is readable, allow the transaction to be placed back into the enforcement workflow to be posted as an Image-Based Transaction.
3149	All changes made during the QA review process shall be processed through the appropriate quality control process before moving forward in the workflow.
3150	Provide a quality scoring tool with the capability for an Authorized User to Configure the basis of measurement and scoring for a variety of QA review activities, for example to define Customer interaction observation points for scoring performed during QA review of Customer interactions.
3151	Provide the capability to monitor a minimum of ninety (90) percent of all calls, chats, social media messages, and SMS messages for accuracy, efficiency, professionalism, and courteousness.
3152	Provide the capability to develop targeted coaching and training based on performance or knowledge issues at the agent and call center level for all contact channels.
3153	Provide an integrated Customer interaction quality review functionality such that the reviewer can listen to the call or monitor the chat while watching the recorded screen movements using functionality provided as part of the Customer Contact Center System.
3154	Provide a mechanism for NJTA to modify Configuration of the quality scoring tool.
3155	Provide the capability to evaluate the quality of human and System filtering processes and performance on an ad-hoc basis.
3156	Authorized Users shall have the capability to investigate queues and other areas containing images and transactions that are not pursuable for payment.

9.20 Customer Satisfaction Analysis

The System shall provide the capability to monitor Customer satisfaction on interactions from all channels, those that involve direct interaction with a CSR as well as interactions accomplished through self-service channels.

3157	Provide the capability to assess, analyze and report on Customer satisfaction on a minimum of ninety (90) percent of all calls, chats, social media messages, and SMS messages.
3158	Provide the capability to assess, analyze and report on Customer satisfaction for self-service channels.
3159	Work with NJTA to develop the Approved criteria for calculating Customer satisfaction for all channels.

3160	Provide the capability to assess Customer satisfaction in both English and Spanish.
3161	<p>Provide Customer satisfaction capabilities with a combination of reporting and informational features, including but not limited to:</p> <ul style="list-style-type: none"> a. real-time reporting of Customer satisfaction results to NJTA; b. automatic creation of a Case for outreach to each Customer who requests a follow up or is rated below an agreed upon threshold for Customer satisfaction; c. real-time Configurable notification to NJTA on certain parameters, such as a low Customer satisfaction score (for example, send a notification each time a Customer satisfaction score falls below a Configured score), requests contact, or key word (for example, each time a Customer uses certain profane or threatening words); d. real-time dashboard-style feedback for Authorized Users (such as a web interface for CSRs to view Customer satisfaction aggregate results for their own calls and scoring, in comparison with their peers); e. Customer satisfaction scoring parameters, and f. current and historic Customer satisfaction results.
3162	Provide comprehensive Customer satisfaction analysis capabilities so that results can be evaluated to not only provide data points that will be agreed to during design, but also so that an Authorized User may utilize data in the System to conduct ad-hoc analysis.
3163	<p>Provide functionality for Authorized Users to view and report on Customer satisfaction results in a variety of ways and to see trends over time, including but not limited to:</p> <ul style="list-style-type: none"> a. by interaction date or date range; b. by interaction reason; c. by CSR; d. by user role; e. by department; f. by team, and g. by contact channel.
3164	Provide the capability to analyze Customer satisfaction results from Customer contacts across channels (Self-Service Website, Mobile Application, SMS, and IVR) and display the relative proportions and trends over time.

9.21 Financial Requirements

These financial Requirements describe functionality that shall be provided by the Contractor. The Contractor shall deliver this functionality through a fully integrated COTS financial system to serve as the financial Module for the System. The financial Module is the core of all financial processing for the System. The financial Module will be utilized by the Toll Agencies to record financial activity related to the New Jersey E-Z Pass CSC System in their respective GL systems.

The Toll Agencies use a modified accrual method of accounting and prepare financial statements in accordance with GAAP and Governmental Accounting Standards Board (GASB).

The New Jersey E-ZPass CSC System is the conduit between the Toll Agencies and Customers; IAG/Interoperable Agencies; Third-party Entities; Retail Distributors of Inventory and Third-Party Service Providers. The Contractor shall provide a method or methods by which the Toll Agencies can reconcile all transactional and financial interactions between the New Jersey E-ZPass CSC System and Customers; IAG/Interoperable Agencies, Third-party Entities and Third-Party Service Providers; as well as with the Toll Agencies and the Bank. The System should provide a robust aging reporting Module for unpaid transactions that are issued Toll Bills, Post-paid Statements, Violation Notices and for negative balances on an Account.

The Toll Agencies do not intend to use the New Jersey E-Z Pass CSC System as its GL system, nor do the Toll Agencies intend to automatically feed data from the System to their GLs. The Toll Agencies intend to use exports (in the form a daily GL file) and reports from the New Jersey E-ZPass CSC System to record the financial entries into the Toll Agencies' financial systems. The New Jersey E-ZPass CSC System must utilize GAAP-compliant methods to record financial activity between the Toll Agencies and the New Jersey E-ZPass CSC System and between the System and Customers, IAG/Interoperable Agencies, Third-party Entities, and Third-Party Service Providers.

9.21.1 Financial Requirements – Reconciliation

3165	All New Jersey E-ZPass System audit and reconciliation shall be based on the following types of days based on the transaction type, including but not limited to: a. Business Day which, for transactions, is the Business Day transmitted in the transactions; b. file date which, for transactions, is the date on which the transactions are transmitted to the System; c. transaction date which is the date the transaction occurred; d. mail date which, for Toll Bills, Post-paid Statements, and Violation Notices is the date the Correspondence Item was mailed to the Customer; e. processed date which, for operations activities, is the day the event occurred, and f. posted date which, for payment activities, is the day the payment was processed and posted to the Account.
3166	Support full System auditability and reconciliation by NJTA Fiscal Year. Reports and functions shall be provided that permit audit and reconciliation of the Fiscal Year. Upon the completion of a Fiscal Year, the System shall allow no changes to the Fiscal Year. All exceptions shall be recorded and presented to the Authorized User for action. All reports shall indicate the status of the audit.
3167	Provide the capability to close a Fiscal Year.

3168	Provide the capability to make adjustments to an Account for changes that occur after the Fiscal Year is closed.
3169	Provide the capability to investigate and correct all exceptions and discrepancies identified during the audit and reconciliation process.
3170	Reconcile daily activities, transactions and payments with IAG/Interoperable Agencies, Third-party Entities and Third-party Service Providers. Tools shall be provided to investigate discrepancies and variances. Support Authorized User adjustments and required approvals.

9.21.2 Financial Requirements – General Requirements

The New Jersey E-ZPass System shall be GAAP compliant and shall institute checks and balances and internal controls. The detailed journal entry for every New Jersey E-ZPass CSC activity that has a financial impact shall be developed by the Contractor and Approved by NJTA.

3171	Include a fully integrated, Configurable, self-balancing GAAP-compliant financial Module comprised of a COTS financial system, including cash/treasury management, accounts receivable, accounts payable, asset management and GL, to process and/or record all financial transactions.
3172	Create automatic journal entries for recording and tracking all financial transactions, settlements and payment events.
3173	Provide transactional detail that reconciles to summarized data that is posted in the financial system.

9.21.3 General Ledger

3174	Provide a General Ledger Module that is a component of the COTS financial system.
3175	Provide the capability to maintain and track GL accounts for each Toll Agency, for example, the financial accounts for NJTA shall be maintained separately from the financial accounts for SJTA.
3176	Provide a chart of accounts for each Toll Agency that is Configurable in the General Ledger Module. The New Jersey E-ZPass GL shall match to each Toll Agency's chart of account.
3177	Record all System financial activities, including: a. when a new or corrected toll transaction file is received from a Toll Agency and/or IAG/Interoperable Agency and/or Third-party Entity; b. when a correction is made to a transaction by the System; c. when a correction is made to a transaction by a Collections Services Contractor; d. when a new or corrected non-toll transaction file (for example, parking) is received from a Toll Agency and/or IAG/Interoperable Agency; e. when an asset is sold;

	<ul style="list-style-type: none"> f. when a toll or transponder deposit is made, or reversed; g. when a fee, penalty or any transaction is assessed by the System; h. when a fee, penalty or any transaction is collected in part or in full; i. when a fee, penalty or any transaction is adjusted, dismissed or otherwise modified; j. when a fee, penalty or any transaction is adjusted; k. when amounts are refunded and escheated; l. when adjusted amounts and Reward Programs are processed and applied; m. when transactions and payments are processed by Third-Party Service Providers; n. when an unpaid transaction, fee or balance owed is written-off, and o. when there is a change in the status or workflow stage of a fee or penalty or another transaction.
3178	<p>Ensure all entries to the System consider payable and receivable balances between, including but not limited to:</p> <ul style="list-style-type: none"> a. the Customer and the System; b. the System and the Toll Agencies; c. the System and Collections Services Contractor(s); d. the System and IAG/Interoperable Agencies, and Third-party Entity, and e. the System and Third-Party Service Providers.
3179	Provide the capability of recording a payable to or receivable from a Toll Agency, a Collections Services Contractor, an IAG/Interoperable Agency, a Third-party Entity, and a Third-Party Service Provider simultaneously with the recording of a Customer payment against a transaction.
3180	Create all financial entries as individual records, which may be used in combination with other financial entries to make a net effect, but do not allow the original entry to be modified. For example, modification of a toll transaction amount might result in the original toll record remaining untouched and a second record posted to the Account for a credit.
3181	Provide reports in summary and in detail on the financial accounts. System reports shall be provided that reconcile to the financial accounts.
3182	Ensure the GL and SLs are in balance at all times.
3183	Provide reports on the current GL and SLs Accounts. System reports shall be provided that reconcile to the SL and GL accounts.

9.21.4 Accounts Receivable

The Accounts Receivable Module of the COTS financial system shall provide the core receivable processing for Customer receivables, including negative Customer Accounts, Customer invoicing and unpaid

transaction processing. All accounts receivables shall be recorded in the Accounts Receivable Module component of the financial system, including:

1. Tolls receivable for New Jersey E-ZPass, IAG/Interoperable Agency, and Third-party Entity transactions on Toll Agency facilities;
2. Fee receivable for Image-Based Transactions on Toll Agency facilities;
3. Receipt of payments for tolls, fees, and penalties, and
4. Receivables from Toll Agencies for negative balance write-off.

3184	Provide an Accounts Receivable Module that is a component of a COTS financial system.
3185	Provide within the Accounts Receivable Module the capability to track receivables between the System and the Toll Agencies and IAG/Interoperable Agencies and Third-party Entities based on Customer payments, Toll Agency payments, IAG/Interoperable Agencies and Third-party Entities payments, payment reversals and adjustments.
3186	Provide the capability to Configure, by Toll Agency, the point at which transactions and fees are recognized as receivables to support each Toll Agency's Business Rules, for example one Toll Agency might consider an unpaid toll as a receivable when the Violation Notice or Toll Bill is mailed while another Toll Agency might consider it a receivable when it is paid and another might consider it a receivable when the vehicle passes through the Toll Facility.
3187	Trace every payment that resulted in a receivable being marked paid to the receivable(s) it paid.
3188	Trace every paid receivable to one or more payments that were allocated to its payment.
3189	Provide, within the Accounts Receivable Module, the capability to post payments to the correct summarized A/R invoice.
3190	Provide within the Accounts Receivable Module the capability to apply payments to particular A/R invoice based on the specific transactions and fees that have been paid.
3191	Provide within the Accounts Receivable Module the capability to generate periodic invoices for IAG/Interoperable Agencies and Third-party Entities based on IAG/Interoperable Agency and Third-party Entity Customer traveling on Toll Agency facilities. The invoice shall be reconciled with the month end IAG/Interoperable Agency and Third-party Entity reports generated by the New Jersey E-ZPass, IAG/Interoperable Agencies and Third-party Entities. Any manual adjustments during the invoice period shall be included in the invoice with the necessary credit/debit memo. Payments from IAG/Interoperable Agencies and Third-party Entities shall be posted against the invoice.

9.21.5 Accounts Payable

The Accounts Payable Module of the COTS financial system shall provide the core payables processing for payments to Customers, Toll Agencies, IAG/Interoperable Agencies, and Third-party Entities. All accounts payable processing shall be initiated by the Accounts Payable Module of the financial system:

1. Payments of Tolls, fees, and penalties by Customer;

2. Payment Reversals and chargebacks;
3. Customer refunds issued by check;
4. Payments to IAG/Interoperable Agencies for Tolls and fees collected by the New Jersey E-ZPass CSC, and
5. Payment made to the Toll Agencies for Tolls and fees collected by the New Jersey E-ZPass CSC.

3192	The System shall have an Accounts Payable Module that is a component of a COTS financial system.
3193	<p>The Accounts Payable Module shall have the capability to process disbursements both by paper check and electronically, including but not limited to:</p> <ul style="list-style-type: none"> a. Customer refunds; b. settlement with Toll Agencies; c. settlement with IAG/Interoperable Agencies, and d. settlement with Third-Party Service Providers.

9.21.5.1 Disbursements

The Contractor is required to disburse funds to Customers when a refund is requested, an overpayment has occurred on an Account and/or Toll Bill, Post-paid Statement, or Violation Notice and when an Account is closed and there is an outstanding credit balance.

3194	<p>The System shall have the capability to create payment vouchers to Customers, IAG/Interoperable Agencies, Third-party Service Providers and states using data received from the System, including:</p> <ul style="list-style-type: none"> a. Account number; b. Customer name; c. Customer address; d. mailing address, if not the Customer address; e. Toll Agency/entity name, and f. amount of disbursement.
3195	The System shall have the capability to issue refunds either electronically and/or by check depending on the Payment Method that was used to make the original payment and according to the Business Rules.
3196	The System shall have the capability to issue a single refund using more than one Payment Method.
3197	The System shall have the capability to require authorized approval of disbursements.

9.21.5.2 Escheatment (unclaimed property)

The Contractor is responsible for the escheatment of unclaimed property in accordance with New Jersey State's laws and regulations and the escheatment laws of the other states. Escheatment processing shall be streamlined and fully automated. The Contractor shall secure the services of a certified third-party providing escheatment services for all states.

3198	Provide an efficient, fully automated, systematic electronic escheatment process (from end to end) which requires minimal user intervention and is an integrated feature in the System, that is in compliance with each state's Legislation.
3199	Interface with a certified third-party Escheatment Service Provider to transmit Account information, in accordance with the interface specifications, for Customers who have funds or uncashed refund checks eligible for escheatment.
3200	Establish and manage Configurable escheatment tracking parameters and activities including managing multiple state processes, noticing deadlines, payment deadlines, and processing payments to each state (of owner residency).
3201	Provide the capability to efficiently execute the escheatment process on a periodic basis, as required by New Jersey's laws and regulations and track the various statuses on the Account.
3202	<p>Provide the capability to automatically identify and track unclaimed property for the purposes of escheatment, including but not limited to:</p> <ul style="list-style-type: none"> a. uncashed refund checks; b. unidentified payments; c. funds in inactive accounts, and d. refunds in Accounts with bad/ Nixie address.
3203	<p>Provide the capability to automatically identify Accounts for escheatment based on Configurable parameters including, but not limited to:</p> <ul style="list-style-type: none"> a. Account Status; b. time since Account activity; c. bad/ Nixie address; d. unidentified payment amount, and e. uncashed check amount.
3204	Provide the capability to issue due diligence letters to Accounts identified for escheatment and associate all Correspondence Items to the Account.
3205	Transmit incremental updates to the Escheatment Service Provider when activities occur on the Account that was reported as eligible for escheatment.
3206	Obtain escheatment filing information from the Escheatment Service Provider and complete the escheatment process, including but not limited to:

	a. wire the funds to the appropriate state; b. close the Customer Account, and c. reconcile the escheatment placements to the wired funds.
3207	Record and reconcile the escheated amounts in the financial system.
3208	Provide the capability to enter comments and automatically update statuses and Flags to indicate an Account was subjected to escheatment procedures including the final disposition of the escheatment, the amount and state, for example the website where the escheatment amount can be obtained.
3209	Provide the capability to restrict the access to escheated Accounts.
3210	Provide the capability to make one escheatment payment to a state's treasury department for payment of escheated amounts on multiple Accounts.

