



## ***Buffalo & Fort Erie Public Bridge Authority***

### *Request for Proposals for Electronic Toll System and Border Analytic System*

*100 Queen Street  
Fort Erie, Ontario L2A 3S6*

*Date Issued: July 20, 2018  
Submission Deadline: September 10, 2018*

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**BUFFALO & FORT ERIE PUBLIC BRIDGE AUTHORITY**

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## I. INTRODUCTION

### A. General Information

The Buffalo and Fort Erie Public Bridge Authority ("the Authority"), owner and operator of the Peace Bridge, is seeking proposals from potential vendors (each a "Proponent") to provide an electronic toll system and traffic collection system to replace the current system in use by the Authority.

This RFP is not intended to create and does not create any legally binding contract with any Proponents. No legal relationship or obligation shall be created between any Proponent and the Authority until the execution of a contract between the Selected Proponent and the Authority.

All qualified applicants will be afforded equal opportunity without discrimination because of race, creed, color, national origin, sex, age, disability, veteran status or marital status. The Authority encourages minority and women-owned businesses to submit proposals.

Firms intending to respond to this Request for Proposals ("RFP") should complete the form found at [www.peacebridge.com/RFP](http://www.peacebridge.com/RFP). This will ensure that they receive all updates and/or amendments/addendums to this RFP.

### B. Requirements

The Authority's Administrative Offices and toll booths are located in Fort Erie, Ontario. The Selected Proponent will be required to travel to and have the ability to work in Canada, as required.

During the evaluation process, the Authority reserves the right, where it may serve the Authority's best interest, to request additional information or clarification from Proponents or to allow corrections of errors or omissions. At the discretion of the Selection Committee, firms submitting proposals may be requested to make oral presentations as part of the evaluation process.

The Authority reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the Proponent of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the Authority and the Selected Proponent.

## **II. DESCRIPTION OF THE AUTHORITY AND THE TOLL SYSTEM**

### **A. Name of Contact Person**

The Proponent's principal contact with the Authority will be Kimberlee Kaiser, Executive Assistant (the "Authority's Contact Person").

Proponents intending to respond to this RFP should notify Kimberlee Kaiser, Executive Assistant, via email at kak@peacebridge.com and provide the contact name of a representative of the Proponent and their coordinates.

### **B. Background Information**

The Authority is a body corporate and politic constituting a public benefit corporation created under the laws of the State of New York and by an act of the Parliament of Canada and consented to by the United States Congress. The Authority is governed by a ten member Board consisting of five members from New York State and five members from Canada. The mission of the Authority is to be known as the premier Canada/U.S. international border crossing, providing excellence in customer service and an effective conduit for trade and tourism.

The Authority owns and operates the Peace Bridge which is located at the Niagara River Crossing between Buffalo, New York and Fort Erie, Ontario. The Peace Bridge measures 3,580 feet in length from abutment to abutment, and carries traffic in three twelve-foot wide lanes.

The Peace Bridge is a three-lane bridge with twelve-foot wide lanes, able to accommodate heavy-duty commercial loads. The center lane of this three-lane bridge is reversible, allowing two-lane operation in one direction during peak hours. The main approaches to the Peace Bridge on the United States side are the New York State Thruway (I-190) and Porter Avenue, a four lane arterial. On the Canadian side, the principal approach highways are the Queen Elizabeth Way (QEW), Highway 3, a four lane highway, and the Niagara Parkway. The Peace Bridge is the second busiest border crossing between Canada and the United States with approximately 5.3 million vehicles crossing annually.

During 2017, toll revenues were approximately \$21.2 million. Tolls are collected in one direction (Canada bound) in Canada at 6 toll lanes/booths. In 2017, there were approximately 594,000 commercial transactions and 2,046,000 auto transactions. In total, 1.2 million commercial vehicles and 4.1 million automobiles crossed the bridge in 2017.

### C. Existing Toll System

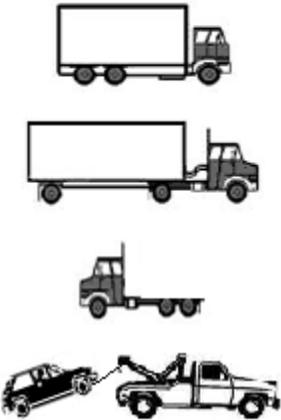
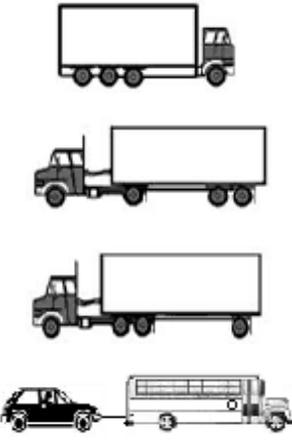
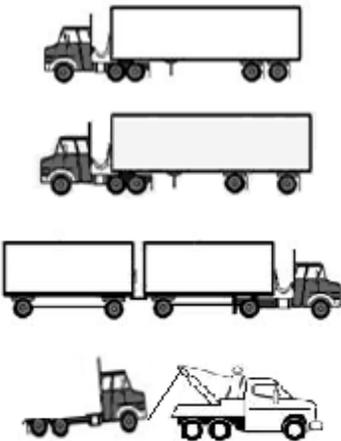
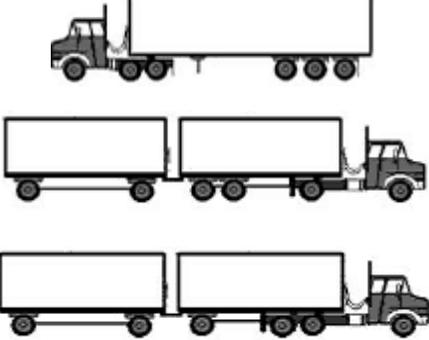
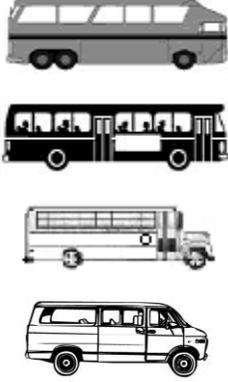
The Authority currently maintains 6 toll booths located on the Canadian side of the bridge, just beyond the CBSA primary inspection lanes. Each lane currently can be used as a manned lane or as an E-ZPass Lane. See Appendix E and Appendix F.

Manned lanes have the capability to accept cash or credit cards for payment of the tolls. Tolls are denoted in US Dollars but are converted to a Canadian dollar amount as per the Authority's Toll Equity Policy which requires a quarterly adjustment of the Canadian toll rates based on the average quarterly exchange rates. Canadian toll rates are calculated outside of the current toll system as the policy dictates rounding to the nearest dollar or quarter. The new rates are then included in the updated toll schedule used by the toll system. Tolls are collected in both US and Canadian currency. AVI transactions are charged in US currency only.

Tolls are charged based in axle count, determined by in-vehicle classification as denoted by the AVI class associated with the E-ZPass tag or as determined by the toll collector (cash or credit transactions). Reclassification of AVI transactions are currently done manually by the toll collector. Automatic reclassification by lane equipment is not currently utilized. Please see classification breakdown and toll structure below:

## VEHICLE CLASSIFICATION CHART

CLASS 1	CLASS 2	CLASS 3
    (if for personal use)	    (if for personal use)	    (when being imported)

CLASS 4	CLASS 5	CLASS 6
	 <p>(when being imported)</p>	 <p>(5 axles on the ground)</p>
CLASS 7	CLASS 8	CLASS 9
		 <p>(capacity of 10 or more)</p>

Toll rates as of July 15, 2018

	E-ZPass (\$USD)	Cash (\$USD)	Cash (\$CAD)
<b>Autos</b>	\$3.75	\$3.75	\$4.75
<b>Autos+Trailer</b>	\$7.50	\$7.50	\$9.75
<b>Commercial:</b>			
2 Axles	\$5.40	\$6.00	\$8.00
3 Axles	\$9.00	\$10.00	\$13.00
4 Axles	\$16.20	\$18.00	\$23.00
5 Axles	\$25.20	\$28.00	\$36.00
6 Axles	\$36.00	\$40.00	\$52.00
7+Axles	\$47.70	\$53.00	\$68.00
Buses	\$11.70	\$13.00	\$17.00
<b>Pedestrians &amp; Bicycles</b>	DUE TO CONSTRUCTION NOT PERMITTED UNTIL SPRING 2019		

Current layout and schematic drawing of the toll booth canopy and associated equipment is pictured in Appendix F.