9.21.5.3 Toll Agencies Accounts Payable

The Contractor is responsible to transfer funds to the Toll Agencies for the following:

1. New Jersey E-ZPass Customers on Toll Agency facilities;
2. IAG/Interoperable Agency, and Third-party Entity customers on Toll Agency facilities;
3. Commercial Post-paid Invoice payments received;
4. Toll Bill/Post-paid Statement payments received;
5. Violation Notice payments received;
6. Payments received for unbilled tolls, and
7. Payments received for fees.

3211	The System shall have the capability to track payables to the Toll Agencies (by Toll Agency) based on Customer payments, payment reversals and posting of payments to transactions.
3212	The System shall have the capability to track payables to the Toll Agencies based on System remittances to the Toll Agencies. For example, when a settlement payment is made to NJTA, NJTA's accounts payable GL account is debited and the GL account corresponding to the bank account from which the payment is made is credited.

9.21.5.4 IAG/Interoperable Agency Accounts Payable

The Contractor is responsible to remit funds collected from Customers to the IAG/Interoperable Agencies in accordance with the following Requirements:

3213	The System shall have the capability to track payables between the System and the IAG/Interoperable Agencies based on Customer payments, Toll Agency payments, payment reversals and posting of payments to transactions.
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3214	The System shall have the capability to enter invoices from IAG/Interoperable Agencies to match with the files in the System including any credit/debits that were authorized by the IAG/Interoperable Agency. Payments to the IAG/Interoperable Agencies shall be made after the reconciliation of the invoice with the System.
3215	Provide the capability to track payables to the IAG/Interoperable Agencies based on System remittances to the IAG/Interoperable Agencies.

9.21.6 Write-off, Unresolved Debt and Unpaid Transaction Balances

3216	Provide flexible and Configurable capability to handle and process unresolved debt on the funded Account, including parameters for handling unresolved debt (in accordance with business rules).
3217	Provide flexible and Configurable capability to handle and process and financially write-off aged debt on the Accounts, including parameters for debt write-off by Toll Agency.
3218	Provide the functionality for Authorized Users to assign financial codes that shall provide the selection of a write-off reason for each transaction, for example bankruptcy.
3219	Provide the functionality for the write-off of individual transactions by Authorized Users.
3220	Provide the functionality to perform bulk write-off of transactions by Authorized Users.
3221	Provide the functionality to Configure financial write-off criteria by Toll Agency, with potentially different Business Rules, thresholds, write-off workflows and Approval workflows for each Toll Agency.
3222	Provide the functionality to automatically process unresolved transactions/debts based on each Toll Agency's Business Rules.
3223	Provide the capability to automatically, at the time of financial write-off evaluation, apply any remaining overpayment amount associated with an Account to amounts owed, reducing the unresolved debt amount prior to write-off amount calculation.
3224	Provide the Configurable functionality for the cessation of status or workflow stage progression and collection efforts following write-off based on the type of write-off, for example in case on bankruptcy the debt cannot be collected, but if write-off is for financial reasons only, then resolved debt can be collected.
3225	Provide functionality to search for types of debt and write-off the selected type(s), for example, fees, tolls and/or both.
3226	Provide functionality to accept payment on resolved debt that has been financially written-off, for example reverse the write-off in the amount of the payment and apply the payment.

9.21.7 Funds Management

Funds management is integral to the System operation. Therefore, the processes for managing funds, including funds tracking, balancing, and reconciliation shall be handled within the COTS financial system.

The COTS financial system shall be capable of handling reconciliations within the System, as opposed to on spreadsheets or through other mechanisms outside the System. Exceptions shall be tracked within the System and reconciliation reports are generated by the System. While the System is required to perform all reconciliations within the System, the Contractor shall still provide data that can be exported from the System, which can be compared to data exported from other systems/resources for the purpose of independent validation and reconciliation.

3227	The funds management shall be an integrated component of the COTS financial system.
3228	The System shall have the capability to investigate and correct all exceptions and discrepancies identified during the reconciliation process. Corrections shall be made and approved by Authorized Users.

9.21.7.1 Banking Reconciliation and Settlement

3229	The System shall have the capability to reconcile all financial activity, including but not limited to: a. deposits; b. credits; c. Disbursements (including refunds of Customer balances); d. returned items, and e. chargebacks.
3230	The COTS financial system shall allow all necessary banking information to be brought into the System through electronic interface and automated reporting to enable efficient and accurate reconciliation and management of all bank accounts.
3231	The System shall allow for the daily balancing of activity at the transaction level by Payment Method.
3232	The System shall have the ability to automatically identify all reconciliation exceptions.
3233	The System shall allow Authorized Users to make adjustments to exceptions and reprocess the automated reconciliation.
3234	The System shall have the capability to track and resolve all reconciliation exceptions.

9.21.7.2 Bank Deposit and Lockbox Reconciliation

The Contractor is responsible for the reconciliation of deposited funds. These funds are deposited directly into the New Jersey E-ZPass bank accounts. These deposits must be balanced and reconciled on a daily basis and monthly basis.

3235	The System shall support an automated interface to Retail Cash Payment Processors and bank electronic interfaces for settlements.
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3236	The System shall support an automated interface to reconcile with the third-party Lockbox Service Provider.
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9.21.7.3 Reconciliation and Settlement with Merchant Services Contractor

The Contractor is responsible for reconciliation of credit card transactions between the Merchant Services Contractor the System, and the bank account where the funds are ultimately deposited.

3237	The System shall support an automated interface to reconcile transactions initiated with the Merchant Services Contractor.
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9.21.8 Internal Controls

The Contractor is responsible to maintain appropriate internal controls throughout processing and reconciliation of the financial system.

3238	The System shall ensure each debit entry to a financial account has a corresponding and equal credit amount and each credit entry to a financial account has a corresponding and equal debit amount so the financial accounts balance at all times.
3239	Provide automatic and systematic segregation of duties in accordance with GAAP; the System shall prevent any single Authorized User from creating and approving items such as refunds or adjustments.
3240	Establish a financial account structure that allows New Jersey E-ZPass and each Toll Agency to maintain a separate and balanced trial balance.
3241	Establish financial accounts in such a way that all revenues and expenses of one Toll Agency are separate and easily discernible from the revenues and expenses of another Toll Agency.
3242	Provide an audit trail for each transaction, which shall reflect the source of each transaction, all adjustments to the transaction and the current status of the transaction and/or the final disposition of the transaction.
3243	Prevent the System from allowing data corrections or other back-end changes to edit or delete financial transactions.
3244	Provide automated detection of discrepancies and process failures in the financial system and generate PMMS Alerts.
3245	The COTS financial system shall have the capability to log all activity. The logging will be Configurable by Authorized Users and the act of Configuring the logging will itself be logged. The Configurability of the logging shall include, but not be limited to: <ol style="list-style-type: none">the logging level;the logging location and,the retention period of the logs.

9.22 Searches, Monitoring, Reporting and Data Analytics

9.22.1 Searches

Customers sometimes contact the CSC through the various communication channels without knowing their Account number, PIN, or vehicle license plate numbers. The System is expected to provide quick, yet secure access to an Account when a Customer can positively identify him/herself as the Account holder or as a designated contact for the Account.

A CSR should quickly be able to search for a Customer by any data entry field available on the Account, including but not limited to name, address, license plate number, telephone number, last four digits of credit card, transponder number and Account number. The search should include the ability to search by wildcards and provide results similar to a web search, with the results providing enough detail to permit the CSR to determine and select the correct Account from the search results screen. A wildcard is a character that is used as part of the search criteria to represent one or more unspecified characters.

Furthermore, the System should allow Authorized Users to retrieve and view all stored information in the System by a variety of search criteria categories.

9.22.1.1 Search General

3246	Provide comprehensive multi-field search criteria on all screen searches including a comprehensive search screen that provides Authorized Users the ability to retrieve all categories of data in the System including transaction and Account data. Search criteria shall include all fields and related attributes found in the result grid.
3247	Provide advanced search capabilities where fields can be picked from a drop-down list and added to the effective criteria to be applied towards the search.
3248	Provide the capability to manipulate the field in grid results for all searches, including but not limited to: a. drag and drop fields columns to shift the order they appear; b. sort by any fields shown on the grid; c. sort alphanumerically by any fields shown on the grid; d. add a field to the grid, and e. remove a field from the grid.
3249	Provide the capability to print, save as a PDF file, or export the results in CSV format the results of all searches including images and Correspondence Items.
3250	Provide the capability to select a record in the result grid and view the details and then return to the previous results grid to view additional items without having to re-enter the search criteria or re-run the search.

3251	Provide the capability to identify and retrieve comments records into a search results grid, including but not limited to: a. individually by category; b. summarized by category; c. individually by time period, and d. summarized by time period.
3252	Searches shall support the use of wildcards and have an optimized data fetching algorithm where the System performance is not impacted by large result sets. Drop-down lists shall dynamically narrow down the available selection list as the Authorized User is typing.
3253	Provide the ability to use single and multiple character wildcards along with other commonly used search methods in all applicable fields of the search screens.
3254	Provide the capability to initiate a search from anywhere in the System and return to that location after completing the search.
3255	Provide the capability to select record(s) to use in actions such as obtaining detailed record information from the results grid.
3256	Provide the capability to specify a date range for any date in the search.
3257	Provide the capability to search by any attribute, combination of attributes and attribute ranges.
3258	Provide the capability to search and view all stored information regarding transactions, statements, Toll Bills, Commercial Post-paid Invoices, Post-paid Statements, Violation Notices, Account activity, and Correspondence Items for Authorized User selected criteria as described in Section 9 System Requirements, including but not limited to the following fields: a. transaction ID; b. transaction type; c. location of transaction; d. transaction number; e. license plate number; f. license plate type; g. license plate Jurisdiction; h. Account number; i. statement, invoice, Toll Bill, or Violation Notice number;

	j. Customer name; k. Customer address; l. address type; m. bad address; n. any Account attribute; o. transaction date range; p. transaction disposition; q. disposition reason; r. transaction escalation status; s. transaction disposition status (for example, paid); t. user ID; u. Account Flags (for example, statement on hold); v. court case number; w. payment type; x. payment receipt number; y. Payment Method; z. check number; aa. payer on check; bb. last four (4) digits of the credit card; cc. transaction amount; dd. money order or cashier's check number; ee. comments, and ff. Account Alerts.
3259	Provide the capability to search and view all stored information regarding the complete detailed Account history in a chronological order and filtered by types of transactions since Account inception, including but not limited to: a. toll transactions; b. non-toll debit transactions, for example, parking;

	<ul style="list-style-type: none"> c. financial transactions; d. Account running balance; e. Correspondence Items and incoming Correspondence; f. Correspondence; g. Vehicle Registration Suspension/Hold; h. collections; i. court; j. disputes; k. all payment related events, including replenishment failures; l. Account statuses changes; m. complete address history; n. transponder activities and statuses, and o. Account update activities.
3260	Provide the capability, when searching by license plate, to display all Accounts that the license plate has ever been associated with and all Correspondence Items that have been issued related to that license plate, for example, this search might yield two (2) Accounts and five (5) Violation Notices for a particular license plate.
3261	Provide the capability when searching by transponder number to display all Accounts that the transponder has ever been associated with and all Correspondence Items that have been issued related to that particular transponder. For example, this search might yield two (2) Accounts, an “Excessive IToll” Correspondence Item and a “transponder replacement Correspondence Item” for a particular transponder.

9.22.2 Monitoring

Tools that provide the ability to monitor activity occurring in the System and operational performance in real-time are essential. They not only provide visibility into day-to-day operations but also assist with efficient and early detection of potential issues and backlogs. Such tools shall be accessible to Toll Agencies and Contractor, and Authorized Users shall have the ability to customize their views.

9.22.2.1 Operational Dashboards

The intent of the Requirements in this section is to obtain Real-Time operational Dashboards that provide the capability to monitor, manage and audit operations and workflow (personnel and processes), as well as adherence of both operations and the System to the respective KPIs. Areas that should be represented on operational Dashboards, include but are not limited to:

- CSC and WIC activity;

- Customer sentiment;
- Correspondence Items;
- payment processing;
- Account management and status
- transponder management;
- Case management;
- Operational Alerts;
- Toll Agencies' Host System/Host and Image Capture Systems;
- transaction processing and queues;
- all interfaces to external service providers and entities
- image transfer process;
- operations KPIs, and
- System KPIs.

Dashboard design and content will be finalized during System design.

3262	Provide the capability for remote Authorized Users, including Toll Agency Authorized Users, to access all live operational Dashboards, for example to view the same CSC activity management tool Dashboard that appears on the large display devices at CSC and WIC facilities.
3263	Provide the capability for an Authorized User to add data elements, queues, and workflows to the list of available data elements that are selectable for inclusion on Dashboards.
3264	Provide Authorized Users the ability to customize and personalize their Dashboard to display available data elements, queues, and workflows selected by the Authorized User.
3265	Provide Authorized Users the ability to customize and personalize their Dashboard to specify how data should be grouped, for example by Toll Agency, by Toll Facility, and then by transaction date.
3266	Provide the capability to display comparisons of current data with historical data via Dashboards.
3267	Provide the capability to export Dashboard contents in the user specified format with the ability to select the contents of the Dashboard that needs to be exported.
3268	Provide Authorized Users the capability to Configure the thresholds and ranges for all relevant parameters related to information being monitored on Dashboards so that when Configured conditions occur, such as a threshold being exceeded, Configured actions are taken.