#### **D. Current Data Analytics Component**

The Authority currently collects information related to the lane modes and traffic counts at the primary customs inspection lanes in both the US (CBP) and Canada (CBSA) based on the indication of the overhead primary inspection lane sign. This information is collected in a manner that identifies the mode of each lane as identified by the overhead lane sign (20 CBSA and 19 CBP) to identify vehicle type (i.e. Autos, Nexus, FAST, Trucks, Busses, etc.) and the number of vehicles passing through that lane. See Appendix E for visual of location of primary inspection areas). The lane signs are Daktronics VMS signs (see Appendix C for examples of the various lane modes).

Traffic counts are currently collected only in the US via ground loops located immediately before or immediately after the primary inspection booth. This information is collected for each lane and synched up to the lane mode information received to match the vehicle counts to the vehicle type as described above.

On the Canadian side, only lane modes are captured. There is currently no mechanism to capture vehicle counts at the primary inspection booths on the Canadian side.

### III. DESCRIPTION OF THE RFP PROCESS

#### A. Proposal Calendar

The following is a list of key dates and times (all Eastern time) up to and including the date a Proponent's proposal in response to this RFP ("Proposal") is due to be submitted:

Requests for Proposals issued	July 20, 2018
Due date for submission of questions	August 13, 2018 at 1:00 PM
Questions to be answered	August 20, 2018 at 1:00 PM
Due date for Proposals	September 10, 2018 at 1:00 PM

#### B. Expected Notification and Contract Dates

Selected Proponent notified	September 28, 2018
Contract executed	October 12, 2018
Installation and operational by	August 31, 2019
System acceptance testing completed by	September 30, 2019

The Selected Proponent must be prepared to commence work on the contract execution date and be committed to the installation and operational by date as noted above.

These dates are expected timelines and the Authority reserves the right to extend or change the timelines for the RFP Process at any time prior to the Proposal submission deadline.

**The Authority has a strict performance schedule in regards to the new toll system being fully operational by September 30, 2019. Proponents should be aware of this deadline and will need to commit to their ability to meet this deadline.**

### **C. Inquiries**

This RFP is available through the Authority's website ([www.peacebridge.com/RFP](http://www.peacebridge.com/RFP)). Inquiries concerning the RFP must be made by, **August 13, 2018, at 1:00 PM Eastern** via e-mail to:

**BUFFALO & FORT ERIE PUBLIC BRIDGE AUTHORITY**  
**Attn: Kimberlee Kaiser, Executive Assistant kak@peacebridge.com**

All questions and answers will be posted online at [www.peacebridge.com/RFP](http://www.peacebridge.com/RFP) and/or answered via email by **August 20, 2018**. *Contact with personnel of the Authority, other than the designated Contact Person, regarding this RFP may be grounds for elimination from the selection process.*

Communications to Proponents by the Authority will be provided solely by the Authority's Contact Person. Information obtained from any other source is not binding on the Authority.

### **D. Modifications to the RFP**

The Authority may modify any part of the RFP prior to the deadline for submission of Proposals by issuance of a written addendum. Any addendum issued by the Authority will be posted to the Authority website and emailed to each Proponent's contact person. No other statements whether oral or in writing, unless such statements have been posted on the Authority website as set out in this RFP, shall amend the RFP.

It is the Proponent's sole responsibility to ensure that it has received all addenda issued by the Authority and to ensure that the addenda have been considered in their proposal. Proponents may seek confirmation of the number of addenda issued under this RFP by writing to the Authority's Contact Person, notwithstanding, the onus remains on the Proponent to ensure it has received all addenda.

### **E. Errors and Omissions**

Proponents discovering any ambiguity, conflict, discrepancy, omission or other error in this RFP, should immediately notify via e-mail, prior to the due date for Proposals, the Authority's Contact Person and advise of such error and request clarification or modification of the RFP. Modifications to this RFP or any clarifications will be issued by written addenda published on the Authority website and emailed to each Proponent's contact person.

If a Proponent fails to notify the Authority prior to the due date for Proposals, of a known error or an error that reasonably should have been known, the Proponent assumes all risk. If awarded any contract, the Proponent shall not be entitled to additional compensation or time by reason of the error.

It is the Proponent's obligation to identify any errors or omissions, conflicts or ambiguities in the RFP as soon as possible.

## **F. Inquiries by Proponents – Clarifications**

It is the Proponent's obligation to seek clarification from the Authority on any matter it considers to be unclear in relation to this RFP.

Proponents are permitted to submit questions or request information during the RFP process. All questions or requests for information must be submitted in writing and solely to the Authority's Contact Person as identified in section C above. Responses to Proponent clarification questions will be published on the Authority website and emailed to each Proponent's contact person in accordance with the Timetable set out in this RFP.

If the Proponent believes that its question is of a commercially sensitive or confidential nature relating to the Proponent, a Proponent may request that a response to its question be kept confidential by clearly marking the question as "Confidential". If the Authority decides that a question marked "Confidential", or the Authority's response to such a question, must be published to all Proponents, then the Authority will notify the Proponent and provide the Proponent with the opportunity to proceed with the question as a public question or to withdraw the question. However, if the Proponent does not withdraw the question, then the Authority may, at its sole discretion, provide its response to all Proponents by way of written Addendum. If the Authority in its review determines that a question is of a commercially sensitive or confidential nature, it will respond directly to the Proponent.

Notwithstanding, if in the sole opinion of the Authority, one or more other Proponents submits a question on the same or similar topic to a question previously submitted by another Proponent as "Confidential", the Authority may provide a response to such a question to all Proponents by way of written addendum; and if the Authority determines there is any matter which should be brought to the attention of all Proponents, whether or not such matter was the subject of a question, including a question marked "Confidential", the Authority may, in its discretion, publish the question, response or information with respect to such matter to all Proponents by way of written addendum.

## **G. Prohibited Conduct**

### **i. No Lobbying**

A Proponent, any Proponent team members including key personnel, and their respective directors, officers, employees, consultants, agents, advisors and representatives will not engage in any form of political or other lobbying whatsoever, to any party, in relation to the project, this RFP, or the competitive selection process, including for the purpose of influencing the outcome of the competitive selection process. Further, no such person (other than as expressly contemplated by this RFP)

will attempt to communicate in relation to this RFP, or the competitive selection Process, directly or indirectly, with any representative of the Authority, (including any member of the Board of Directors), or any director, officer, employee, agent, advisor, consultant or representative of any of the foregoing, as applicable, for any purpose whatsoever in relation to this RFP, or the competitive selection process, including for the purpose of influencing the outcome of the competitive selection process.

Violation of this provision will be grounds for immediate disqualification.

From the date this RFP is issued until the contract award has been announced, no Proponent-initiated contact with any Authority official shall be permitted regarding this RFP, other than written inquiries to the Authority's Contact Person, as described in this section.

## **ii. No Collusion**

A Proponent shall not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion or collusion. A Proponent shall not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials or other representatives of the Authority; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

A Proponent and any Proponent team members, their employees, agents and representatives involved with the Proponent's Proposal, including key personnel, will not discuss or communicate, directly or indirectly, with any other Proponent or any director, officer, employee, consultant, advisor, agent or representative of any other Proponent (including any Proponent team member or key personnel of such other Proponent) regarding the preparation, content or representation of their Proposals.

By submitting a Proposal, a Proponent, on its own behalf and as authorized agent of each firm, corporation or individual member of the Proponent or Proponent team, represents and confirms to the Authority, with the knowledge and intention that the Authority may rely on such representation and confirmation, that its Proposal has been prepared without collusion or fraud, and in fair competition with Proposals from other Proponents.

## **iii. Conflict of Interest**

In addition to the other information and representations made by each Proponent in the Submission Form, each Proponent must declare whether it has an actual or potential Conflict of Interest (as defined in Part V, Section B, item 2).

If, at the sole and absolute discretion of the Authority, the Proponent is found to be in a Conflict of Interest, the Authority may, in addition to any other remedies available at law or in equity, disqualify the proposal submitted by the Proponent.

The Proponent, by submitting the Proposal, warrants that to its best knowledge and belief no actual or potential Conflict of Interest exists with respect to the submission of the proposal or performance of the contemplated contract other than those disclosed in the Submission Form. Where the Authority discovers a Proponent's failure to disclose all actual or potential Conflicts of Interest, the Authority may disqualify the Proponent or terminate any contract awarded to that Proponent pursuant to this procurement process.

## **H. Site Visits**

During the solicitation period, Proponents may elect to schedule Site Visits of the current toll facility, to view the current configurations of the toll booths and other related infrastructure.

In order to schedule a site visit, Proponents must submit a written request to the Authority Contact Person, identifying the names and number of persons and requested date of visit.

The Proponent must execute a Non-Disclosure Agreement prior to any scheduled site visit. Authority personnel will accompany Proponents during any scheduled site visit.

Any statement made during the course of any Site Visit by the Authority or any other person attending or participating in the Site Visit is not to be relied upon in any way by the Proponent for any purpose in responding to the RFP unless such statements are confirmed in writing by way of an Addendum to this RFP.

## **I. Proponent Due Diligence**

The Authority does not make any representation, warranty or guarantee as to the accuracy of the information contained in the RFP or in addenda to this RFP.

Proponents agree that by submitting a Proposal in response to this RFP, they certify that they have read and agree to comply with all terms set out in this RFP.

## **J. No Reimbursement and No Claim**

There is no expressed or implied obligation for the Authority to reimburse responding Proponents for any expenses incurred in any way in preparing Proposals in response to this RFP. The Proponent shall bear all costs associated with the preparation and submission of a Proposal, including but not limited to the possible cost of any Site Visit, presentation, negotiating a contract and any related travel.

By submitting a Proposal, Proponents waive any claim or cause of action that they may have as against the Authority as a result of the conduct of this RFP process or any resulting contract.

#### **K. Proponent Amendments or Withdrawal of Proposal**

At any time prior to the Proposal submission deadline, Proponents may amend or withdraw a submitted Proposal. Any amendment should clearly indicate which part of the Proposal the amendment is replacing.

Any amendment to the Proponent's Cost Bid must be submitted in a separate sealed envelope and must be clearly labeled on the exterior as an amendment to the Cost Bid.

#### **L. Authority's Rights**

The Authority has no obligation to any Proponent to award a contract at the conclusion of this process. The lowest Cost Bid will not necessarily be selected.

This RFP is not intended, nor should it be interpreted, to be an offer, an acceptance, a contract or any type of binding agreement, nor to commit the Authority to proceed with this or any other process. Notwithstanding any written or verbal communications, or series of communications, to the contrary, the Authority shall not be deemed to have entered into a contract or any other binding agreement to contract unless and until both the Authority and the Selected Proponent have fully executed and delivered a formal contract agreement.

This RFP does not purport to be all-inclusive or to contain everything that a Proponent might wish or require. The Authority makes no representation or warranty, whether expressed or implied, as to the accuracy or completeness of any such material, information, reports or statements and expressly disclaims any and all liability for any errors or omissions in all information, materials, reports or in any other written or oral communication obtained by, given to, or made available to any Proponent.

No implied contract of any kind whatsoever by or on behalf of the Authority shall arise or be implied from anything contained in this RFP.

In addition to the rights expressed in this RFP, the Authority reserves the right at its sole discretion, where it may serve the Authority's best interest, to:

1. make changes and amendments to the requirements of this RFP at any time;
2. refuse to answer questions that do not pertain directly to the subject matter of this RFP;
3. waive formalities and accept Proposals which substantially comply with the requirements of this RFP;

4. request additional information or clarifications from Proponents, including but not limited to references, and incorporate a Proponent's response to that request for clarification into the Proponent's Proposal;
5. retain all Proposals submitted and to use any ideas in a Proposal regardless of whether that Proposal is selected;
6. request the Proponent to submit other information, if not included within their original Proposal, and to consider this material as part of the Proponent's Proposal;
7. request written clarification or the submission of supplementary written information from any Proponent. This is not an opportunity for the Proponent to correct any errors or enhance its Proposal in a material way;
8. verify with the Proponent or with a third party any information set out in a Proposal. The Authority has no obligation to verify or investigate any information it may receive from any Proponent or third party;
9. disqualify any Proposal where the Proposal contains misrepresentations, or inaccurate or misleading information;
10. disqualify any Proponent that in the Authority's sole discretion has a conflict of interest or an unfair advantage, whether real, perceived, existing now or likely to arise in the future or who has engaged in Prohibited Conduct as defined in this RFP;
11. during the evaluation of Proposals, assess a Proponent's Proposal on the basis of:
  - a) the Proponent's submissions in response to this RFP;
  - b) a financial analysis determining the actual cost of the Proposal when considering factors including ongoing operating costs arising over a multi-year time period;
  - c) information provided by references; or
  - d) information provided by a Proponent pursuant to the Authority exercising its clarification rights under this RFP process;
12. correct arithmetical errors in any or all Proposals where such errors affect extended totals. Arithmetical corrections shall only be made based upon the unit prices submitted by the Proponent. Corrections to sums, differences or other arithmetical operations based on the amounts (submitted by the Proponent) will be identified by the Authority and acknowledged in each instance by the initials of the Proponent's and the Authority's authorized signatories. Such corrections will become part of the Proponent's Proposal. Failure of the Proponent to acknowledge such corrections shall result in its Proposal being deemed non-responsive; disqualified;

13. conduct interviews or site visits with Proponents to seek clarification or verify any or all information provided by the Proponent in its Proposal;
14. negotiate with any Proponent or more than one Proponent with respect to any of the requirements in the Proposal or the RFP;
15. discuss and negotiate with one or more Proponents relating to the scope of work described in this RFP;
16. cease negotiations with any Proponent and proceed to the next ranked Proponent;
17. accept or reject a Proposal if only one Proposal is submitted;
18. select any Proposal other than the Proponent whose Proposal reflects the lowest cost;
19. reject any or all Proposals; and
20. cancel this RFP at any time without any contract award or issue a new RFP for the same or similar project.

#### **M. Ineligible Person**

The Authority, at its sole discretion, may determine that a person is ineligible to participate in this RFP if a Proponent, or one of its proposed team members, key personnel, employee, shareholders, officers, director, or affiliate:

1. has had a direct or indirect involvement in the preparation of this RFP;
2. is currently, or has in the past, engaged in litigation or any proceeding with the Authority;
3. has previous or current commitments, relationships or financial interests that could be viewed as creating a real, perceived or apparent conflict of interest in relation to this RFP; or
4. has had a history of poor performance that the Authority has experienced.

An ineligible person may be eligible to participate if the Proponent has received prior written consent from the Authority at the time of its Proposal submission. Any requests for consent to the Authority must be presented in writing to the Authority's Contact Person explaining the situation involving the ineligible person and the steps whether undertaken or proposed, to mitigate or minimize the issue causing their ineligibility. The Authority may in its discretion provide consent but is in no way obligated to provide consent in relation to any ineligible person.

## **IV. SCOPE OF SERVICES**

### **A. General**

The Authority requires the Proponent to design and implement a Toll System and traffic collection system (SYSTEM) at the Peace Bridge in Fort Erie, Ontario, Canada. The SYSTEM will be used in general to process toll collection and obtain traffic data analytics. See Appendix B and Appendix F for a layout of the existing toll plaza and other pertinent drawings.

The Proponent shall furnish all hardware, software, labor, materials, services, supplies, equipment, tools, transportation, and other items necessary for the SYSTEM.

The implementation of the SYSTEM must be complete by September 30, 2019. It is anticipated that design shall commence upon contract award in preparation for implementation.

### **B. Description of Work to be Performed**

In general, the Successful Proponent shall be responsible for the services described below, including applicable deliverables identified in Section E herein.

#### **1. Task 1: Design**

The SYSTEM shall be designed to satisfy all of the requirements outlined in Section C – Toll System Features – and Section D – Data Analytics Features– of Part IV of this RFP, as well as satisfy the Authority’s operational needs. Design efforts must include, but are not limited to, the following:

- a. Consultation with Authority staff at project kick-off to confirm operational requirements of the SYSTEM, and throughout the design and implementation phases to ensure Authority requirements are met;
- b. Coordination with IAG compliant E-ZPass equipment vendors); See Appendix A
- c. Development of design documents that allows the Authority to review and approve prior to implementation;

#### **2. Task 2: SYSTEM Implementation**

The SYSTEM shall be implemented by the Proponent, which includes, but is not limited to, the following:

- a. Supply and installation/configuration of any required hardware/equipment at the toll canopy and primary customs inspection areas as per design;
- b. Supply and configuration of all necessary servers and lane controller computer equipment;

- c. Installation/configuration of appropriate software on PCs and terminals as applicable;
- d. Installation and termination of all necessary cabling to support the SYSTEM design;
- e. Start-up testing and commissioning, to include a systems acceptance test for performance accuracy;
- f. Training of Authority staff based on user roles on the operation and maintenance of all aspects of the system.
  - Training shall include the option of a fully functional test environment for simulation training purposes

Maintaining the operation of toll lanes during the implementation phase has been identified by the Authority as a priority. Toll lane closures shall be limited to one at a time, unless agreed to by the Authority.