3269	<p>Provide the capability to take Configured actions when Configured conditions for items being monitored and displayed via the Dashboards occur. Configured actions include but are not limited to:</p>
	<p>a. on-screen indication(s) of the condition;</p>
	<p>b. role-based Operational Alert(s) to Configured recipients, and</p>
	<p>c. communication of the condition to the PMMS.</p>
3270	<p>Take Configured actions when predetermined thresholds are exceeded for items being monitored and displayed via the Dashboards. The thresholds will be determined during detailed System design.</p>
3271	<p>Take Configured actions when predetermined thresholds that are not being met for items being monitored and displayed via the Dashboards. The thresholds will be determined during detailed System design.</p>
3272	<p>Provide Authorized Users the capability to Configure the thresholds and ranges for all relevant parameters related to Dashboards for creating on-screen indication of Configured conditions.</p>
3273	<p>Provide Authorized Users the capability to Configure the thresholds and ranges for all relevant parameters related to performance items being monitored and displayed via the Dashboards for creating role-based Operational Alerts of Configured conditions to Authorized Users.</p>
3274	<p>Provide Authorized Users the capability to Configure the thresholds and ranges for all relevant parameters related to performance items being monitored and displayed via the Dashboards for communicating Configured conditions to the PMMS.</p>
3275	<p>Generate automated role-based Operational Alerts to Authorized Users when specified deviations from established thresholds for performance items being monitored and displayed via the Dashboards are detected within a Configurable period of time.</p>
3276	<p>Generate automated on-screen notifications, Operational Alerts and/or communicate to the PMMS when specified deviations from established thresholds are detected for items being monitored via Dashboards within a Configurable period of time and provide an indication of the Alert on the Dashboard.</p>
3277	<p>As a result of determining various actionable conditions for performance items being monitored and displayed via Dashboards, initiate Configured actions which may include on-screen indication(s) of the condition, Operational Alerts and/or communication of the condition to the PMMS.</p>
3278	<p>Provide, via Dashboard, a CSC activity management tool that displays relevant information, including but not limited to:</p>
	<p>a. call wait times;</p>
	<p>b. chat wait times;</p>
	<p>c. call wait times per queue including callback queue;</p>

d. chat wait times per queue;
e. number of calls waiting;
f. number of chats waiting;
g. number of calls waiting per queue;
h. number of chats waiting per queue;
i. current average call duration;
j. current average chat duration;
k. current average call duration per queue;
l. current average chat duration per queue;
m. number of calls waiting above maximum call time;
n. number of chats waiting above maximum chat time;
o. metrics from the telephony system, for example abandoned calls;
p. number of calls and number of chats handled entirely by the virtual assistant;
q. number of calls and number of chats transferred to a CSR by the virtual assistant;
r. number of Authorized Users currently assigned to take calls, and to take chats, total and per queue;
s. number of Authorized Users currently available to take a call, and to take a chat, total and per queue;
t. number of SMS messages received and the number responded to;
u. current average time between SMS message receipt and CSC response;
v. number of "Contact Us" requests received and the number responded to;
w. current average time between "Contact Us" request receipt and CSC response;
x. calls, chats, SMS messages, "Contact Us" requests by topic;
y. calls, chats, SMS messages, "Contact Us" requests by skill set;
z. number of people currently in line at WIC;
aa. the most people in line at one time so far today at WIC;
bb. number of people served at WIC so far today;
cc. number of activities completed;
dd. number of activities completed by channel;
ee. number of activities completed by activity type;
ff. data by Customer type;
gg. data as compared to historical data, and

	hh. CSC activity trends.
3279	<p>Provide, via Dashboard, a Customer sentiment management tool that displays relevant information, including but not limited to:</p> <ul style="list-style-type: none"> a. real-time Customer sentiment monitoring data for social media channels, both across all social media channels and by channel; b. real-time Customer sentiment monitoring data for all voice and chat/message channels, both across all voice and chat/message channels and by channel; c. real-time overall Customer sentiment monitoring data from both social media and voice and chat/message channels combined; d. all real-time Customer sentiment monitoring data points compared with historical data; e. real-time results of analysis conducted on transcripts from all voice and chat/message channels, both across all voice and chat/message channels and by channel; f. real-time results of voice and chat/message channels analysis compared with historical data, and g. Customer sentiment trends.
3280	<p>Provide, via Dashboard, a Correspondence Item management tool that displays relevant information, including but not limited to:</p> <ul style="list-style-type: none"> a. Correspondence Items (and number of pieces) that are eligible for generation by Correspondence Item; b. batches that are ready for transmission; c. batches that are in process with Third-party Service Providers; d. status of batches that have been transmitted to the vendor (for example, received and acknowledged or not acknowledged); e. status of batches that have mailed or sent; f. number of Correspondence Items that have been sent within a specified period of time; g. Correspondence Items backlog from previous days; h. broken down by type of Correspondence Item, for example, mail, chat, SMS, and i. Correspondence Items trends.
3281	<p>Provide, via Dashboard, a payment processing management tool that displays relevant information, including but not limited to:</p> <ul style="list-style-type: none"> a. breakdown of payment processing return statuses from the Merchant Services Contractor; b. number of payments submitted for processing to the Merchant Services Contractor; c. number of payments awaiting processing;

	<ul style="list-style-type: none"> d. number of payments pending return from the Merchant Services Contractor; e. broken down by Payment Method, for example, ACH, credit card, etc.; f. broken down by payment channel; g. broken down by type of item paid, for example auto-replenishment or Violation Notice; h. broken down by credit card type, and i. payment processing trends.
3282	<p>Provide via Dashboard, an image processing management tool that displays relevant information, including but not limited to:</p> <ul style="list-style-type: none"> d. number of images sent to the License Plate Review Services Contractor; e. number of images sent to the License Plate Review Services Contractor's system, compared with the number received; f. number of images sent to the License Plate Review Services Contractor's system, compared with the number received, by review result; g. final disposition of images sent to the License Plate Review Services Contractor specifically image rejects and categories; h. manual image review trends, and i. backlog of images waiting for results.
3283	<p>Provide, via Dashboard, a lane transactions Dashboard that displays relevant information related to lane transactions, images and image related files, with the ability to view by Toll Agency and Toll Facility, including but not limited to:</p> <ul style="list-style-type: none"> a. Transponder-based transactions not reconciled back to Toll Agencies by IAG/Interoperable Agency; b. lanes with poor image quality; c. lanes with high image reject rates by reject reason; d. lanes with high IToll and unpaid transaction rates; e. lanes producing transactions with abnormally high indication of lane equipment failures (this is done by analyzing certain bits within the transaction); f. lanes with low OCR confidence numbers; g. lanes with high level of misclassifications; h. lanes with abnormal vehicle class traffic percentages; i. high number of missing images within an Authorized User defined Configurable period of time, and j. lane transaction trends.

3284	<p>Provide via Dashboard, a transponder management tool that displays relevant information, including but not limited to:</p> <ul style="list-style-type: none"> a. transponders in inventory by type; b. transponders in various statuses; c. transponders at various locations and queues, and d. transponder inventory trends.
3285	<p>Provide via Dashboard, a Case management tool that displays relevant information by Case queue type, including but not limited to:</p> <ul style="list-style-type: none"> a. number of Cases pending; b. number of Cases pending by Case type, for example the number of refund request Cases; c. aging information of open Cases by Case type; d. Cases that have been closed within a Configurable period of time; e. Cases that have been escalated, and f. Case trends.
3286	<p>Provide via Dashboard, an Operational Alert management tool that displays relevant information about Operational Alerts generated, with drill-down to view individual Operational Alerts including but not limited to:</p> <ul style="list-style-type: none"> a. number of Operational Alerts issued during various time periods; b. number of Operational Alerts issued by alert reason; c. number of Operational Alerts issued by recipient; d. number of Operational Alerts attempted that failed, and e. Operational Alert trends.
3287	<p>Provide an operational Dashboard that displays relevant information related to the interface between the Toll Agencies' Host System/Host and Image Capture Systems, including but not limited to:</p> <ul style="list-style-type: none"> a. last date and time of successful receipt of transactions from each Toll Agency, Toll Facility, and lane; b. number of transactions processed successfully; c. number of transactions that had errors and exceptions; d. status of last transaction transmission; e. status of last acknowledgment; f. summary of equipment status; g. hourly traffic statistic summaries;

	<ul style="list-style-type: none">h. last date and time of successful receipt of images from each Toll Agency, Toll Facility, and lane;i. number of images processed successfully;j. number of images that had errors and exceptions;k. status of last image transmission;l. status of last acknowledgment, andm. Toll Agencies' Host System/Host and Image Capture Systems trends.
3288	<p>Provide an operational Dashboard that displays relevant information related to transaction processing and queues, with the ability to view by Toll Agency and Toll Facility, including but not limited to:</p> <ul style="list-style-type: none">a. number of transactions in different states within the System;b. number of images in different states within the System;c. number of transactions in System (no human interaction) queues;d. number of images in System (no human interaction) queues;e. number of images in queues awaiting image re-review;f. number of images awaiting review in the Unidentified Plate queue;g. number of transactions awaiting review in the Plate Corrections List review queue;h. number of transactions in queues awaiting QC;i. aging of transactions in different processing states;j. aging of images in different processing states;k. number of transactions in each processing state;l. size of all System (non-human intervention) queues;m. number of transactions compared with expected volumes;n. number of images compared with expected volumes;o. image review result trends, andp. transaction processing and image processing queue trends.
3289	<p>Provide, via Dashboard, an operational Dashboard that displays relevant information related to all third-party interfaces, including but not limited to:</p> <ul style="list-style-type: none">a. last date and time of successful information interchange via the interface;b. number of records processed successfully;c. number of records not processed (error records);d. status of last information exchange;

	<ul style="list-style-type: none"> e. status of last acknowledgment; f. expected volumes; g. failed transmissions; h. status of queues that are dependent on processing via interface; i. size of queues that are dependent on processing via interfaces, and j. third-party interface trends.
3290	<p>Provide, via Dashboard, monitoring of the overall status of Customer Accounts, including but not limited to:</p> <ul style="list-style-type: none"> a. account openings and closures; b. account transitions from one Account type to another; c. the addition or removal of Account attributes; d. accounts that fall below the minimum balance threshold; e. unidentified license plate Accounts; f. revoked Accounts; g. delinquent Accounts; h. Accounts with various types of Flags, and i. Accounts with declined payments.
3291	<p>Provide, via Dashboard, monitoring of achievement of Operational KPIs, including but not limited to:</p> <ul style="list-style-type: none"> a. real-time metrics for each Operations Performance Requirement included in the Operations Performance Scorecard; b. non-compliance points accrued on the Operations Performance Scorecard thus far in the current reporting period, total and per requirement; c. non-compliance points accrued at this point in the reporting period in prior reporting periods, total and per requirement; d. real-time metrics for each per-incident Operations Performance Requirement; e. non-compliance penalty accrued for per-incident Operations Performance Requirements thus fare in the current reporting period, total and per requirement; f. non-compliance penalty accrued at this point in the reporting period in prior reporting periods, total and per requirement, and g. Operations KPI trends.
3292	Provide, via Dashboard, real-time monitoring of achievement of System and Maintenance KPIs, including but not limited to:

	<ul style="list-style-type: none"> a. real-time metrics for each System and Maintenance Performance Requirement included in the System and Maintenance Performance Scorecard; b. non-compliance points accrued on the System and Maintenance Performance Scorecard thus far in the current reporting period, total and per requirement; c. non-compliance points accrued at this point in the reporting period in prior reporting periods, total and per requirement; d. real-time metrics for each per-incident System and Maintenance Performance Requirement; e. fee adjustment accrued for per-incident System and Maintenance Performance Requirements thus far in the current reporting period, total and per requirement; f. fee adjustment accrued at this point in the reporting period in prior reporting periods, total and per requirement, and g. System and Maintenance KPI trends.
3293	Provide the capability for an Authorized User to drill down on the System and Maintenance KPI Dashboard to view details of metrics, events and conditions that resulted in accrual of non-compliance points and fee adjustments.
3294	Provide the capability for an Authorized User to record comments on the System and Maintenance KPI Dashboard about events and conditions that resulted in accrual of non-compliance points and/or fee adjustments.
3295	Provide the capability for an Authorized User to request a reduction to accrued non-compliance points and associated fee adjustments appearing on the System and Maintenance KPI Dashboard and to automatically route such requests for Approval.
3296	Provide the capability for Approval of requests for reduction to accrued non-compliance points and fee adjustments to be entered in the System.
3297	Provide the capability to drill down on the System and Maintenance KPI Dashboard to view details of any requested reductions to accrued non-compliance fee adjustments along with details of the resulting Approval or denial including both the original non-compliance points and fee adjustments, the resulting points and fee adjustments, and any associated comments.
3298	<p>Provide, via the System and Maintenance KPI Dashboard, the capability to view data pertaining to historical achievement of System and Maintenance KPIs during a selected date range, including but not limited to:</p> <ul style="list-style-type: none"> a. metrics for each System and Maintenance Performance Requirement; b. non-compliance points calculated; c. fee adjustments calculated, and d. reductions requested for points and/or fee adjustments, associated comments, and the outcome of such requests.

9.22.2.2 Real-time Activity Monitoring and Evaluation

Real-time, automated monitoring and evaluation of activity occurring within the System is necessary to help efficiently detect issues such as unusual activity or potentially fraudulent behavior. In order to do this the System must have the ability to learn expected/normal behavior and automatically identify and report deviations. The System shall monitor, in real-time, activity initiated by Authorized Users, Customers, the general public and by the System itself. The Contractor shall utilize business intelligence and data analytic tools as necessary to deliver a robust activity monitoring solution that will assist in the earliest possible detection of potential issues. The Contractor may opt to utilize commercially available fraud prevention software to assist in achieving compliance with these Requirements.

The System shall be designed with the flexibility to add, delete, or modify monitored activities at the request of the Toll Agencies.

3299	<p>Provide the capability to automatically monitor activities occurring within the System initiated by, including but not limited to:</p> <ul style="list-style-type: none"> a. Authorized Users; b. Customers; c. the general public, and d. the System.
3300	<p>Provide a solution that evaluates activity and automatically establishes norms, including but not limited to:</p> <ul style="list-style-type: none"> a. based on assigned user role, for example the number of Accounts typically accessed the number of searches typically performed by an Authorized User with a certain role; b. based on sets of assigned user roles, for example the frequency an Authorized User with a particular set of user roles processes a chargeback; c. based on the type of activity, for example chargebacks as a percentage of credit card payments; d. based on aggregate payment activity, for example declines as a percentage of credit card payments; e. based on the number/frequency of replenishments followed by refunds on an Account; f. based on the number/frequency of credit card billing address zip code validation failures on an Account; g. based on the number of credit card billing address zip code validation failures on a specific credit card, without regard to Account; h. based on the number/frequency of chargebacks on an Account; i. based on the number/frequency of payment reversals on an Account; j. based on the number/frequency of bank account verification failures on an Account;

	<ul style="list-style-type: none"> k. based on the number/frequency of user access credential authentication failures on an Account; l. based on sets of Account attributes, and m. based on Account Flags.
3301	Provide the capability to establish norms based on multiple periods of time, for example, per shift, per day, per day of the week, and per month.
3302	Provide the capability to automatically determine and establish the normal frequency of actions based on sets of attributes and typical workflows, for example the frequency at which a Registered Pre-paid Transponder-based Account, that is Configured for auto-replenishment, makes a one-time payment might be once every 16 months.
3303	<p>Provide the capability to automatically monitor activity in real-time, compare against established norms and take Configured actions when activity deviates a Configurable amount from an established norm, for example when an Account is granted more than the expected number of refunds a QA review is triggered. Configurable actions include, but are not limited to:</p> <ul style="list-style-type: none"> a. generate an on-screen notification; b. generate an Operational Alert to Configured recipient(s); c. communicate the condition to the PMMS; d. create a Case; e. trigger a QA review, and f. display on a Dashboard.
3304	<p>Provide the capability for an Authorized User to manually Configure operational data elements, workflows and attributes for which the System should monitor in real-time so actions can be taken if they are detected in the future, including but not limited to:</p> <ul style="list-style-type: none"> a. multiple one-time replenishments coupled to closing of Accounts; b. number of custom replenishments chosen by Customers; c. multiple one-time replenishments when Account is Configured for auto-replenishment; d. Accounts with multiple Payment Method locks; e. Accounts with frequent Payment Method locks; f. manual removal of Payment Method locks; g. repeated opening and closing of Accounts; h. opening of Accounts that have Account holder names similar to those of Accounts that were closed due to account revocation; i. individual refunds over a Configurable dollar amount;

j. multiple refunds for a single Account that have a combined total over a Configurable dollar amount;
k. Authorized User initiating refunds to multiple Accounts that have a combined total over a Configurable dollar amount within a Configurable time period;
l. Authorized User initiating refunds to more than a Configurable number of Accounts within a Configurable time period;
m. fee adjustment outside of the Business Rules;
n. multiple fee adjustments outside of the Business Rules;
o. transaction dismissal outside of the Business Rules;
p. same credit card/bank account is used on Configured number of multiple accounts;
q. multiple payments and refunds on the same Account;
r. more than a Configurable number of credit card chargebacks on the same Account;
s. more than one chargeback on a credit card, regardless of Account;
t. more than a Configurable number of ACH chargebacks on the same Account;
u. more than one chargeback on a bank account, regardless of Account;
v. chargebacks based on identifying features, for example cardholder name, address, IP address used to make the original charge and/or the chargeback, email address associated with chargebacks;
w. a chargeback over a Configured dollar amount;
x. Authorized User granting chargebacks to multiple Accounts that together total more than a Configurable amount;
y. Authorized User granting more than a Configurable number of chargebacks in a Configurable period of time;
z. more than a Configurable number of replenishment method suspensions occur on the same Account, based on suspension reason(s);
aa. more than a Configurable number of credit card billing zip code validations occur on the same credit card, regardless of Account, within a Configurable period of time;
bb. more than a Configurable number of replenishment method suspensions occur on the same Account in a Configurable time period;
cc. Authorized User removing more than a Configurable number of replenishment method suspensions in a Configurable time period, and
dd. other activities that are not normal in daily CSC operations.