### 3. Task 3: Data Analytics Component of the SYSTEM

The Data Analytics Component of the SYTEM will include the addition of primary inspection processing duration and traffic counting statistics to the SYSTEM to allow for real-time reporting to border agencies (both US and Canada) and the Authority, on the duration of vehicles in primary inspection. The intent is to provide more accurate data providing opportunities for immediate adjustments of border agency operations.

Analysis of this inspection data can be used for planning purposes, assistance with determining the cause of unanticipated backups, provide feedback on the impact of operational adjustments, and provide an opportunity for scheduling border agency workforce based on historical and real-time inspection/processing durations. The ability to monitor inspection/processing duration in real-time will also assist border agencies in making immediate adjustments to lanes processing slower than their established benchmarks.

The data analytics component of the SYSTEM shall be implemented by the Proponent, which includes, but is not limited to, the following:

- a. Supply, configuration and installation of all necessary data gathering equipment;
- b. Supply and configuration of all appropriate servers;
- c. Supply and installation/configuration of appropriate software/program on PCs and terminals as applicable;
- d. Start-up testing and commissioning;
- e. Provision of separate web-based access to data reporting by border agencies;
- f. Training of Authority staff on the operation and maintenance of all aspects of the SYSTEM.

Hardware and infrastructure required at the inspection lanes must be provided by the Proponent, as per the Proponent's design and specification as approved by the Authority.

#### 4. Task 4: Maintenance and On-going Support

The Proponent shall provide the following maintenance and on-going support services related to the SYSTEM:

- a. Annual Maintenance Services (Maintenance Agreement) with 24/7 available support. Agreement shall satisfy a 2-hour remote response time, and 24-hour on-site response when applicable.
  - Maintenance Agreement shall include: labor to diagnose and repair SYSTEM failures; and may include labor and materials required for Proponent to provide routine software upgrades or maintenance as applicable.
  - The Maintenance Agreement should include the following options, but not be limited to the following:
    - a. Remote software support
    - b. Hardware diagnostic support
      - i. Hardware replacement to be performed by Authority staff (Authority anticipates to utilize its staff to perform hardware maintenance and replacement)
      - ii. Hardware replacement to be performed by Proponent (for components Authority staff cannot accommodate)
- b. Proponent shall guarantee parts availability for a period of five (5) years
- c. Provision of a warranties on all hardware;
- d. Provide a 5 year warranty on server hardware
- e. Proponent shall deliver to the Authority upon completion of implementation a price list of all spare parts available to be used for maintenance by the Authority or Proponent under the Maintenance Agreement.
- f. Proponent shall include labor rates or flat fee rates for further customization and development of the system in the future.

### **C. Toll System Component of the SYSTEM**

1. Toll Rates – Toll rates are defined by vehicle classification. Vehicles are classified based on the number of axles and the height (type of vehicle; personal or commercial); see Section II C. above for a list of current vehicle classifications. Classification is determined manually (visually) by toll collectors, or by E-ZPass account information. Toll schedules are reevaluated quarterly.
2. The new Toll System developed by the Proponent shall include but not be limited to the following general capabilities:

- Support toll charges and payment in six (6) existing toll lanes in a multicurrency environment (CAD and USD);
  - Allow for cash/credit/debit (manned), E-ZPass (unmanned) and/or multi-mode functionality in each lane;
  - Support audit functions such as collector cash collected and deposit reconciliations, financial (revenue) reporting, collector performance data metrics on both cash and AVI; E-ZPass reconciliation to other participating agencies (ICTX and ICRX files status) and ability of auditors to make edits to toll collector activity to correct errors;
  - Facilitate automatic reclassification by lane equipment of vehicles post-toll;
3. The new Toll System developed by the Proponent shall satisfy the Authority's operational needs, which includes but is not limited to, the following requirements:
- Toll booth internal hardware to include:
    - full color touch screen computer screen with audio feedback;
    - receipt printing capabilities;
    - third party merchant POS terminal integration
  - Toll booth external hardware to include:
    - exit gate;
    - patron fare indicator (toll rate/toll paid/account info display);
    - violation alarm (audible and visual);
    - integrated cameras (both pre and post transaction views including license plate readers and in booth cameras..
  - E-ZPass hardware and software requirements (must be Interagency Group (IAG) compliant):
    - Multi-protocol E-ZPass reader, and antenna equipment to provide E-ZPass capabilities for all 6 toll lanes and integration into the back office system;
    - E-ZPass integration with NYS Thruway customer service center manager Conduent as part of IAG (Interagency Group);
    - Log, track, and report AVI reads by IAG member to determine reconciliation with IAG members.
  - Multiple acceptable payment methods and categories to include: US and Canadian cash, E-ZPass, credit, debit, Peace Bridge token, Peace Bridge vouchers, and unpaid toll, and other current cashless payment methods (i.e. apple pay).
  - Ability to change toll lane mode (e.g. Open to Closed, or Cash to E-ZPass only) both at the booth and remotely.
  - Cameras:
    - License plate reader camera at each lane, to tie into existing border wait time system (See Appendix G for border wait time system information);
    - Exterior camera(s) at each lane to capture vehicle approach, toll collection, and vehicle egress;

- Interior camera in each booth to capture toll collection;
  - Camera images shall be integrated into the SYSTEM and video shall be recorded, linked and searchable with each transaction
- Allow for separate user (collector) logins and software permissions at toll lane terminals;
- Ability to confirm file exchange with E-ZPass customer service center;
- Provide a solution for multiple E-ZPass tags read in one vehicle;
- Ability of the SYSTEM to automatically classify or override E-ZPass AVI (Automatic Vehicle Identification), based on number of axles and vehicle height.
  - Include how the SYSTEM will be designed to accurately count the axels on motorcycles.
- Ability to schedule and change cash and E-ZPass toll rates when required.
- Provide and describe specifications of available SYSTEM redundancies
- Data Backup
  - Allow data retention of financial transactions for three (3) years;
  - Allow video file retention for two (2) months;
  - On-site digital backups of all system servers on a nightly basis, with copies to the cloud;
  - Automatic archiving of data older than three (3) years and less than ten (10) years;
  - Emailed backup status reports.
- Reporting:
  - Logins/logouts of SYSTEM and toll lanes;
  - Cash collection;
  - Collector performance metrics, including: currency distribution by collector; cash variance; and AVI variance;
  - Ability to report by currency;
  - Report filtering by transaction type (inclusions, exclusions) and/or vehicle classification for each hour/day/month/year;
  - Ability to export reports to excel and or pdf;
  - Ability to schedule automatic report generation and delivery by email;
  - Facilitate check and balance of actual cash collected vs toll system records;
  - See Appendix H for examples of existing reports currently utilized by the Authority.
- System health alerts for all equipment/hardware;
- Surge protection considerations to isolate toll lane equipment from lane controller equipment;
- Describe ability of toll system component to convert into future open road tolling operation. Including any additional hardware and/or software updates required to facilitate the change.

#### 4. Scope Alternates:

The following SYSTEM features are alternates to the scope of work, and shall not be incorporated into the base bid. Inclusion of any alternates in the scope of work will be at the Authority's discretion. The below scope alternates listed are not all inclusive and other suggestions of scope alternates from Proponents will be considered.

- Self-service lane with debit/credit interactive equipment; ability of SYSTEM to convert into future open road tolling operation including plaza concept design and configuration including any ability to repurpose current toll canopy and/or new gantry structure;
- Alternative SYSTEM redundancy options;
- The option for the toll collector to enter "cash tendered" and have the correct change to return to the customer displayed;
- Catastrophic failure provisions, enabling transactions to be queued during failure, and posted when system is restored;
- Other customizable options/add-ons offered by the Proponent that may be viewed as a benefit to the Authority.

#### 5. Owner-Supplied Elements

The Authority will supply the following elements for the SYSTEM:

- Six (6) existing toll booths, with existing power and data capabilities;
- Existing toll canopy;
- Six (6) operational overhead VMS signs located above toll booths for lane identification and traffic direction;
- Network connectivity and infrastructure to all locations (toll and primary inspection areas);
- Assistance with maintenance and protection of traffic.

### **D. Data Analytics Features**

#### 1. The Proponent shall design, specify hardware, and provide and install all software necessary for the following data analytics tools, to be integrated into the SYSTEM:

- Traffic count collection and reporting for all toll lanes and CBP/CBSA primary inspection lanes;
- Dwell time statistics collection and reporting for all CBP/CBSA primary inspection lanes (amount of time each vehicle takes to be processed at the primary inspection booth by the customs officer);
- Integration with overhead primary inspection lane signage for vehicle classification purposes when counting (See Appendix C and Appendix D for sign details and examples)
  - Sharing/reporting of signage status with our Border Wait Time system provider

- Integration with existing border wait time system (See Appendix G for border wait time system information)
    - Collection and storage of wait times information from the cloud based system into a database for the three (3) border crossings in the Border Wait Time system (essentially extracting existing data from the Border Wait Time system and parsing it to a local database).
  - Data Backup
    - Allow data retention for three (3) years
    - On-site digital backups of all system servers on a nightly basis, with copies to the cloud
    - Automatic archiving of data older than three (3) years and less than ten (10) years
    - Emailed backup status reports
2. The System shall provide a user interface for the data analytics tools, to include the following:
- Web-based access per customs agency (all access for Authority)
  - Live stats
    - Current primary inspection lane overhead sign configuration
    - Average vehicle processing time per lane (while open over the past hour)
    - Average vehicle processing time per vehicle/per classification (while open over the past hour)
    - Border wait times generated by the existing system
    - Traffic counts per lane and per vehicle/per classification per hour
  - Reporting
    - Historical/searchable reports on the following:
      - a. Sign configurations/lane usage
      - b. Border wait times per classification
      - c. Vehicle processing averages by classification
      - d. Traffic counts per lane and per classification
        - (i) Searchable by hour, day, week, month, year, and date/time range
    - Daily Traffic Activity Report by Classification. This should be searchable by date, plaza and by individual lane or all lanes.
    - Hourly Traffic Activity by Classification Report to show each hour of the day and the number of vehicles that crossed by classification. The report will total the number of Autos and Trucks that crossed for the day. This report should be searchable by date, plaza, and lane - individual or all lanes.
3. Owner-Supplied Elements
- The Authority will supply the following elements for the Data Analytics:
- Border Wait time data feed and primary inspection lane signage feeds

## **E. Deliverables**

The Successful Proponent shall produce the following deliverables for the tasks identified in Section B – Description of Work to be performed.

1. Project Schedule
2. Schematic Design (lane layout)
3. SYSTEM Design Documents:
  - 50% complete design and specifications
  - 100% complete design and specifications
4. Installation plan and transition from current toll system plan(s), including collaboratively developed systems acceptance tests and plan.

The overall purpose of the System Acceptance Test is to verify the following:

- a. The Accuracy (Dependability) of Lane meets a 99.5% requirement.
  - b. The Accuracy (Dependability) of the Automatic Vehicle Classification System (AVC) meets a 99.5% requirement.
  - c. The Availability of all six (6) lanes at the new plaza exceeds a 95% requirement.
5. Operational Toll System (installation and implementation).
  6. Operational Data Analytics Platform.
  7. Test environment for training purposes.
  8. User Manuals – to include detailed instructions for the various user roles in the SYSTEM (i.e toll collector, audit staff, revenue and statistics reporting, etc.).
  9. Administration Manuals – includes as-builts, network layout, and instructions for maintaining the SYSTEM.

## V. PROPOSAL REQUIREMENTS

### A. General Requirements

#### 1. Submission of Proposals

The following material is required to be received by **September 10, 2018, 1:00 PM Eastern** for a proposing Proponent to be considered:

Proposals are to be submitted in two (2) separate, sealed, envelopes:

1.1 The Proposal, consisting of three (3) hard copies and one (1) electronic copy

1.2 The Cost Bid, consisting of one (1) hard copy and one (1) electronic copy of the Proponent's response to Section 5(B), item 10. Three hard copies and one electronic copy of the Proposal to include the following:

- (i) *Title Page* – Title page showing the RFP's subject; the Proponent's name; the name, address, and telephone number of the contact person; and the date of the Proposal.
- (ii) *Table of Contents*
- (iii) *Transmittal Letter* – A signed letter of transmittal briefly stating the Proponent's understanding of the principal terms of the scope of work, the commitment to completing the project by the stated deadline of September 30, 2019, a statement of the reasons for which the Proponent believes itself to be best qualified to provide a new toll system including on-going support services, and a statement that the Proposal is a firm and irrevocable offer. The transmittal letter should also state the name, telephone number and e-mail address of the official within the Proponent who will serve as the Authority's primary contact concerning the Proposal. An unsigned Proposal will be rejected.
- (iv) *Non-collusive Proposal Certification* – The Proponent must provide a signed statement certifying the following:
  - o the Proposal is genuine and is not made in the interest of, or on behalf of, any undisclosed person or corporation;
  - o that the Proponent has not directly or indirectly induced or solicited any other Proponent to submit a false or sham Proposal, or decline to submit a Proposal;

- that the Proponent has not sought, by collusion, to obtain any advantage over any other Proponent or over the Authority; and
  - that the person signing the Proposal is entitled to represent the Proponent, empowered to submit the bid, and authorized to sign a contract with the Authority.
- (v) *Conflict of Interest Declaration* - The Proponent must provide a signed statement containing one (1) of the following subparagraphs (Proponents should refer to the definition of Conflict of Interest as defined in section B. 2 below):
- The Proponent declares that there is no actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the Proponent does not foresee an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP;
- OR
- The Proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the Proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP

If the proponent declares an actual or potential Conflict of Interest, the Proponent must set out details of the actual or potential Conflict of Interest.

The Proponent must also identify any individuals, as employees, advisors, or in any other capacity who (a) participated in the preparation of the Proponent's Proposal; AND (b) were employees of the Authority and have ceased that employment prior to the Proposal Submission Deadline, by providing the following information within its Proposal:

Name of Individual:

Job Classification (of last position with the Authority):

Last Date of Employment with the Authority:

Name of Last Supervisor with the Authority:

Description of Individual's Job Functions (at last position with the Authority):

Description of Nature of Individual's Participation in Preparation of Proposal:

(Repeat above for each identified individual)

The Proponent agrees that, upon request, the Proponent shall provide the Authority with additional information from each individual identified above prescribed by the Authority.

- (vi) *Proposal* – The detailed Proposal should follow the order set forth in Section IV(B) of this RFP.
- (vii) Proponents must send the completed Proposal to the following address:

**BUFFALO & FORT ERIE PUBLIC BRIDGE AUTHORITY**

**Attn: Kimberlee Kaiser, Executive Assistant  
100 Queen Street, Fort Erie, ON L2A 3S6**

**B. Proposal**

**1. General Requirements**

The purpose of the Proposal is to demonstrate the qualifications, competence and capacity of Proponents seeking to provide the Authority with a new electronic toll system.

As such, the substance of Proposals will carry more weight than their form or manner of presentation. The Proposal should demonstrate the qualifications of the Proponent and of the particular personnel responsible for the design and implementation of the toll system.

The Proposal should address all the points outlined in this RFP. The Proposal should be prepared simply and economically, providing a straightforward, concise description of the Proponent's capabilities to satisfy the requirements of the RFP.

While additional data may be presented, the following subjects, item Nos. **2 through 10**, must be included. They represent the criteria against which the Proposal will be evaluated.

Responses shall be prepared as single-sided pages on 8 ½ x 11 inch paper using at least 10 point type with standard margins.