3305	<p>Provide the capability to monitor activity, in real-time, for Configured operational data elements, workflows and attributes triggered by Authorized Users, Customers and systems, within Configurable time periods, and to take Configured actions, including but not limited to:</p> <ul style="list-style-type: none"> a. generate an on-screen notification; b. generate Operational Alerts to Configured recipients; c. communicate the condition to the PMMS; d. create and assign a Case; e. trigger a QA review, and f. display on a Dashboard.
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9.22.3 Data Hygiene Monitoring

While fitness of data is expected to be evaluated upon entry, the Toll Agencies also require automatic evaluation of data at rest to improve data quality. The Contractor shall create and implement an automated data hygiene monitoring process that proactively evaluates data stored in the System daily to ensure the cleanliness, accuracy, and quality of the data. The process shall have the capability to detect and report issues.

3306	Provide the capability for the System to automatically perform ongoing data hygiene monitoring.
3307	<p>The automated data hygiene monitoring process shall include evaluation of data accuracy and completeness, including but not limited to:</p> <ul style="list-style-type: none"> a. evaluate accuracy of data elements by cross-referencing data in the System with reliable sources, for example comparison of address and zip code with USPS data; b. completeness of data; c. consistency, for example comparison of data with established data standards and formats; d. timeliness of data, for example check whether date fields that represent activities that occurred in the past contain future dates; e. identification of duplicate data, and f. relevance of the field based on Approved Business Rules.
3308	<p>The automated data hygiene monitoring process shall include evaluation of data elements stored in the System to detect data that is inconsistent with the Business Rules, including but not limited to:</p> <ul style="list-style-type: none"> a. invalid state or status transitions; b. expected Account balance values relative to Account status;

	<ul style="list-style-type: none"> c. Accounts missing mandatory characteristics; d. data that is supposed to be masked or tokenized appearing in clear text, and e. data violating constraints, for example an Account having a particular Account Plan does not have Account attributes that meet the requirements for Plan qualification.
3309	The automated data hygiene monitoring process shall include evaluation of data elements stored in the System to detect situations that interfere with automated processing, for example when escalation holds are not released in time for a transaction to re-enter the escalation process.
3310	<p>Provide the capability to automatically take Configured actions when the automated data hygiene monitoring process detects potential data issues, including but not limited to any combination of the following:</p> <ul style="list-style-type: none"> a. create a Case; b. generate an Operational Alert to Configured recipient(s); c. generate an on-screen notification; d. trigger a QA review; e. display on a Dashboard; f. notify the PMMS; g. remove the data element, and h. mask the data element.
3311	Maintain a record of all potential data issues detected by automated data hygiene monitoring and the Configured action(s) taken.
3312	Provide the capability for an Authorized User to Configure the actions to be taken for each type of potential issue detected by the automated data hygiene monitoring process.
3313	Provide Authorized Users with a list of all items available for the automated data hygiene monitoring process so they may Configure the items to be included in the process.
3314	Maintain a history of items selected for the automated data monitoring process with a date range when each is included in the process.
3315	Maintain an audit trail of all changes made to the items selected for the automated data monitoring process.
3316	Generate a PMMS Alert when the automated data monitoring process fails or is otherwise unavailable.
3317	Provide reporting on the potential issues detected by the automated data monitoring process.

9.22.4 Reporting Requirements

Standardized reporting shall be made available to Authorized Users and shall be achieved via canned and Authorized User self-service ad-hoc reporting using both the production database for real-time reporting, reports database for more complex, non-real-time and/or data intensive reports. A list of current reports

is included for reference only in Appendix S List of Current New Jersey E-ZPass Reports and Select Sample Reports. During the design phase, the Contractor's base suite of reports shall be reviewed for compliance against Requirements and existing New Jersey E-ZPass reports, and modification and customization identified. Contractor is responsible for making the required modifications identified during the reports design and any further changes identified after reports are deployed into production.

Reporting is a critical element of any business organization and is required by the Toll Agencies to:

- 1) provide for transaction and revenue reconciliation and investigate discrepancies;
- 2) monitor account activity and assess trends;
- 3) monitor System and operational performance;
- 4) monitor human performance and business process efficiency;
- 5) assess Customer feedback and behavior;
- 6) audit and reconcile toll transactions to individual Toll Agency Host Systems;
- 7) audit and reconcile third-party financial and transactional interactions;
- 8) assess the impact of policies and Business Rules;
- 9) identify ways to improve the quality of service provided to Customers;
- 10) comply with IAG Reciprocity reporting Requirements;
- 11) evaluate the success of the toll collections effort and return on investment, and
- 12) fulfill NJTA financial reporting Requirements.

The System shall provide reports that are intuitive; flexible; responsive; have automated guidance, and able to be scheduled as needed by Authorized Users. Current reports are provided in this section and the New Jersey E-ZPass System shall provide the similar information. All reports developed, designed, and deployed in the System shall meet the following general Requirements:

3318	Provide reports that enable Authorized Users to retrieve data entered into the System and or generated in the System. The reports shall meet the general objectives, including but not limited to, data elements shall be consistent through all the reports of similar nature; numbers and amounts that reconcile with other reports that report on the same activity, and numbers and amounts that reconcile with other reports that report on similar the time period.
3319	Provide the capability to generate reports with flexible selection, sort and grouping criteria that allows Authorized Users to obtain related information through a single report. All report criteria should be available for selection using advanced Boolean logic strings. All reports should allow for the input of any identified criteria to be selected by range (for example, date from and to, Account number from and to, transaction dates from and to, etc.), and multi-list selection. The user interface for all reports generated in the System shall be consistent.

3320	Provide a web-based ad-hoc reporting solution allowing Authorized Users to design and generate professional and accurate multi-format reports. Ad-hoc report templates created by Authorized Users shall be made available to all Authorized Users, including addition to the reports menu.
3321	<p>All reports shall display last activity date, transactions posting status and other relevant statuses on the specific report related to that activity that indicate completion of activity and items, including but not limited to:</p> <ul style="list-style-type: none"> a. whether all transactions have been obtained from the Toll Agency Host Systems; b. all images that have been obtained from the Toll Agency Host System/Host and Image Capture Systems; c. all images that have been reviewed; d. the transactions have been transmitted to IAG/Interoperable Agencies or Third-party Entities and reconciliation files that have been received and acknowledged; e. all correction files that have been reconciled and acknowledged; f. all shifts that have been closed; g. all third-party reconciliation and payment data has been imported or has been entered into the System; h. if all activities have been completed and are audit-ready, and i. data on the report shall not change once a report is considered complete.
3322	Provide Authorized Users with the capability to manually select reports for generation and also to schedule reports for generation and transmission to internal users, or external users via email address and Secure File Transfer Protocol (SFTP) transmission. The automatic generation and delivery of reports shall be based on Configurable conditions, use approved formats, have a unique intuitive name reflecting the name and date of the report and completion status tracked. An Authorized User shall be able to adjust and modify the report data easily to perform comparative analysis and statistical calculations.
3323	Provide the capability to restrict access to each report based on user role.
3324	Provide the capability to annotate and collaborate on any report by allowing the addition of text commentary that can be left in the report or suppressed to create a permanent audit trail of the commentary. Investigative and analysis reports shall have conditional formatting that highlights exceptions and trends outside of normal operations.
3325	Provide drill down capability on all fields on all high-level reports to the underlying data to include the lowest level of details with tools to view related items such as the images associated to a transaction, notifications generated on an Account, and Account details.

3326	Provide a user interface to choose the following selection criteria to generate the same report, including but not limited to Toll Agency, Toll Facility, lane, Payment Method, Customer service location, Authorized User, Customer service staff, System processes, third-party interfaces, Third-party Entities, and IAG/Interoperable Agencies.
3327	Provide the user interface to choose the following selection criteria to generate the same report, including but not limited to by hour, hour(s) within a specified range, day, day(s) within a specified range, date range, weekly, monthly, yearly (annual and fiscal), comparative based on selection, and year-to-date.
3328	Provide for the generation of a single report by various date types, including but not limited to transaction date, transmit date, transfer date; payment date, court date, process date, posted date; business date, review date, statement date, mail date, print date, acknowledgement date, and reconciled date.
3329	Provide for the generation of selected reports "as of" a specified date or as of the current date.
3330	Provide the capability to include sub-totals, totals and grand totals as selected by the Authorized Users, sort the data elements in the report within each grouping of data, and present data in graph forms and chart types based on presentation form selected by the Authorized User from a variety of graphic styles.
3331	Provide Authorized Users the ability to access and view the contents of files, including compressed or encrypted files that are received by the System and transmitted by the System in a readable format. Authorized Users shall have the capability to save the contents of such files.
3332	Unless otherwise Approved by NJTA, on a report-by-report basis, all reports shall be printable on 8-1/2" x 11", 8-1/2" x 14", or 11" x 17" paper.

9.22.4.1 Inventory Management

Inventory management reports shall assist NJTA in review and management of Inventory Items. The inventory management reports shall meet the following Requirements:

3333	Provide transponder inventory reports that track the transponder inventory by protocol type, type of transponder, manufacturer, program allocation, and distribution method verify there are sufficient transponders in stock; show the status of all transponders at all stages of transponder planning, purchase and fulfillment, and recovery/disposition cycle including returns and warranty. Inventory reports shall provide information on Historical Monthly Usage of transponders and compare the data to prior year usage.
3334	Provide inventory status reports that track the issuance of Inventory Items, including but not limited to: <ul style="list-style-type: none"> a. sold by item type; b. date issued;

	<ul style="list-style-type: none"> c. type of distribution method; d. number and frequency of Inventory Items distributed; e. the inventory status; f. the status of damaged and disposed transponders, and g. the status of transponders in the Transponder Replacement Program.
3335	Provide inventory reports that show beginning balance, activity on transponders and end of month balance by inventory location to support Inventory audit.
3336	Provide inventory forecast reports that will use inventory balances, inventory on order, transponder usage /return rates for the period, required inventory on hand and inventory order processing times to determine when a transponder order should be made from the transponder manufacturer for each type of transponder.
3337	Provide reports that track transponder orders placed, received, pending, tested, and failed.
3338	<p>Provide reports that help operations staff identify all transponders for recall/replacement process that are deemed to be at risk for failure based on a query of transponder status, including but not limited to:</p> <ul style="list-style-type: none"> a. transponder activity; b. transponder age; c. warranty status, and d. and IToll transactions for the vehicle(s) to which the “at-risk” transponders are assigned.
3339	<p>Provide Retail Distributor of Inventory history reports for each Retail Distributor of Inventory that summarizes the status of their transponder inventory and sales statistics, including but not limited to:</p> <ul style="list-style-type: none"> a. the total number of Inventory Items sold by item type; b. detailed listing of all items sold by serial number; c. number of orders; d. current number of items in inventory; e. oldest item(s) in inventory, and f. current amount receivable from inventory.
3340	<p>Provide reports identifying the Retail Distributors of Inventory by attribute, including but not limited to:</p> <ul style="list-style-type: none"> a. most Inventory Items sold;

b. average sales (count and amount);
c. most Inventory Items damaged, and
d. average days between orders.

9.22.4.2 Customer and Account Management

Customer Account management reports detail the overall status of Customer Accounts. The Contractor will provide reports that detail Account openings and closures, transitions from one Account Type to another (for example, an unregistered license plate Account becoming a registered Pre-paid Account) and the addition or removal of Account attributes. Reports also will be provided that give NJTA a sense of Accounts that fall below the minimum balance threshold, unidentified Accounts, Revoked Accounts, Delinquent Accounts, Account with various Flags, and Accounts with declined payments. These reports will provide an indication of the overall success of the current Business Rules and may provide some insight into where potential changes could be made to enhance the Customer experience or operational performance of the System. Customer Account management reports shall meet the following Requirements.