**For clarity purposes, the Authority requests that you restate each question, with the answer stated directly below each question.**

## **2. Independence**

The Proponent must provide an affirmative statement that it is independent of the Authority and that the Proponent and its personnel will avoid any actual, apparent, or perceived conflict of interest. Conflict of interest is defined as:

“Conflict of Interest” includes, but is not limited to, any situation or circumstance where:

(a) in relation to the RFP process, the Proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) communicating with any person with a view to influencing preferred treatment in the RFP process including the giving of a benefit of any kind, by or on behalf of the Proponent to anyone employed by, or otherwise connected with, the Authority; or (ii) engaging in conduct that compromises or could be seen to compromise the integrity of the open and competitive RFP process and render that process non-competitive and unfair; or

(b) in relation to the performance of its obligations under any resulting contract, the Proponent’s other commitments, relationships or financial interests (i) could or could be seen to exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgment; or (ii) could or could be seen to compromise, impair or be incompatible with the effective performance of its contractual obligations.

## **3. Proponent Qualifications and Experience**

The Proponent should include the following information in its Proposal:

- Describe the history of your Organization; including name and location of headquarters. To the extent that any functions of the project and ongoing support will occur at a location other than Proponent headquarters, please indicate where those functions will be based.
- Identify staff from your firm that would be working directly with the Authority on IT or administrative issues, implementation, training, support, questions and/or problem solving. Provide the roles and qualifications of each person.
  - The Proponent should identify the key personnel who will be primarily engaged in the design, implementation, training and support of the new toll system:
    - General qualifications: general education, training, length of experience, positions held, time with the Proponent, and so forth.
    - Adequacy for assignment: experience in specific sector or field.
- Provide evidence of toll system design, modifications, and implementations your organization has implemented with other similar clients and how/why these experiences could be beneficial to the Authority.

- Describe any other information about your organization and your organization's experience that are relevant to this RFP which have not previously been described and that you feel warrant consideration.
- Explain your approach towards design and implementation, including the attributes that differentiate you from competitor organizations.
- SYSTEM Proposal as described in the Scope of Services in Section IV including the required SYSTEM components (as evidenced by the words 'must' or 'shall'). Distinguish between the base SYSTEM and the Scope Alternates if any presented.
- Explain your approach toward training and on-going support, including any warranties of products, support service turn-around time.

**4. Prior Engagements with the Buffalo & Fort Erie Public Bridge Authority –**

List separately all engagements within the last five (5) years, for the Authority by type of engagement. Indicate the scope of work, date, the location of the office from which the engagement was performed, and the name and telephone number of the principal client contact.

**5. Similar Engagements With Other Entities –**

For the office that will be assigned responsibility for the project and on-going support services, list the most significant engagements (maximum of 5) performed in the last five (5) years that are similar to the project described in this request for proposal. Indicate the scope of work, dates and duration of service and the name and telephone number of the principal client contact.

a. The Proposal must contain representations by the Proponent that:

- i. during the three years prior to the date of the Proposal, the Proponent has not been a party to or otherwise subject to any material litigation or judicial proceeding nor is any such litigation or proceeding threatened at the date of the Proposal,
- ii. the Proponent is in compliance, in all material respects, with all laws applicable to the Proponent and its business,
- iii. during the three years prior to the date of the Proposal, the Proponent has not received any notice from any government or governmental body or agency of, or otherwise been involved in, any investigation, inquiry, charge or proceeding involving or affecting the Proponent,
- iv. during the three years prior to the date of the Proposal, the Proponent has not made an assignment in bankruptcy, being petitioned into bankruptcy or been the subject of a receivership or other insolvency proceeding, and

- v. during the three years prior to the date of the Proposal, the Proponent has not been subject to, and is not at the date of the Proposal subject to, any judgment, court order or writ of execution.

## **6. Distinguishing Features**

The Proponent should identify and describe the most important attributes that distinguish the Proponent's electronic toll system from other similar systems and its level of service from other Proponent's, and how those attributes will benefit the Authority in designing, implementing, and maintaining its new toll system.

## **7. Identification of Scope Alternates**

The Proponent should identify and describe any Scope Alternates to the SYSTEM that may be added to the scope of services to provide the Authority with better operational capabilities. These features should be identified based on the Proponent's knowledge of both the Authority's operations and industry norms.

## **8. Identification of Anticipated Potential Problems**

The Proponent should identify and describe any anticipated potential problems/challenges in providing the scope of work, and adhering to the project completion deadline of September 30, 2019, the Proponent's approach to resolving these problems and any special assistance that will be requested from the Authority.

## **9. Proposed Schedule**

The Authority has a strict performance schedule in regards to the SYSTEM being fully operational by September 30, 2019. Proponents should be aware of this deadline and provide an affirmative statement that the scope of services can be delivered by this deadline.

The Proponent shall provide a high-level project schedule identifying major tasks, and the anticipated start date, end date, and duration of each task, to satisfy the Authority's overall project schedule as described in Section IV – Scope of Services of this RFP.

## **10. Cost Bid**

Total Cost Bid –The cost bid should include the following information:

- a. Name of Proponent.
- b. Certification that the person signing the proposal is entitled to represent the Proponent, empowered to submit the bid, and authorized to sign a contract with the Authority.
- c. Provide examples of fees that you have charged on recent similar recent projects.

- d. The Proponent should provide an affirmative statement that the Response includes all services noted within Section IV of this RFP.
- e. Supply all-inclusive costs for performing the scope of services outlined in Section IV – Scope of Services – of this RFP. Costs should include labor, equipment, travel time, and any other costs associated with the scope of work. Payment will be on a Lump Sum basis.

Costs shall be broken down into the following items for the Base Bid evaluation:

- Task 1: Design
  - Task 2: Toll System Implementation
  - Task 3: Data Analytics Implementation
  - Task 4: Maintenance and On-going Support
- f. Supply itemized costs for the design and implementation of the Scope Alternates identified in Section IV (C) item 4 – Scope Alternates – of this RFP. This list should also include all potential additional features as identified in the Proponent’s response to Section V (B) item 7 – Identification of Anticipated Alternates or Add-ons – of this RFP.

The Authority will not be responsible for expenses incurred in preparing and submitting the technical proposal or the cost bid. Such costs should not be included in the proposal.

The Authority is interested in achieving a long term relationship with a responsible and responsive vendor who is able to support the Authority in the design, implementation and operation of a new electronic toll system.

## **VI. EVALUATION PROCEDURES**

### **A. Review of Proposals**

The Authority will select a Selection Committee to review qualifications of the Proponents and conduct the evaluation of Proposals.

After the qualifications for each Proponent have been established, the cost bid will be examined.

The Authority reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether that proposal is selected.

### **B. Evaluation Criteria**

Proposals will be evaluated using three sets of criteria. Proponents meeting the mandatory criteria will also have their Proposals evaluated for both (i) technical qualifications/merits and (ii) cost. The following represent the principal selection criteria, which will be considered during the evaluation process.

#### **1. Mandatory Elements**

- a. The Proponent must be independent and have no conflict of interest, as demonstrated in the Proponent's signed Non-Collusive Proposal Certification and Conflict of interest Declaration contained within its Proposal.
- b. The Proponent must adhere to the mandatory instructions in this RFP in preparing and submitting its Proposal (as identified by use of the term 'must' or 'shall'), including the requirement for the Proposal to be submitted to the identified address on or before the Due Date for submission of Proposals.

#### **2. Experience and Expertise**

- (i) The Proponent's background, qualifications, past experience and performance providing services similar to those listed in the scope of work on similar engagements.
- (ii) The qualifications and experience of key personnel assigned to the engagement.
- (iii) The Proponent's commitment to providing exceptional customer service that clearly demonstrates their ability to effectively communicate and meet deliverable timelines including on-going support.
- (iv) Proponent's distinguishing features and demonstrated innovative solutions to a variety of situations.

- (v) Proponent's identification of additional system features (Scope Alternates), as they apply to the Authority.
- (vi) The Proponent's approach towards identifying and resolving potential problems/challenges in completing the project by the deadline of September 30, 2019.

**3. Price**

*Cost will not be the primary factor in the selection of a Proponent; however, it will be considered when evaluating the overall value of the proposal. The Authority is not obligated to accept the lowest bid.*

**C. Evaluation of Proposals**

The following evaluation criteria will be used as the basis for evaluating Proposals:

Proponent's qualifications and past experience and performance providing similar services to those listed in the scope of work **10%**

Qualifications of Proponent's staff assigned to the engagement and their past expertise and performance on similar engagements: **15%**

The Proponent's commitment to providing exceptional customer service that clearly demonstrates their ability to effectively communicate and meet deliverable timelines including on-going support **15%**

Proponent's SYSTEM distinguishing features, interface, and demonstrated innovative solutions to a variety of situations. **30%**

The Proponent's approach towards identifying and resolving potential problems/challenges in completing the project by the deadline of September 30, 2019. **5%**

Cost Bid – which can include ongoing operational costs as well as system design, implementation, and initial training cost **25%**

Total Evaluation Criteria Weighting: **100%**

**D. Oral Presentations**

During the evaluation process, the Committee, at their discretion, may request any one or all Proponents to make oral presentations. Such presentations will provide Proponents with an opportunity to answer any questions that the Committee may have on a Proponent's proposal. Not all Proponents may be asked to make such oral presentations.

## **E. Final Selection**

The Authority will select a Proponent (the Selected Proponent) based upon the recommendation of the Selection Committee in accordance with the evaluation criteria and process described in this RFP, as identified by the Authority.

It is anticipated that a Proponent will be selected by **September 28, 2018**. A contract is expected to be finalized by October 12, 2018 with immediate commencement of work to ensure the ability to meet the project completion date of September 30, 2019.

The Authority may, elect to negotiate the following elements of the Selected Proponent's Proposal in its contract with the Select Proponent:

- a) cost;
- b) schedule, payment schedule and implementation plan; and
- c) any aspect of the Proposal submitted that does not fully respond to the Authority's requirements,

without offering other Proponents an opportunity to adjust their Proposals. Such negotiated changes, amendments or modifications will become part of the Proponent's Proposal.

The Authority will limit the negotiation period for any contract to not more than seven (7) calendar days, or other such longer period of time as may be determined by the Authority in its sole discretion, commencing from the date the Authority invites the first Proponent to enter into negotiations.

The Authority will not conduct debriefing sessions with unsuccessful Proponents.

## **F. Right to Reject Proposals**

Submission of a proposal indicates acceptance by the Proponent of the conditions contained in this request for proposal unless clearly and specifically noted in the proposal submitted and confirmed in the contract between Authority and the firm selected.

The Authority reserves the right without prejudice to reject any or all proposals, waive any and all informalities, and the right to disregard all non-conforming or conditional proposals. The Authority reserves the right to accept any proposal deemed to be in its best interest even though the proposal is not mathematically the lowest price.

## **APPLICABLE LAW**

This RFP, and any contract, which may subsequently arise from this RFP, shall be governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein. The exclusive jurisdiction for any disputes which arise from this RFP or any lease which may arise from this RFP shall be the Superior Court of Justice, at Welland, Ontario, provided this court has the requisite jurisdiction.

The section titles are for convenience only and shall not be construed to affect the meanings of the sections titled.

## APPENDIX A

### IAG Approved Equipment List

#### Approved Kapsch Equipment

Manufacture	Equipment	Protocol	Firmware	Date	Agency
Kapsch	Janus MPR 2.3	IAG Read & Write 6C, SeGo Read only  Or  IAG and 6C Read & Write  Or  IAG Read & Write	MPR2.3 Reader Software Version 2017Jun23a-MPR2na • MRFMS Module Firmware Version: 2017May12-1033-04	10/11/2017	All
Kapsch	Janus Portable RSE	IAG		9/21/2016	All
Kapsch	G4E	IAG	801660-TAB		
Kapsch	G4HOT	IAG	802120-TAB		
Kapsch	G4P	IAG			
Kapsch	G4W	IAG	802008-TAB		
Kapsch	G4F	IAG	801970-TAB		
Kapsch	FME	IAG	802048-TAB		
Kapsch	ISO18006C Windshield Sticker tag	6C	802705-TAB Star Tag		

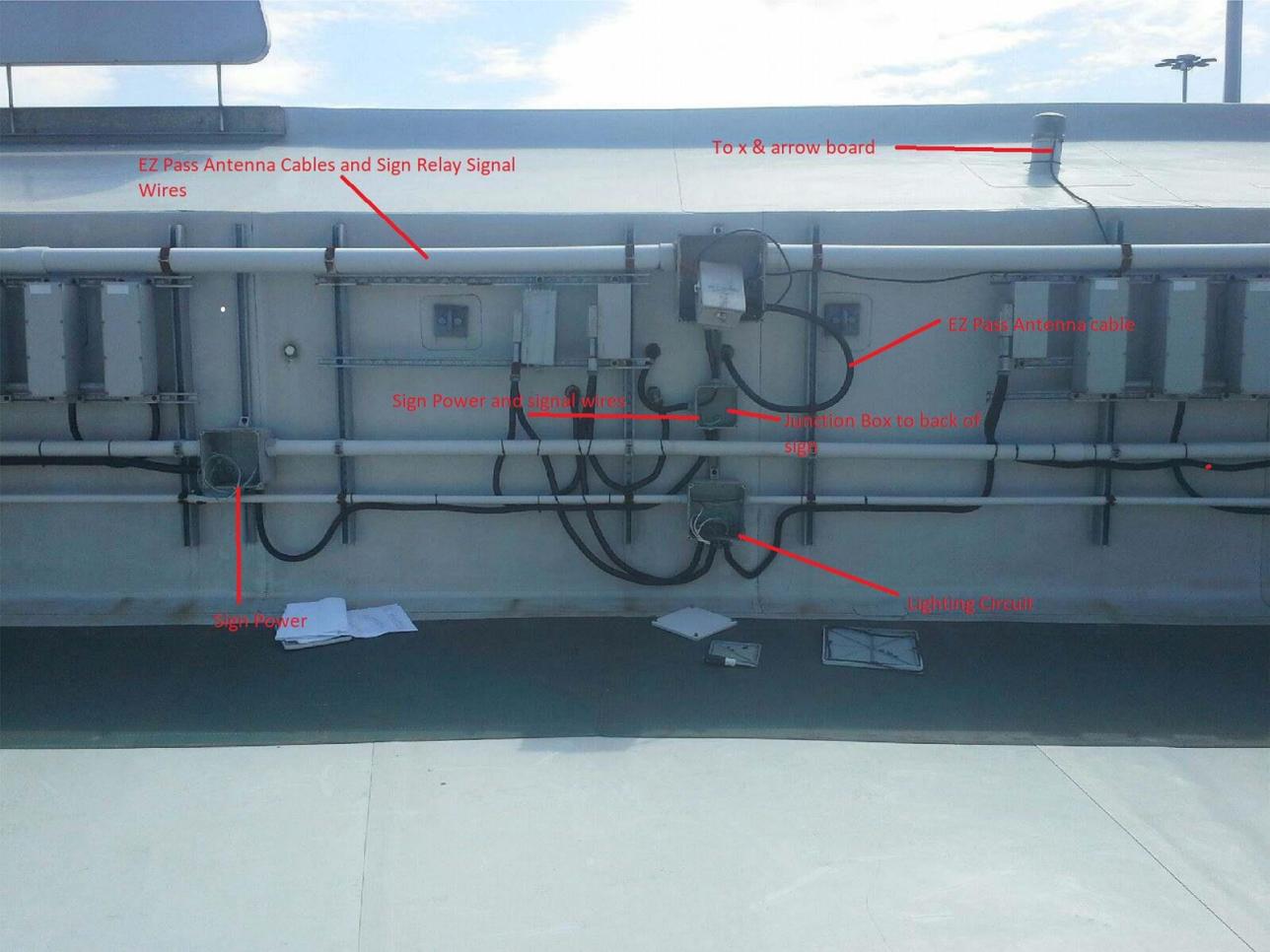
#### Approved E-ZPass Group National Affiliate Equipment

Manufacturer	Equipment	Protocol	Firmware	Date	Agency
Transcore	Encompass - 6 Reader	IAG Read and Write SeGo Read only	CPU Application :26.1.0.00.59 FPGA 1 :00.4.0.07.10	12/15/2012	NCTA
Transcore	Encompass - 6 Reader	IAG Read and Write SeGo Read Only 6-C Read Only	Boot: 00.2.0.07.0 3 Application: 26.1.0.00.28 FPGA1: 00.4.0.04.92 FPGA2: 00.5.0.06.10 RF Transceiver FPGA: 00.6.0.08.18	7/24/2014	NFBC