3341	<p>Provide a comprehensive report that displays current Account statistics, including but not limited to:</p> <ul style="list-style-type: none"> a. transaction totals and charges by Account Category; b. transaction totals and charges by Account Types; c. transaction totals and charges by payment option; d. transaction totals and charges by Account identification method, and e. transaction totals and charges by Account statuses, aging and escalation type, for example write-off, Collections, court, and MVC/DMV Suspension/Hold.
3342	<p>Provide a comprehensive report that displays all Account creation and Account closing information for a selected period, including but not limited to:</p> <ul style="list-style-type: none"> a. Accounts created with transponder purchased via third-party Retail Distributor of Inventory; b. Accounts created and closed via Self-Service Website, Mobile Application and IVR; c. Accounts created and closed by CSR via phone; d. Accounts created and closed by CSR from mailed-in application; e. Accounts created and closed by CSR via walk-in; f. Accounts closed due conditions on the Account, for example, revocation, inactivity, and fraud, and

	g. Accounts created and closed to record special event.
3343	Provide a comprehensive report that displays all Accounts that have various Account Flags, including but not limited to: a. Payment Method lock; b. high priority comment; c. high priority Case; d. fraudulent activity; e. inactive Account; f. unpaid debt; g. bankruptcy; h. protected Accounts, and i. “No Escalation” status; j. referred to law enforcement, and k. other specified Account Flags.
3344	Provide reports that detail all outstanding deferred revenue and deposit balances, both positive and negative balances, for every Account Type as of a date, including but not limited to: a. Account Category; b. Account Type; c. Account number; d. pre-paid Account balance; e. toll amount due; f. fee amount due, and g. deposit amount.
3345	Provide a comprehensive report that displays all Account Plans.
3346	Provide reports that display all activity and statistics on Accounts by Account identification type, Account Category, Account Type, contact method and Authorized Users, including but not limited to: a. Accounts created;

	<ul style="list-style-type: none"> b. transponders fulfilled; c. Accounts opted-in for various Reward Programs; push notifications, parking and Account Plans; d. Accounts closed for various reasons; e. Accounts with various Flags on the account, for example bankruptcy, Payment Plans, Payment Method lock, escheatment, and fraud; f. transponders returned; g. Toll Bills/Post-paid Statements on Account by escalation type; h. Commercial Post-paid Invoices on Account; i. Violation Notices on Account by escalation type; j. Violation Notices on hold; k. Accounts written-off; l. Accounts in collections; m. Accounts in Vehicle Registration Suspension/Hold and release; n. Accounts in Driver's License Suspension and release; o. Accounts that are in the court process; p. payments processed; q. unsuccessful payments; r. refunds processed, and s. toll transaction disputes processed.
3347	<p>Provide a single report that provides the complete detailed Account history that is available online; such report shall include a chronological listing of all activities for each activity type since for a specified range including Account inception to current date, including but not limited to:</p> <ul style="list-style-type: none"> a. toll transactions – transaction time (entry and exit), Toll Agency, posting time, tolling location, vehicle class, expected toll, posted toll and adjusted toll rate; b. non-toll transactions such as parking – entry and exit time, posting time, parking facility, parking amount, payment source; c. fees and penalties assessed – fee and penalty type, date assessed, user ID;

d. financial transactions – payment date, Payment Item, payment type, Payment Method, receipt number, amount due, paid amount;
e. reversal activity on posted transactions (toll, non-toll, penalties, fees, financial) – reversal date, original transaction, reason;
f. Correspondence Items – date, type, communication channel, Toll Bill/Post-paid Statement/Violation Notice number, amount due, due date;
g. Account comments/notes;
h. Account statuses – date of change, from status, to status, user ID, and trigger;
i. Cases – date Case was established, Case status, Case disposition;
j. bankruptcy – date filed, case number, adjudication date, disposition, amount written-off;
k. escheated – escheatment year; due diligence Correspondence Item date, state, state filing date, amount;
l. unidentified – license plate number, amount owed, Correspondence Items;
m. transponder activities and statuses - date of change, from status, to status, user ID, trigger;
n. dispute activity – date, Toll Bill/Post-paid Statement/Violation Notice/statement number, amount owed, reason, results, dismissal or fee adjustment code, dismissed or adjusted amount;
o. unpaid transaction activity – date, amount due, payment, dismissal, fee adjustment, aged to various Correspondence Items, and escalated status;
p. administrative hearing – date of hearing, delinquent amount, disposition, dismissal code, fee adjustment code, dismissed amount, and adjusted fee amount;
q. court activity – date, Toll Agency, Violation Notice, court case number, hearing date, amount owed, and disposition;
r. collection activity – date, Toll Agency, Collections Services Contractor, Violation Notice, amount placed, amount paid, and date recalled/canceled;
s. Vehicle Registration Suspension/Hold and release activity – date, license plate number, Toll Agency; Violation Notice, amount owed, results of MVC/DMV, date of MVC/DMV Correspondence Items, and date of Vehicle Registration Suspension/Hold and release;
t. Driver's License Suspension and release activity – date, license plate number, Toll Agency; Violation Notice, amount owed, results of MVC/DMV, date of MVC/DMV Correspondence Items, date of Driver's License Suspension and release, and
u. Account update activities.

3348	Provide reports that list all Customers' financial activity on the Account, including but not limited to: a. Account number; b. name and address records; c. all notes and/or Cases related to the Account or transactions; d. beginning balance; e. amounts in Payment Plans; f. credits and debits by transaction type; g. refunds; h. payments; i. reversals; j. dismissals; k. fee adjustments; l. written off; m. escheated; n. toll rate adjustments applied; o. adjustments, and p. ending balance.
3349	Provide reports that list all Customers' financial activity on the Account and reconcile to the financial system.
3350	Provide reports listing inactive Accounts and their history including current status.
3351	Provide reports that identify the transactions processed, reconcile to operations reports, and summarize the operations activity. Such reports shall summarize the operational activities performed in different Customer service departments and areas, including but not limited to: a. totals for number of Accounts opened and closed by type; b. number of transponders assigned by type of transponder; c. Account replenishment; d. Pre-paid Statements, Commercial Post-paid Invoices, Post-paid Statements, Toll Bills and Violation Notices generated;

	e. Violation Notices filed with the court; f. Cases opened; g. Cases closed; h. Cases escalated; i. license plates in filter queue; j. Post-paid Statements/Toll Bills/Violation Notices on hold; k. disputes processing status; l. placed in collection; m. eligible for Vehicle Registration Suspension/Hold; n. active Vehicle Registration Suspension/Hold; o. eligible for Vehicle Registration Suspension/Hold release; p. active Vehicle Registration Suspension/Hold release; q. eligible for Driver's License Suspension; r. active Driver's License Suspension; s. eligible for Driver's License Suspension release; t. active Driver's License Suspension release; u. Accounts in court; v. Evidence Packages created; w. hearings scheduled; x. hearings completed; y. hearings attended; z. hearings no show; aa. Account status; bb. any adjustments made; cc. Customer IToll transactions posted, and dd. other CSR activity.
3352	Provide reports that display all Customer feedback by Account Type, contact method and Authorized Users, including but not limited to:

	<ul style="list-style-type: none"> a. Cases by category; b. suggestions by category; c. Cases by time period; d. suggestions by time period; e. “Contact Us” reasons; f. social media interactions by platform and channel; g. Customer sentiment on social media; h. Customer satisfaction results by category and channel, and i. Customer satisfaction results by time period.
3353	Develop reports to capture the workflow process to follow Customer-initiated communication from initiation (start) to resolution (finish).
3354	Provide reports that list the status of transactions (count and revenue) processed by the System, identifying the exact position in all open workflow points for unpaid transactions, both New Jersey E-ZPass and IAG/Interoperable, that posted to the Accounts, those that were rejected due to various reasons and those that are in any other terminal statuses. The reports shall reconcile to the financial reports and IAG/Interoperable reports.
3355	<p>Provide a Waterfall report (referenced in Appendix S-1) that shows counts, amounts, and percentages for all transactions originating at a specified location(s) during a specified period of time. The report shall illustrate how the transactions have progressed through the phases of the transaction lifecycle (for example: image-based transaction and image received -> sent for image review -> license plate results obtained -> IToll processing -> ROV lookup -> add to account -> notice generated -> notice paid).</p> <p>The report shall provide capabilities, including but not limited to:</p> <ul style="list-style-type: none"> a. one hundred percent reconciliation of the data on the report to the financial reports and to IAG/Interoperable reports; b. present each phase of the transaction lifecycle on the report as a separate level with counts and amounts and percentages displayed for all transactions that were at that phase, grouped by transaction status, for example transactions that were collected, that escalated, that were dismissed, etc. at that level; c. to include data for transactions that have not yet been billed, including those that were paid before a bill was generated so were never billed; d. the report shall include grand totals of counts and amounts at each phase/level and totals;

	<ul style="list-style-type: none"> e. the report shall reflect all transaction processing considerations and clearly illustrate differences in the amount billed and the amount paid, for example when the full fare amount is billed but the amount paid is an adjusted amount such as when an image-based transaction posts to an Account as an IToll at the ETC amount rather than being paid at the higher image-based toll rate that was billed, the level at which it is ITolled shows the difference as a separate data point; f. the report shall include a summary section which summarizes all data on the report and provides a collection percentage; g. the option to produce the report in either a standard report format or in a waterfall-type format; h. the ability to drill down to view underlying data; i. to produce data as of the current date, for example to generate the report for transactions with transaction dates during the previous calendar month, but to see the progression of the transactions as of today's date; j. to produce data as of a specified past date, for example to generate the report for transactions with transaction dates during the previous calendar month, but to see the progression of the transactions as of the first day of the current month; k. to produce data for a specified date range, for example transactions occurring during a specified year; l. to produce data for a specified Toll Agency and Toll Facility, and m. to produce data for a specified Toll Agency, Roadway and Toll Facility type, for example all NJTA GSP AET Toll Facilities.
3355-1	<p>Provide reports that support tracking and reconciliation of AET transaction processing through a Suspense Account, including but not limited to:</p> <ul style="list-style-type: none"> n. A Suspense Account report (referenced in Appendix S_2) that tracks and presents a running balance of all Toll Agency AET transactions that have not reached a terminal state. For the requested time period, the report includes the beginning Suspense Account balance as of the start of the period, adds all AET transactions occurring during the period and reflects all processing that impacts the balance, such as transactions that reach a terminal state, the result of which is an ending Suspense Account balance. o. A Suspense Account Aging report that shows a Toll Agency's unprocessed AET transactions by posting or transaction date. Currently the aging ranges shown are 0-35 days, 36-70 days, 71-105 days, and over 106 days.

	<p>p. An IToll/VToll report that provides toll rate information for AET transactions that posted as ITolls or VTolls before appearing on a Toll Bill and those that posted after, summarized by Toll Facility and vehicle classification. The report can be generated by posting date or transaction date, in summary or detail mode. The totals on the report reconcile to the IToll/VToll data on the Suspense Account report.</p> <p>q. A Violation Rejects Report that provides information about rejection of AET violation transactions. This report reconciles to rejection information on the Suspense Account Report.</p> <p>r. An AET Toll and Fee Receivable Report that reconciles to the Suspense Account Report.</p> <p>s. Other reports as needed to reconcile the Suspense Account report with the same time period.</p>
3356	Provide reports that display the total number of Accounts if summary level is selected, or details of Accounts in different statuses, including but not limited to, a breakdown of Accounts with negative balances and outstanding balance for greater than 30 days; 30-60 days; greater than 90 days, and other Configurable time period.
3357	Provide reports that display Payment Plan activity, including but not limited to: <ul style="list-style-type: none">a. Accounts that have a Payment Plan associated;b. the type of Payment Plan;c. Payment Plan number;d. the total Payment Plan amount;e. balance remaining;f. date and amount of most recent payment;g. Account(s) the debt in the Payment Plan is associated with;h. the current balance on each Account;i. date initiated;j. the payment options;k. Payment Plan status;l. initial payment amount and payment status;m. original payment schedule;n. updated payment schedule, for example if Customer has increased their scheduled payment amount;o. original Payment Plan end date;

	<p>p. updated Payment Plan end date;</p> <p>q. count and total amount of fee adjustments;</p> <p>r. incentive amount;</p> <p>s. Payment Plans established, on-hold, terminated and fulfilled;</p> <p>t. Cases opened;</p> <p>u. new transactions added;</p> <p>v. drill-down to view Correspondence Items included in the Payment Plan, and</p> <p>w. drill-down to view transactions included in the Payment Plan.</p>
3358	Provide reports that account for all shift activity with detailed and summarized financial information. Such reports shall summarize the payment processing activities performed in different Customer service departments and areas and reconcile to financial reconciliation reports.
3359	Provide reports to support the auditing of any fees that have been manually applied in the System.
3359-1	Provide image re-review performance reports that summarize the number of images re-reviewed, the current status (in transit) and final disposition, including expected revenue and actual revenue recovered through posting to a Registered Account and paid through Toll Bills/Post-paid Statements and Violation Notices. Detailed transaction data shall be provided for transactions that were re-reviewed.

9.22.4.3 Case Management

Case management tracking, status and resolution, and reconciliation reports provide information to NJTA regarding the types, status and handling of Cases that have been created and managed in the System.

3360	<p>Provide reports that list Case summary information (or details if selected), including but not limited to:</p> <p>a. number of Cases by type, by contact channel, and/or Toll Agency;</p> <p>b. Cases opened by priority;</p> <p>c. Cases on hold by type;</p> <p>d. Case closed;</p> <p>e. Cases escalated;</p> <p>f. Cases opened by entity (for example Collections Services Contractor, Toll Agency);</p> <p>g. Cases transferred to Toll Agencies;</p>
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	<ul style="list-style-type: none">h. number of Cases that failed to meet the Performance Requirement;i. average Case handling time by priority;j. longest Case handling time by priority, andk. number of affected Accounts.
3361	<p>Provide dispute reconciliation reports, including but not limited to:</p> <ul style="list-style-type: none">a. Transponder-Based Transaction disputes;b. Image-Based Transaction disputes;c. Transponder-Based Transaction aging and escalation for disputed IToll transactions;d. payment for accepted and partially accepted disputes;e. dismissed Transponder-Based Transactions;f. dismissed Image-Based Transactions;g. reassigned Transponder-Based Transactions;h. reassigned Image-Based Transactions, andi. disputes on Toll Agency Plans.
3362	Provide detailed Case management reports that help operations identify Cases that are on hold and take follow up actions.
3363	Dispute reconciliation reports shall be provided, including but not limited to: <ul style="list-style-type: none">a. dispute reasons;b. source and channel of dispute;c. status of the toll when disputed;d. disputes created by Authorized User;e. resolution time;f. number of open disputes;g. number of closed disputes;h. dispute Correspondence received, andi. dispute Correspondence Item sent.

9.22.4.4 Collections

3364	<p>Provide reports that track the status of the Collections Services Contractor(s) efforts, including but not limited to:</p> <ul style="list-style-type: none"> a. Accounts, Violation Notices/Toll Bills/Post-paid Statements and transactions in collections; b. toll, fee and fine amounts placed in collections; c. toll, fee and fine collections to date; d. outstanding toll, fee and fine amounts; e. adjustments and corrections; f. any collection disputes, holds or resolution on the Account; g. age of Accounts collected; h. amount of collection fees paid broken out by tier of fee; i. amount received by Collections Services Contractor(s) for each collections item, and j. how long the Account has been in collections and payment timeline.
3365	Provide collections reports that list all collections activity and shall reconcile to financial and operations reports.
3366	Provide reports that track the collections cost and return on investment and show collections trends and success rates for unpaid transaction collections. Collections trends and success rates for negative Account balance collections shall also be tracked.

9.22.4.5 Hearings – Administrative and Court

3367	<p>Provide court/administrative hearing statistic reports, including but not limited to:</p> <ul style="list-style-type: none"> a. number of Accounts that are in the court/administrative hearing process for a specified time frame; b. details on the Accounts escalated to court/administrative hearing for a specified time frame and escalation stage; c. number of accounts scheduled for hearing and settlement status; d. number of cases adjudicated by disposition for a specified time frame and escalation stage; e. the total transactions and amounts for each case and payments received, and f. adjudication results.
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3368	Provide reports that display the Accounts in court status, details of the court case, the transactions and Violation Notices/ Toll Bills/Post-paid Statements in court, and the amounts.
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9.22.4.6 Vehicle Registration Suspension/Hold

3369	<p>Provide Vehicle Registration Suspension/Hold and release reports, including but not limited to:</p> <ul style="list-style-type: none"> a. number of Vehicle Registration Suspension/Hold and release requests and delinquent amounts; b. average number of days delinquent for Vehicle Registration Suspension/Hold; c. number of plates issued Vehicle Registration Suspension/Hold warning; d. number of administrative hearings requested; e. number of accepted and denied Vehicle Registration Suspension/Hold requests; f. number of Vehicle Registration Suspension/Hold requests and releases terminated through QC process; g. payment and settlements on Vehicle Registration Suspension/Hold; h. aging of Violation Notices in Vehicle Registration Suspension/Hold queue; i. Vehicle Registration Suspension/Hold Correspondence Item, and j. number of Vehicle Registration Suspension/Hold in various Vehicle Registration Suspension/Hold statuses.
3370	<p>Provide Vehicle Registration Suspension/Hold reports that list Accounts and license plates where the Vehicle Registration Suspension/Hold needs to be initiated/released, including but not limited to:</p> <ul style="list-style-type: none"> a. Account number; b. license plate; c. number of unpaid transactions on the license plate; d. toll and fee amount owed; e. the date the license plate became eligible for Vehicle Registration Suspension/Hold and release; f. the status of the Vehicle Registration Suspension/Hold and release; g. the days in Vehicle Registration Suspension/Hold and release status, and

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| | h. all transaction details demonstrating the validity of the Vehicle Registration Suspension/Hold and release. |
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9.22.4.7 Driver's License Suspension

3371	Provide Driver's License Suspension and release reports, including but not limited to:
	a. number of Driver's License Suspension and release requests and delinquent amounts;
	b. average number of days delinquent for Driver's License Suspension;
	c. number of license plates issued Driver's License Suspension warning;
	d. number of administrative hearings requested;
	e. number of accepted and denied Driver's License Suspension requests;
	f. number of Driver's License Suspension requests and releases terminated through QC process;
	g. payment and settlements on Driver's License Suspension;
	h. aging of Violation Notices in Driver's License Suspension queue;
	i. Driver's License Suspension Correspondence Item, and
3372	j. number of Driver's License Suspension in various Driver's License Suspension statuses.
	Provide Driver's License Suspension reports that list Accounts and license plates where the Driver's License Suspension needs to be initiated/released, including but not limited to:
	a. Account number;
	b. license plate;
	c. number of unpaid transactions on the license plate;
	d. toll and fee amount owed;
	e. the date the license plate became eligible for and release;
	f. the status of the Driver's License Suspension and release;
	g. the days in Driver's License Suspension and release status, and
	h. all transaction details demonstrating the validity of the Driver's License Suspension and release.

9.22.4.8 Correspondence Items

3373	Provide Correspondence Item reconciliation reports that track the different stages in the Correspondence Item process, including but not limited to, qualification; creation, and distribution.
3374	<p>Provide Correspondence Item reconciliation reports that track the quantity of Correspondence Items by different attributes, including but not limited to:</p> <ul style="list-style-type: none"> a. qualified; b. created; c. distributed by Correspondence vendor; d. by Correspondence channel; e. by date qualified; f. by date distributed; g. by Correspondence Item, and h. by Correspondence status (for example, bad address).
3375	Provide Correspondence reconciliation reports that reconcile the Correspondence Items as they move through various stages of the Correspondence Item process (i.e., if a Correspondence Item qualified two weeks ago, where is that Correspondence Item now?).
3376	Provide Correspondence Item tracking reports that show trends by Correspondence type and channel.
3377	Provide Correspondence reconciliation reports that reconcile to financial and operations reports.
3378	Provide Correspondence reports that demonstrate compliance to System Performance Requirements and identify Correspondence Items that did not meet a System Performance Requirement.
3379	<p>Provide Correspondence Item QC reports that show the details of the QC activities performed by different attributes, including but not limited to:</p> <ul style="list-style-type: none"> a. by Correspondence Item channel; b. by date/time of QC activities; c. by unique ID/name of the Correspondence Item; d. by result of the QC activities, and e. by unique ID of the Authorized User performing the QC activities.

9.22.4.9 Payment Processing

3380	<p>Provide reports that track the credit card, debit card, digital wallets, ACH, check, cash, and money order payments that are processed, including but not limited to:</p> <ul style="list-style-type: none">a. number of payments;b. refunds;c. reversals;d. chargebacks;e. declined;f. insufficient funds;g. adjustments;h. settlements;i. Payment Item;j. payment source;k. Payment Method, for example, check, money order, cash;l. payment type, for example, credit card type;m. card details (last 4 digits);n. processed amounts;o. Account debited, andp. Account credited.
3381	Provide the capability to produce payment reports by payment source (for example, CSR, Self-Service Website, Mobile Application, IVR, court, and Collections Services Contractors) and by Payment Method (for example, credit card, debit card, ACH, check, cash and money order).
3382	<p>Provide reports that match and reconcile the credit card and debit cards processed by the System to the credit card posting status provided by the credit card processor that allows operations to investigate discrepancies, including but not limited to:</p> <ul style="list-style-type: none">a. failed credit card transactions;b. Account number;c. date and time;d. successful credit card transactions that did not post to an Account;

	<ul style="list-style-type: none"> e. credit cards that were processed but not posted to an Account; f. credit cards that were processed by the System but not credit card processor; g. duplicate credit card processing; h. duplicate credit card posting; i. total amount successfully processed; j. total amounted posted to Accounts; k. total amounts identified as processed by the credit card processor; l. variances, and m. chargebacks.
3383	<p>Provide payment detailed reports that help identify fraud, including but not limited to</p> <ul style="list-style-type: none"> a. high payment and refund amounts; b. multiple hits on payment type, and c. same payment type used across multiple Accounts.
3384	<p>Provide reports that detail all payment transactions that have been reversed/undone during any timeframe associated to Violation Notice year, broken down by type of original payment (toll, fee and fine). The results should assign every reversed/undo payment (less overpayments and undo's) to the year the Violation Notice originally paid was issued.</p>
3385	<p>Provide reports that detail NSF checks processed during any timeframe associated to Violation Notice year, broken down by type of original payment (toll, fee and fine). The results should assign every NSF check to the year the Violation Notice originally paid was issued.</p>

9.22.4.10 Financial Reconciliation Reports

The System shall generate several subsidiary journal, Subsidiary Ledger, and transaction reports which shall meet the following Requirements:

3386	Provide the capability to support multiple Toll Agencies financial reporting.
3387	<p>Provide for the selectable separation of reports by functional areas and external entities, and/or Toll Agencies, including but not limited to:</p> <ul style="list-style-type: none"> a. CSCs; b. Self-Service Website; c. Mobile Application;

	d. IVR; e. courts; f. MVC/DMV; g. call center; h. Print/Mail Service Provider; i. third-party Lockbox Service Provider; j. third-party Retail Distributors of Inventory, and k. Collections Services Contractors.
3388	Provide subsidiary journal and ledger reports that list all account receivables by revenue type, by Toll Agency or in summary for the New Jersey E-ZPass Program, including but not limited to: a. transponder-based toll; b. transponder-based toll by plan type; c. image-based toll; d. Invoice/Toll Bills/Post-paid Statements/Violation Notices by escalation; e. adjustments; f. reversals; g. refunds and their dispositions, and h. fees by type.
3389	Provide transaction and revenue Reconciliation reports that track a transaction throughout the revenue cycle (from its entry into the System until its closure) and help identify the final resolution of each transaction, including but not limited to: a. the expected number and revenue for all transactions; b. posting status; c. pending status (including workflow location(s)); d. termination reasons; e. collected/actual revenue; f. percentage collected, and g. variances.

3390	<p>Provide report of toll revenue collections that show all collections, including but not limited to:</p> <ul style="list-style-type: none"> a. transponder-based; b. IToll revenue; c. license plate toll revenue; d. all fees, and e. penalties.
3391	<p>Collections reports shall reconcile to reports provided by the various interfaces, including but not limited to:</p> <ul style="list-style-type: none"> a. credit card processor; b. Collections Services Contractor(s); c. IAG/Interoperable Agencies and Third-party Entities; d. court/MVC/DMV; e. bank deposits; f. transponders distributors, and g. lockbox payments.
3392	<p>Provide aged accounts receivable report that lists all Account receivables for each of the escalation stages.</p>
3393	<p>Provide aged accounts receivable reports that lists all receivables (Toll transactions, fees, penalties) by number of days past due, including but not limited to:</p> <ul style="list-style-type: none"> a. in process (not yet charged to a Customer Account); b. charged to a Customer Account (but not yet billed); c. current due (billed but not yet past due); d. past due 1-30 days; e. past due 31-60 days; f. past due 61-90 days; g. past due 91-120 days; h. past due 121-180 days; i. past due 181-12 months;

	j. past due 12-24 months; k. past due 24-36 months; l. past due 36-48 months; m. past due 48-60 months, and n. past due > 60 months.
3394	Provide a listing of all write-offs and their disposition, by Toll Agency or in summary, including but not limited to, all write-off Accounts by reason (bankruptcy or uncollectible) and unpaid transactions, and all prior year write-offs paid in current year with a breakdown by month for each prior year.
3395	Provide trial balance reports that reconcile all SL accounts and confirm the credit and debit balance; show GL codes grouped and summarized by asset and liability.
3396	Provide GL reports that reconcile to other financial reports.
3397	Provide reports summarizing all financial accounts (for example, all Toll revenue financial accounts), including but not limited to the following timeframes: a. month; b. month-to-date; c. quarter; d. quarter-to-date; e. year; f. year-to-date; g. from and to date; h. from and to month, and i. from and to year.
3398	Provide all IAG Reports described in Appendix D IAG Interface File and Reporting Specifications. The IAG reports provided in the System shall be updated and modified to be in compliance with the latest IAG Specifications.
3399	Provide reports on status of IAG reports and file transmissions (e.g., files expected but not received, issues with file transmissions/data, etc.).
3400	Provide NJTA the capability and reports for Inter-Agency settlements.
3401	Provide the following accounts receivable reports, including but not limited to:

	a. aging unpaid toll and fees (by escalation level); b. negative balance Accounts; c. negative balance total by month; d. Toll Bill/Post-paid Statement/Violation Notice payment quantities and amounts by source, and e. Accounts on manual hold to prevent escalation process.
3402	Include reports that address specific business needs such as tracking of past due Commercial Post-paid Invoices comparing collateral against toll activity.
3403	Provide Toll Agencies a monthly package of reconciled reports. The reports that will comprise this monthly package will be determined during System design.
3404	Provide a report to show Daily Revenue Reconciliation (receipts and disbursements) Statement related to toll collection and Violation Notice activities.

9.22.4.11 Reconciliation (Interfaces)

The System interfaces with various other Systems and third-parties; as such reconciliation of the data transfer process to identify exceptions is a critical element of the System. In interfaces where the System initiates the file transfer process, the System shall track the successful creation of the file as required by the Configurable schedule; the successful transfer of the file; the Acknowledgement by the third-party of the successful receipt and processing of the file; the receipt of the reconciliation or response file from the third-party, and the System's successful receipt, processing, and acknowledgment of the response file. A similar tracking and reporting shall be provided when the System is the recipient of the transfer process. Reconciliation reports shall reconcile to other System, operations and financial reports and shall meet the Requirements in this section.

All file transfers should be performed by an Integration Engine that schedules, tracks, and manages file interfaces which can also intelligently query the file for correct hash/trailer records and file formats.

9.22.4.12 Reconciliation with Toll Agency Host System/Host and Image Capture Systems for Transactions, Reconciliation Files, and Images

These reports shall allow NJTA to reconcile and audit transactions and images from end-to end, identify variances and errors, and assist in investigating the problems thus minimizing lost revenue. Such reports shall help identify trends in the flow of transactions, their final termination and reconciliation to the Toll Agency Host System/Host and Image Capture Systems. The transmission of the Transponder Status Files received from the IAG/Interoperable Agencies, Third-party Entities and the E-ZPass Transponder Status File to the Toll Agency Host Systems shall also be tracked. Reports addressing the interface to the Toll Agency Host System/Host and Image Capture Systems shall meet the following Requirements:

3405	Provide transaction and image reconciliation reports that help identify issues, including but not limited to, transmission errors; data validity errors; missing images; missing transactions; traffic and transaction trends, and exceptions.
3406	Provide transaction transmission reconciliation reports that help validate that all transactions transmitted by the Toll Agency Host System/Host and Image Capture Systems made it to the New Jersey E-ZPass System. These reports shall also validate that all other files transmitted by the Toll Agency Host Systems were successfully received by the New Jersey E-ZPass System and that all files transmitted by the New Jersey E-ZPass System are successfully received by the Toll Agency Host Systems.
3407	Provide transaction transmission reconciliation reports that list all of the files that were transmitted to the System, the number of records in each file, and the time these files were acknowledged by the System. These reports shall also list the files transmitted to the System that were rejected and status of the re-transmission, and records that were identified as exceptions by the receiving entity.
3408	Provide transaction transmission reconciliation reports that summarize the transactions (count, expected amount, posting status and posted/paid amounts) by Payment Method that can be validated against Toll Agency Host System reports.
3409	Provide image transmission reconciliation reports that help validate that all images and associated data files transmitted by the Toll Agency Host System/Host and Image Capture Systems were successfully received by the New Jersey E-ZPass System. The reports shall list all of the image files that were transmitted to the New Jersey E-ZPass System, the number of images and data set in each file, and the time these files were acknowledged by the System.
3410	Provide image transmission reconciliation reports by type (Image-Based Transaction and Gross Class Mismatch transaction) that list the files transmitted to the System that were rejected and status of the re-transmission, and images that were identified as exceptions by the New Jersey E-ZPass System.
3411	Provide transaction to image correlation reports that reconcile the images to the transactions for which an image should have been saved and identify the transactions and images that have the variance.
3412	Provide Transponder-Based and Image-Based Transaction and revenue reconciliation reports that track a transaction from its entry into the System until its closure and help identify the final resolution of each transaction, including but not limited to, the expected number and revenue for transactions from Toll Agency facilities and IAG/Interoperable Agency and Third-party Entity transactions; posting status; pending status (including workflow location(s)); termination reasons; collected/actual revenue; percentage collected, applicable plans applied, and variances.
3413	Transmit a Citation Detail Reconciliation file which contains all subsequent activity resulting in payments, dismissals, fee adjustments, disputes, and escalations on the unpaid transactions from the time Violation Notices are issued for unpaid transactions on the DRPA Toll Facilities in accordance with DRPA's Host interface specifications.

3414	Provide Transponder-Based and Image-Based Transaction and revenue reconciliation reports that reconcile with the SL reports and Toll Agency Host System reports.
3415	Provide transaction and revenue reconciliation reports that reconcile with Account receivable and revenue reports for Transponder-Based and Image-Based Transactions.
3416	Provide reports that track the receipt of the Transponder Status Files from the IAG/Interoperable Agencies and Third-party Entities and transmission of such files and the New Jersey E-ZPass status files to the Toll Agency Host Systems.

9.22.4.13 Reconciliation with IAG/Interoperable Agencies and Regional Hub

All IAG Reciprocity reports described in the IAG/Interoperable Specifications shall be provided to assist in reconciling and auditing E-ZPass and IAG/Interoperable transactions and revenue, including but not limited to:

- 1) Internal System reports that display the posting status of IAG/Interoperable transactions;
- 2) IAG/Interoperable reports submitted by IAG/Interoperable Agencies and/or via the Regional Hub;
- 3) Financial reports that track the receivable, liabilities, payments, revenue, and settlements;
- 4) Financial reports that display the amounts wired to and from the IAG/Interoperable Agencies, and
- 5) Amounts reported by NJTA bank.

Reports addressing the interface to IAG/Interoperable Agencies via the Regional Hub shall meet the following Requirements:

3417	Provide reports that reconcile the processing of IAG/Interoperable Agencies files with the Regional Hub.
3418	Provide all IAG/Interoperable reports to reconcile to operational and financial reports generated in the System.
3419	Provide IAG/Interoperable reports that reconcile to applicable operational reports generated for the same time period.
3420	Provide IAG/Interoperable reports that reconcile to applicable financial reports generated for the same time period.
3421	Provide reports that track the transmission and receipt of all IAG/Interoperable files in accordance with the IAG/Interoperable interface specifications.
3422	Provide IAG/Interoperable Transponder-Based Transaction and revenue reconciliation reports that reconcile with New Jersey E-ZPass CSC Account posting reports.
3423	Provide an IAG/Interoperable transactions adjustment report that reconciles to the IAG/Interoperable Agency(s) version of the report.

3424	Provide an IAG/Interoperable transactions adjustment report that reconciles to the financial reports.
3425	Provide IAG/Interoperable reports that list the adjustments due to or withheld from the IAG/Interoperable Agency for adjustment made to toll transactions that have been paid to the IAG/Interoperable Agency. These reports shall reconcile to the financial reports.
3426	Provide IAG/Interoperable reports that list transaction corrections that were not accepted by the Toll Agency and reconcile to the financial reports.
3427	Provide IAG/Interoperable non-toll transaction reports that reconcile to the financial reports.
3428	Provide IAG/Interoperable non-toll transaction reports that reconcile to the transaction reports.
3429	Provide IAG/Interoperable non-toll transaction correction reports that reconcile to the financial reports.
3430	Provide IAG/Interoperable non-toll transaction correction reports that reconcile to the transaction report.
3431	Provide IAG/Interoperable reports that list the adjustments due to or withheld from the IAG/Interoperable Agency for adjustment made to non-toll transactions that have been paid to the IAG/Interoperable Agency and subsequently credited to the Customer's Account. These reports shall reconcile to the financial reports.
3432	Provide IAG/Interoperable non-toll related credit card chargeback and declined reports that reconcile to the financial reports.
3433	Provide IAG/Interoperable non-toll related credit card chargeback and declined reports that reconcile to the transactions report.
3434	Provide IAG/Interoperable non-toll related credit card chargeback and declined reports that reconcile to the credit card processor reports.
3435	Provide IAG/Interoperable settlements reports by IAG/Interoperable Agency that reconcile to the subsidiary reports for payments owed to IAG/Interoperable Agencies for trips taken by New Jersey E-ZPass Customers (transponder only) on IAG/Interoperable Toll and non-Toll Facilities.
3436	Provide IAG/Interoperable settlements reports that reconcile to the subsidiary reports for amounts to be collected from IAG/Interoperable Agencies for trips taken by other agency customers on NJTA, DRPA, DRBA, DRJTBC, SJTA, CMCBC and BCBC Toll Facilities.
3437	Provide IAG/Interoperable settlements reports that reconcile to amounts wired from IAG/Interoperable Agencies for toll and non-toll transactions.
3438	Provide IAG/Interoperable settlements reports that reconcile to amounts wired to IAG/Interoperable Agencies for toll transactions.

3439	Provide IAG/Interoperable settlements reports that reconcile to amounts wired to IAG/Interoperable Agencies for non-toll transactions.
3440	Provide IAG/Interoperable reports that show trends, including but not limited to, usage patterns, revenue and rejects for all transaction types.

9.22.4.14 Reconciliation with Third-party Entities

Reports shall be provided to assist in reconciling and auditing transactions and revenue related to Third-party Entities, including but not limited to:

- 1) Internal System reports that display the posting status of Third-party Entity transactions;
- 2) Third-party Entity reports submitted by Third-party Entities;
- 3) Financial reports that track the receivable, liabilities, payments, revenue, and settlements;
- 4) Financial reports that display the amounts wired to and from the Third-party Entities, and
- 5) Amounts reported by NJTA bank.

Reports addressing interfaces to Third-party Entities shall meet the following Requirements:

3441	Provide all Third-party Entity reports to reconcile to operational and financial reports generated in the System.
3442	Provide Third-party Entity reports that reconcile to applicable operational reports generated for the same time period.
3443	Provide Third-party Entity reports that reconcile to applicable financial reports generated for the same time period.
3444	Provide reports that track the transmission and receipt of all Third-party Entity files in accordance with the Third-party Entity interface specifications.
3445	Provide Third-party Entity Transponder-Based Transaction and revenue reconciliation reports that reconcile with New Jersey E-ZPass CSC Account posting reports.
3446	Provide a Third-party Entity transactions adjustment report that reconciles to the Third-party Entity's version of the report.
3447	Provide a Third-party Entity transactions adjustment report that reconciles to the financial reports.
3448	Provide Third-party Entity reports that list the adjustments due to or withheld from the Third-party Entity for adjustment made to toll transactions that have been paid to the Third-party Entity. These reports shall reconcile to the financial reports.
3449	Provide Third-party Entity reports that list transaction corrections that were not accepted by the Toll Agency and reconcile to the financial reports.

3450	Provide Third-party Entity non-toll transaction reports that reconcile to the financial reports.
3451	Provide Third-party Entity non-toll transaction reports that reconcile to the transaction reports.
3452	Provide Third-party Entity non-toll transaction correction reports that reconcile to the financial reports.
3453	Provide Third-party Entity non-toll transaction correction reports that reconcile to the transaction report.
3454	Provide Third-party Entity reports that list the adjustments due to or withheld from the Third-party Entity for adjustments made to non-toll transactions that have been paid to the Third-party Entity and subsequently credited to the Customer's Account. These reports shall reconcile to the financial reports.
3455	Provide Third-party Entity non-toll related credit card chargeback and declined reports that reconcile to the financial reports.
3456	Provide Third-party Entity non-toll related credit card chargeback and declined reports that reconcile to the transactions report.
3457	Provide Third-party Entity non-toll related credit card chargeback and declined reports that reconcile to the credit card processor reports.
3458	Provide Third-party Entity settlements reports that reconcile to the subsidiary reports for amounts to be collected from Third-party Entity for trips taken by Third-party Entity customers on NJTA, DRPA, DRBA, DRJTBC, SJTA, CMCBC and BCBC Toll Facilities.
3459	Provide Third-party Entity settlements reports that reconcile to amounts wired from Third-party Entity for toll and non-toll transactions.
3460	Provide Third-party Entity reports that show trends, including but not limited to, usage patterns, revenue and rejects for all transaction types.

9.22.4.15 Reconciliation with License Plate Review Services Contractor

These reports help the New Jersey E-ZPass reconcile the images transferred to License Plate Review Services Contractor to the results transmitted back. The Contractor will work closely with the License Plate Review Service Contractor to design and develop the suite of reports to provide for complete and accurate reconciliation between the Contractor and the License Plate Review Services Contractor.

3461	Provide reports that track the transmission of Image-Based and Gross Class Mismatch transactions and their associated images and the status of their receipt by the vendor.
3462	Provide reports that track the errors in the transmission of Image-Based and Gross Class Mismatch transactions and their associated images and their re-transmission.

3463	Provide reports that track the receipt of the image review results from the License Plate Review Services Contractor.
3464	Provide reports that track the results of license plate corrections transmitted to the License Plate Review Services Contractor for QC.
3465	Provide reports that reconcile the Image-Based and Gross Class Mismatch Transactions transmitted to the License Plate Review Services Contractor to the results received for each Image-Based and Gross Class Mismatch. Delays and failure in receiving results shall be identified.
3466	<p>Provide reports that allows NJTA to access the results of the review, including but not limited to:</p> <ul style="list-style-type: none"> a. License Plate Review Services Contractor; b. number of transactions transmitted; c. number of images accepted; d. number of images that were submitted for QC that were accepted and rejected; e. images rejected, f. quantity by reject reasons; g. accuracy, and h. vehicle class corrections.
3467	<p>Provide reports that allow NJTA to monitor the image review vendor performance against agreed to performance requirements, including but not limited to:</p> <ul style="list-style-type: none"> a. number of images that did not meet review performance requirement; b. established accuracy performance requirement; c. variance from accuracy performance requirement; d. Non-compliance to review timeline; e. image reject rates, and f. exceptions to the performance requirement by license plate Jurisdiction.
3468	Provide reports that display image review trends.

9.22.4.16 Reconciliation with Retail Distributors of Inventory

The Contractor shall establish relationships with Third-party Service Providers to distribute/sell transponders (and possible other Inventory Items) directly to Customers. The tracking of the transponders to the distributors, the distribution of the transponders and reconciliation of the transponders is critical to

the New Jersey E-ZPass CSC operations. The Contractor will work closely with the Retail Distributors of Inventory to design and develop the suite of reports to provide for complete and accurate reconciliation between the Contractor and the Retail Distributors of Inventory. Reports addressing the interface to transponder distributors shall meet the following Requirements:

3469	<p>Provide reports that track the distribution of transponders by type, including but not limited to:</p> <ul style="list-style-type: none"> a. third-party distributors; b. beginning transponder inventory on hand; c. their subsequent distribution to the Retail Distributors of Inventory; d. transponders added; e. sale of the transponders; f. returns; g. status of the transponder, and h. ending transponder inventory.
3470	Provide Retail Distributors of Inventory distribution and sales reports that reconcile to financial and transponder inventory and distribution reports.
3471	<p>Provide reports that track the distribution of other Inventory Items, including but not limited to:</p> <ul style="list-style-type: none"> a. third-party distributor; b. beginning other Inventory Item inventory on hand; c. their subsequent distribution to the Retail Distributors of Inventory; d. other Inventory Items added; e. sale of the other Inventory Items; f. returns; g. status of the other Inventory Items, and h. ending other Inventory Item inventory.
3472	<p>Provide the following monthly reports:</p> <ul style="list-style-type: none"> a. number of transponders ordered and shipped in the previous month, by Retail Distributor of Inventory;

	b. number of transponders ordered, but not shipped, as of month end, by Retail Distributor of Inventory;
	c. list of unregistered transponders as of month end, by Retail Distributor of Inventory and delivery date;
	d. list of transponders registered to a new Account, by month;
	e. list of transponders registered to an existing Account, by month;
	f. pre-loaded transponder balances not yet paid for by a Retail Distributor of Inventory, by Retail Distributor of Inventory and date of delivery;
	g. aging of invoices due by Retail Distributor of Inventory, and
	h. monthly reconciliation report of the pre-loaded balance to payments received.
3473	Provide file transmission and receipt reports if files are used to exchange data.
3474	Provide file processing status if spreadsheets are loaded into the System.
3475	Provide reports that track transponder status, including but not limited to, failed; returned; recovered, and terminated.

9.22.4.17 Reconciliation with Retail Cash Payment Processors (Payment Services and POS)

The Contractor shall establish relationships with third-party retailers to process cash payments whereby Customers can make payment toward invoices, Toll Bills/Post-paid Statement/Violation Notices, Payment Plans and pre-paid balance. The Contractor shall work closely with the third-party retailers to design and develop the suite of reports to provide for complete and accurate reconciliation between the Contractor and the third-party retailers. The payment information is transmitted to the System and reports that reconcile payments shall meet the following Requirements:

3476	Provide reports that track the cash payments transacted at the cash payment retail centers, including but not limited to:
	a. retailer;
	b. Payment Method;
	c. number of payments;
	d. payment amounts;
	e. Account number;
	f. Invoice/Toll Bill/Post-paid Statement/Violation Notice number;
	g. percentages by retailer and Payment Method;
	h. adjustments, and
	i. processing fees.

3477	Provide reports that match with financial reports.
3478	Provide reports that match with settlement reports.
3479	Provide reports that match with Account reports.
3480	Provide reports that display payment trends.

9.22.4.18 Reconciliation with MVC/DMVs and Third-party Registered Owner of Vehicle (ROV)Lookup Service Provider

The New Jersey E-ZPass System shall interface directly with multiple departments of motor vehicles to obtain vehicle registration information and place hold on and release vehicle registration. An ROV Lookup Service Provider shall be used for obtaining registration information for the plates from the remaining states. The exchange of files shall be tracked and reported. Reports addressing the interface to the state DMVs and third-party ROV Lookup Service Provider shall meet the following Requirements:

3481	Provide reports that track the transmission of each vehicle registration look up file, acknowledgment and response to each file. Data shall include the processing status of each record including re-transmission and response code.
3482	<p>Provide reports that help identify license plates, including but not limited to:</p> <ul style="list-style-type: none"> a. by state for which there is no response; b. license plates that have no registration data after established period of time (aging); c. license plates that do not have an MVC/DMV match; d. problematic plate types, and e. exceptions that need to be investigated.
3483	Provide reports that provide MVC/DMV registration look up file processing and registration response trends.
3484	<p>Provide reports that track the transmission of the Vehicle Registration Suspension/Hold request and release files, including but not limited to:</p> <ul style="list-style-type: none"> a. the records in each file; b. the responses from MVC/DMV; c. errors encountered, and d. re-transmissions.
3485	<p>Provide reports that track the transmission of the Driver's License Suspension request and release files, including but not limited to:</p> <ul style="list-style-type: none"> a. the records in each file;

	<ul style="list-style-type: none"> b. the responses from MVC/DMV; c. errors encountered, and d. re-transmissions.
3486	<p>Provide reports that display unpaid transaction trend by Jurisdiction, including but not limited to:</p> <ul style="list-style-type: none"> a. Toll Agency; b. Toll Facility; c. number of unpaid transactions; d. unpaid transaction toll amounts; e. Vehicle Registration Suspension/Hold and release request rejects, and f. Driver's License Suspension and release request rejects.

9.22.4.19 Reconciliation with Rental Car Agencies and Fleet Agencies

The New Jersey E-ZPass CSC shall utilize the rental car agency file exchange process and in addition provide rental car agencies and fleet agencies Self-Service Website access to maintain the vehicle database and provide vehicle operator information. Spreadsheets will also be used to obtain vehicle license plate and operator information. Reports addressing the interface to the rental car agencies and fleet agencies shall meet the following Requirements in support of the interface used (for example, file exchange, Self-Service Website, or spreadsheets):

3487	<p>Provide reports that track the vehicle license plate information provided by the rental car agency and fleet agency, including but not limited to:</p> <ul style="list-style-type: none"> a. the files transmitted or loaded; b. the plates added; c. any exceptioned plates; d. the effective date of the plates; e. any updates made to the plate information, and f. the processing status of the plates.
3488	<p>Provide reports that track the rental and operator information provided by the rental car agency and fleet agency, including but not limited to:</p> <ul style="list-style-type: none"> a. files transmitted or loaded; b. rental and operator information provided;

	<ul style="list-style-type: none"> c. unpaid toll transactions against plate and/or rentee/operator for period; d. outstanding amounts; e. vehicle status (Vehicle Registration Suspension/Hold); f. Violation Notices and alerts when disputes are not handled in accordance with the System and Operations Performance Requirements; g. escalation status, and h. exceptions.
3489	<p>Provide reports that display rental car and fleet agency unpaid transaction status, including but not limited to:</p> <ul style="list-style-type: none"> a. Violation Notices; b. payment owed; c. escalations; d. payments; e. resolutions, and f. Account balance.
3490	Provide reports that reconcile to unpaid transaction noticing reports and financial.
3491	Provide reports that show unpaid transaction trends and activity on rental car/fleet agency plates.
3492	Provide reports that show unpaid transaction trends and activity on plates.

9.22.4.20 Reconciliation with Merchant Services Contractor

The System will interface with the Merchant Services Contractor for processing credit card, debit card and ACH payments and refunds. The System will track and reconcile every record that is processed including but not limited to exceptions and chargebacks. The System shall also load and process the Merchant Services Contractor monthly reconciliation files in support of the detailed reconciliation. The Contractor will work closely with the Merchant Services Contractor to design and develop the suite of reports to provide for complete and accurate reconciliation between the Contractor and the Merchant Services Contractor. Reports addressing the interface to the Merchant Services Contractor shall meet the following Requirements:

	Balance and reconcile every record processed, including but not limited to:
	<ul style="list-style-type: none"> a. payments (sales);
	<ul style="list-style-type: none"> b. voids;

	c. refunds; d. exceptions, and e. chargebacks.
3494	Load and process the Merchant Services Contractor reconciliation files in support of the detailed reconciliation.
3495	Provide reports that track the credit card, debit card and ACH files transmitted to the Merchant Services Contractor in batch mode and records transmitted in real-time, including but not limited to: a. number of payments; b. chargebacks; c. refunds; d. reversals; e. adjustments; f. errors; g. authorizations; h. settlements; i. payment source; j. credit card type; k. debit card; l. ACH details; m. processed amounts; n. process status (for example, accepted, declined); o. counts and amounts reported by the Merchant Services Contractor for each transaction type; p. counts and amounts reported by the Merchant Services Contractor for each card type; q. variances; r. declined reasons; s. date and time of transmission; t. Account number/ID;

	<ul style="list-style-type: none">u. number of attempts, andv. processing fees.
3496	<p>Provide reports that track the transmission of the credit card and debit card expiration update request files, including but not limited to:</p> <ul style="list-style-type: none">a. records in the file;b. response received;c. errors;d. no response;e. re-tries;f. old expiration date;g. new expiration date;h. Account number/ID;i. current balance;j. status of update;k. exceptions, andl. Account Alerts.
3497	<p>Provide reports that track the transmission of the credit card and debit card information update request files, including but not limited to:</p> <ul style="list-style-type: none">a. records in the file;b. response received;c. errors;d. no response;e. re-tries;f. old information;g. new information;h. Account number/ID;i. current balance;j. status of update;

	<ul style="list-style-type: none"> k. exceptions, and l. Account Alerts.
3498	<p>Provide reports that display credit card, debit card and ACH payment processing fees, including but not limited to:</p> <ul style="list-style-type: none"> a. card type; b. transaction type; c. quantity processed; d. amount processed, and e. fees.
3499	<p>Provide reports that display credit card, debit card and ACH payment processing trends, including but not limited to:</p> <ul style="list-style-type: none"> a. card type; b. amount processed; c. amount declined; d. number declined; e. percentage declined; f. quantity; g. number of errors; h. transaction type (for example, payment, replenishment, reversal, refund), and i. percentages.
3500	Provide reports that match with financial reports.
3501	Provide reports that match with settlement reports.
3502	Provide reports that match with Account reports.
3503	Provide reports that match with operations (CSR; web, IVR) reports.
3504	Provide reports that validate compliance to Merchant Services Contractor performance requirements and note the exceptions.

9.22.4.21 Reconciliation with NJTA Banks

All payments and funds owed to the Toll Agencies are deposited in NJTA bank accounts. NJTA requires the capture of all such data in the System through an electronic interface, an export of the spreadsheets,

scan of the bank reports or manual entry of the data. Financial reports provided by the System shall reconcile the expected revenues to the actual revenues, track all incoming and outgoing payments related to toll collection, and confirm the bank balance matches the System balance for all of the Accounts established by NJTA. Fees for services provided shall also be reflected separately in the reporting. Reports addressing the interface to the bank shall meet the following Requirements:

3505	Provide reports that reconcile files received and processed.
3506	Provide reports that help identify errors and exceptions.
3507	Provide reports that reconcile expected revenue to the actual revenue for each of the Accounts established by the Toll Agencies.
3508	Provide reports that reconcile to the financial reports.
3509	Provide reports that reconcile to payments received by NJTA from various entities (for example, IAG/Interoperable Agencies, Third-party Entities, credit card processor).
3510	Provide reports that reconcile to payments made by New Jersey E-ZPass to various entities (for example, IAG/Interoperable Agencies and Third-party Entities; Customer refunds).
3511	Provide reports that reconcile to the bank statements provided by the bank, including but not limited to: a. beginning balance; b. activities for the month (for example, payments; adjustments, checks cashed), and c. ending balance.
3512	Provide reports that help identify variances and exceptions.

9.22.4.22 Reconciliation with third-party Lockbox Service Provider

The Contractor will work closely with the third-party Lockbox Service Provider to design and develop the suite of reports to provide for complete and accurate reconciliation between the third-party Lockbox Service Provider.

3513	Provide reports that track lockbox payments and exceptions (summary and detail), including but not limited to: a. Account number; b. Payment Method; c. number of payments; d. payment amounts; e. payment dates;
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	f. document type;
	g. document number;
	h. amount exceptions;
	i. Account exceptions, and
	j. other exceptions.
3514	Provide lockbox payment reports that match with financial reports.
3515	Provide lockbox payment reports that match with settlement reports.
3516	Provide lockbox payment reports that match with Account reports.
3517	Provide reports that display lockbox payment trends.

9.22.4.23 Reconciliation with Collections Service Contractor(s)

The Contractor shall utilize the services of third-party Collections Service Contractor(s) selected by NJTA to pursue delinquent unpaid toll transactions and the System shall have an electronic interface to the Collections Service Contractor(s). The Contractor will work closely with the Collections Service Contractor(s) to design and develop the suite of reports to provide for complete and accurate reconciliation between the Contractor and the Collections Service Contractor(s). Reports provided by the System shall track the transmission of files; Accounts in collections; collections aging, and performance of the Collections Service Contractor(s). Reports addressing the interface to the Collections Service Contractor(s) shall meet the following Requirements:

3518	Provide reports that track the transmission of the collection files and the Collections Service Contractor responses, including but not limited to: <ul style="list-style-type: none"> a. number of records transmitted; b. number of Accounts by type in the collections file; c. outstanding amounts (fees, penalties and tolls); d. number of Violation Notices; e. number of transactions; f. responses received, and g. errors.
3519	Provide reports that track the status of collections, including but not limited to: <ul style="list-style-type: none"> a. number of Accounts in collection; b. number of Violation Notices in collection;

	<ul style="list-style-type: none"> c. number of Accounts that were successfully collected; d. number of Violation Notices that were successfully collected; e. outstanding amounts (fees, penalties and tolls); f. amounts collected (fees, penalties and tolls); g. period in collections; h. Accounts returned uncollectible; i. Violation Notices returned uncollectible, and j. success rate.
3520	<p>Provide collections inventory reports that reconcile to the Collections Service Contractor(s) monthly inventory report and provide status on collections, including but not limited to:</p> <ul style="list-style-type: none"> a. number of outstanding Accounts in collection at the beginning of the month; b. number of delinquent unpaid transactions in collection in collection at the beginning of the month; c. number of Accounts added during the month; d. number of delinquent unpaid added during the month; e. number of Accounts returned at the end of the month by type; f. number of delinquent unpaid returned at the end of the month by type; g. number of outstanding Accounts in collection at the end of the month; h. number of delinquent unpaid in collection in collection at the end of the month, and i. outstanding amount in collection at the end of the month.

9.22.4.24 Reconciliation to NJTA's Financial System

3521	Provide a report of all of the information exported from the System's SL into the GL for each Toll Agency, as defined in the interface specifications.
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9.22.4.25 Reconciliation with the Third-party Print/Mail Service Contractor(s)

The Contractor shall utilize the services of third-party Print/Mail Service Provider(s) to mail Correspondence Item to Customers with whom the System will interface. The reconciliation of the Correspondence Items transmitted to the vendor and tracking of mailing date is critical to the operations. The Contractor will work closely with the third-party Print/Mail Service Provider(s) to design and develop the suite of reports to provide for complete and accurate reconciliation between the Contractor and the

third-party Print/Mail Service Provider(s). Reports addressing the interface to the Print/Mail Service Providers shall meet the following Requirements:

3522	<p>Provide reports that track the address standardization files and their responses, including but not limited to:</p> <ul style="list-style-type: none"> a. number of records transmitted; b. responses received; c. bad addresses, and d. corrections made.
3523	<p>Provide reports that track the Correspondence Item files transmitted to the Print/Mail Service Provider(s), including but not limited to:</p> <ul style="list-style-type: none"> a. Correspondence Item type quantity and total amount; b. number of unpaid transactions and fee in each Violation Notice; c. date transmitted; d. response on each Correspondence Item; e. processing status of each Correspondence Item; f. date of printing; g. date of mailing; h. number of pages; i. Correspondence Items that were not mailed; j. mailing exceptions (for example, duplicate mailing or Correspondence Item missing elements); k. canceled Correspondence Item including reject reason; l. re-prints, and m. re-transmissions.
3524	<p>Provide reports that allow operations to monitor the Print/Mail Service Provider performance against agreed to Performance Requirement, including but not limited to:</p> <ul style="list-style-type: none"> a. quantity of Correspondence Item per type; b. mailing time since receipt of files; c. Correspondence Items rejected and not mailed with reasons, and d. exceptions to the Performance Requirement.
3525	<p>Provide reports that show trends as it relates to Print/Mail Service Provider operations workflow performance (volumes and amounts printed and mailed), including but not limited to:</p>

a. conformance to performance quality;
b. Correspondence Item for each page limit (for example, one-page, two-page, etc.);
c. additional inserts;
d. printing and mailing exceptions;
e. returned mail with and without forwarding address;
f. bad address, and
g. Performance Requirement percentage by type of Correspondence Item.

9.22.4.26 Operations Management Reports

Operations management reports shall assist operations in review and management of operations and assess performance. The operations management reports shall meet the following Requirements:

3526	Provide real-time and comparative operations reports.
3527	<p>Provide image review performance reports that show how many images were reviewed (first and second) for the selected criteria and the number of images reviewed by each image reviewer by review status/sub-status. Images that bypassed manual review and those Flagged as rejects shall be reported, including but not limited to:</p> <ul style="list-style-type: none"> a. for what reasons; b. at what stage; c. the errors, and d. the stage the error was identified.
3528	The System shall provide the ability to review the details for the selected data, including the image associated with the license plate.
3529	<p>Provide reports that identify the transactions that were processed through the QA and plate management process, including but not limited to:</p> <ul style="list-style-type: none"> a. the actions taken; b. the aging; c. the final disposition, and d. the Authorized User that accessed the functionality.
3530	<p>Provide web activity reports that list all activity associated with the Self-Service Website, including but not limited to:</p> <ul style="list-style-type: none"> a. all web activity shall be recorded, and information provided shall allow operations to assess the effectiveness of the Website and take proactive action on Customer feedback; b. number of Accounts set up via the Self-Service Website; c. Account statements accessed;

	<ul style="list-style-type: none">d. Account maintenance activities;e. payments;f. disputes;g. Cases opened;h. Violation Notice inquires, andi. other general information.
3531	<p>Provide reporting on the Self-Service Website usage, including but not limited to:</p> <ul style="list-style-type: none">a. number of individual hits by screen;b. number of page views;c. number of repeat visitors versus new visitors;d. bounce rate;e. number of updates made to Accounts, andf. number of payments.
3532	<p>Provide web activity reports that list all activity associated with the Mobile Application, including but not limited to:</p> <ul style="list-style-type: none">a. all web activity shall be recorded, and information provided shall allow operations to assess the effectiveness of the Mobile Application and take proactive action on Customer feedback;b. number of Accounts set up via the Mobile Application;c. Account statements accessed;d. Account maintenance activities;e. payments;f. disputes;g. Cases opened;h. Violation Notice inquires, andi. other general information.
3533	<p>Provide reporting on the Mobile Application usage, including but not limited to:</p> <ul style="list-style-type: none">a. number of individual hits by screen;b. number of page views;c. number of repeat visitors versus new visitors;d. bounce rate;e. number of updates made to Accounts, andf. number of payments.

3534	<p>Provide IVR System reports that help determining how the IVR is functioning and its effectiveness, including but not limited to:</p> <ul style="list-style-type: none"> a. Account maintenance activities; b. payments processed; c. transaction history accessed; d. requested Customer support, and e. obtained general information.
3535	<p>Provide other performance reports to monitor, including but not limited to:</p> <ul style="list-style-type: none"> a. total number of calls taken by the IVR System; b. total number of calls taken by the CSR; c. the number of and average length of calls handled for each line; d. the maximum handle time for each line; e. the average and maximum wait time for each line; f. the time taken for a CSR to answer a call once that option is selected; g. the number of times a given menu is repeated consecutively during a given call; h. total number of interactions handled by the virtual assistant; i. total number of chats handled by the CSR; j. the number of and average length of chats handled automatically and by CSR; k. the average and maximum wait time for each chat; l. the time taken for a CSR to respond to a chat once that option is selected, and m. the number of times an interaction was moved from virtual assistant to CSR chat.
3536	<p>Provide reports that measure the performance of virtual assistant, including virtual assistant interactions initiated by Customers and Authorized Users.</p>
3537	<p>Provide Customer Service Center performance reports that track the performance of the New Jersey E-ZPass CSC operations, including but not limited to:</p> <ul style="list-style-type: none"> a. Customer contacts, mail handling and Correspondence Item response; b. dispute handling; c. first contact resolution; d. transponder fulfillment; e. payments processed; f. Customer disbursements processed; g. returned payments processed;

	<ul style="list-style-type: none"> h. chargebacks processed; i. other Inventory Item fulfillment, and j. audit and reconciliation.
3538	<p>Provide call center performance reports that track the performance of the call center operations, including but not limited to:</p> <ul style="list-style-type: none"> a. quality score rating for CSRs; b. average talk time; c. service level (what percentage of the calls are answered within the agreed-upon timeframe, such as what percentage of calls are answered within 60 seconds); d. average speed of answer; e. abandon rate, and f. CSR availability.
3539	<p>Provide call center performance reports to monitor call activity, including but not limited to:</p> <ul style="list-style-type: none"> a. total number of calls taken using virtual queuing; b. total number of calls taken by the CSR; c. the number of and average length of calls handled for each line; d. the average and maximum wait time for each line; e. the time taken for a CSR to answer a call once that option is selected, and f. the number of times a given menu is repeated consecutively during a given call.
3540	<p>Provide reports that allow operations to monitor the Print/Mail Service Provider performance against agreed to performance requirements, including but not limited to:</p> <ul style="list-style-type: none"> a. quantity of Correspondence per type; b. mailing time since receipt of files; c. Correspondence Items rejected and not mailed with reasons, and d. Exceptions, which should not be included in the calculation of the performance, against the performance requirements.
3541	<p>Provide reports that show trends as they relate to Print/Mail Service Provider operations workflow performance (volumes and amounts printed and mailed), including but not limited to:</p> <ul style="list-style-type: none"> a. Correspondence Item for each page limit (for example one-page, two-page, etc.); b. additional inserts; c. printing and mailing exceptions; d. returned mail, with and without forwarding address;

	e. bad address, and f. performance against the performance requirements as a percentage by type of Correspondence Item.
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9.22.4.27 Quality Control and Quality Assurance Reports

QC and QA reports shall measure the Contractor's compliance to QC and QA activities for all aspects of the CSC operation, The operations management reports shall meet the following Requirements:

3542	Provide QC reports that summarize the results of the QC process for all areas of the operations including, but not limited to: a. total items for the reporting period; b. expected and actual Percentage of items QCed; c. total items QCed; d. QC personnel; e. items rejected; f. rejected items corrected/resolved, and g. accuracy.
3543	Provide QA reports that summarize the results of the QC process for all areas of the operations including, but not limited to: h. total items for the reporting period; i. expected and actual Percentage of items QAed; j. total items QAed; k. QA personnel; l. number of errors; m. number of Cases created; and n. accuracy.

9.22.4.28 System and Operations Performance Management Reports

3544	Provide reports that track the System and Operations performance in posting and processing of the transactions and providing Account management and Customer service. System and Operations performance reports shall provide the ability for NJTA to verify that the System and Operations are in compliance with the System and Operations Performance Requirements.
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