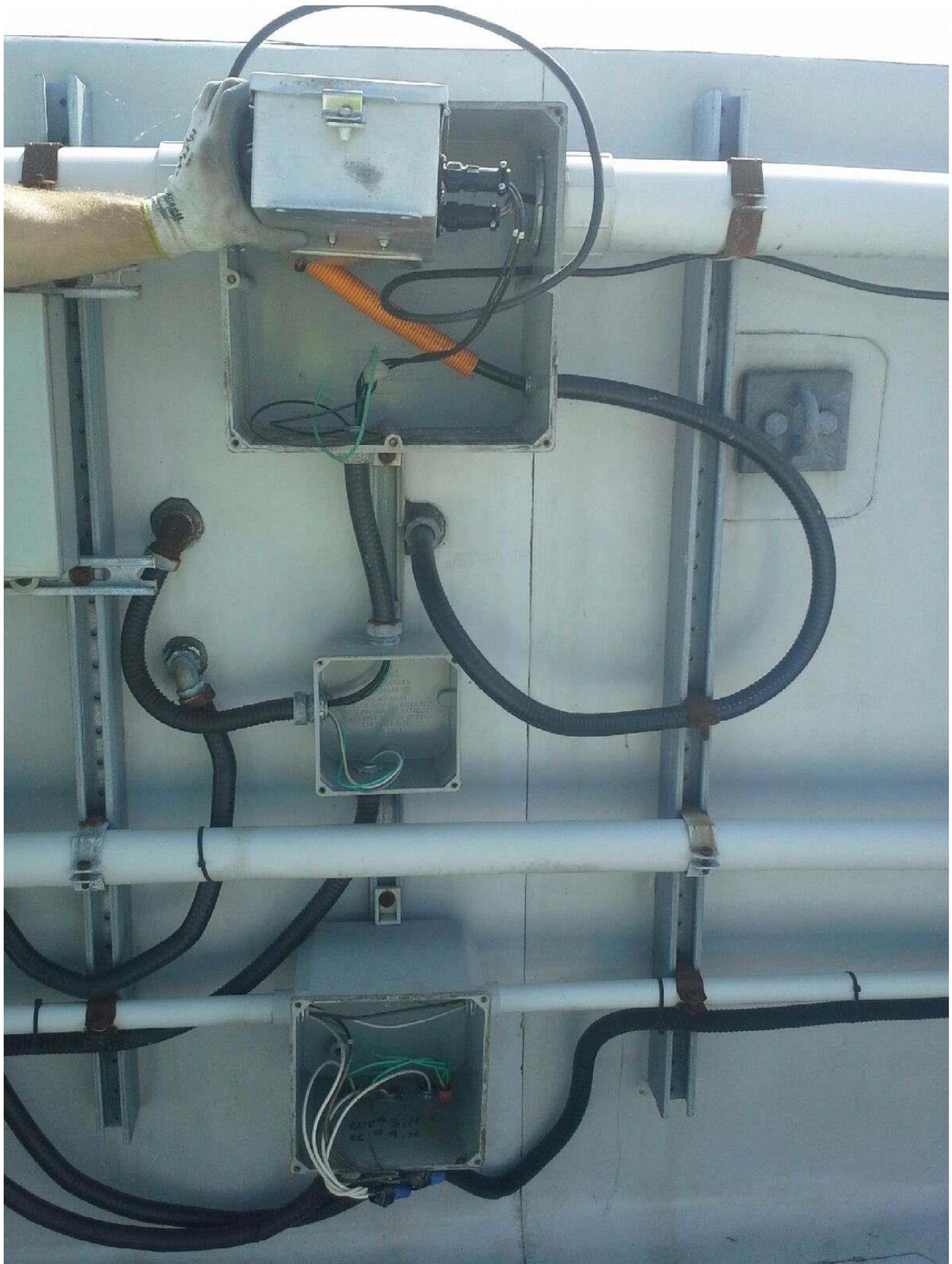
Transcore	E-ZGo Anywhere Transponder Internal Windshield mount	IAG SEGO		12/15/2012	NCTA
Transcore	E-ZGo Anywhere Transponder External Bumper mount	IAG SEGO		12/15/2012	NCTA
Transcore	National Pass Transponder	IAG, SEGO, ATA, ASTMV6, Title 21		6/5/2017	PTC

## **Appendix B**

### **Toll Canopy Wiring – Antenna and Reader Connections**









## Appendix C

### LED Signage Classification Examples

Currently the following sign status corresponds to a numbered classification:

1. All Traffic = 0
2. Open = 0
3. Passenger Cars = 0
4. Cars Only = 0
5. Commuters = 0
6. Fast = 3
7. Fast Only = 4
8. Fast Express = 3
9. RVs = 0
10. US citizens = 0
11. US Citizens Only = 0
12. Oversized Vehicles = 3
13. Buses = 0
14. Buses Only = 9
15. Trucks & Buses = 3
16. Commercial Vehicles = 3
17. Cargo = 3
18. Trailers = 3
19. Clearance 14'-6" = 3
20. SENTRI = 1
21. SENTRI Only = 1
22. NEXUS = 1
23. NEXUS Only = 1
24. READY = 0
25. READY Only = 2
26. Closed

0 = Autos

1 = NEXUS

2 = ReadyLane

3 = Commercial (Trucks)

4 = FAST

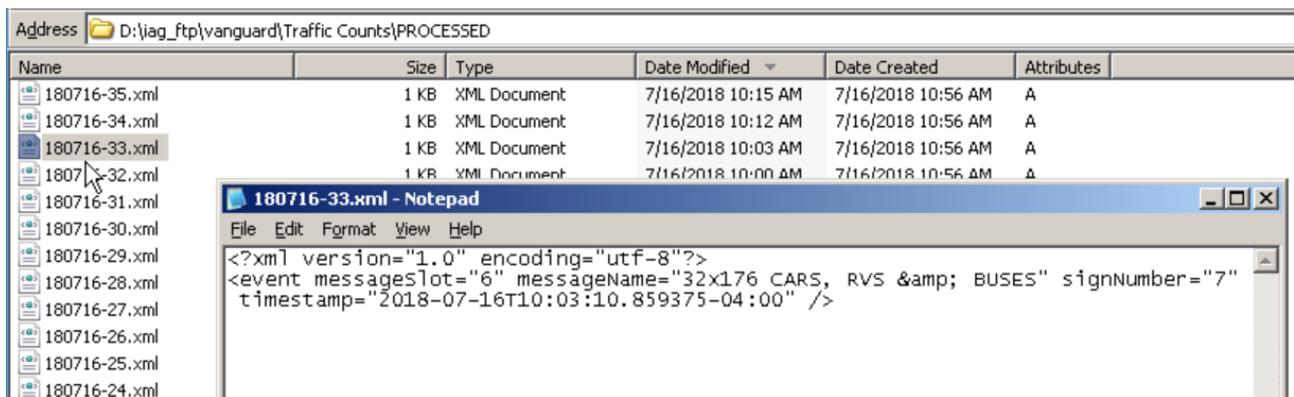
9 = Bus

## Appendix D

### Example XML Sign File transmission from the Daktronics sign software

When a sign is changed on either the US or Canadian Daktronics sign control systems by customs, an XML file is generated with the details of the change. The file name includes the year/month/day and the incremental number of sign changes made by that system that particular day. The sign file (example shown below) contains the file name of the message (sign status), the lane number, and a date/time stamp of when the sign was changed.

The Daktronics sign control computers are currently on the same network as our current toll system, and when sign files are generated are able to drop the XML file onto the toll system FTP server in a folder reserved for Canada or US sign file collection. At this point a service parses the data within the file and the contents are posted to the toll database for historical logging, and in the case of the US side, are used to classify the traffic counts through all of the customs primary inspection lanes.



The screenshot shows a Windows File Explorer window with the address bar set to `D:\jag_ftp\vanguard\Traffic Counts\PROCESSED`. The file list contains the following entries:

Name	Size	Type	Date Modified	Date Created	Attributes
180716-35.xml	1 KB	XML Document	7/16/2018 10:15 AM	7/16/2018 10:56 AM	A
180716-34.xml	1 KB	XML Document	7/16/2018 10:12 AM	7/16/2018 10:56 AM	A
180716-33.xml	1 KB	XML Document	7/16/2018 10:03 AM	7/16/2018 10:56 AM	A
180716-32.xml	1 KB	XML Document	7/16/2018 10:00 AM	7/16/2018 10:56 AM	A
180716-31.xml					
180716-30.xml					
180716-29.xml					
180716-28.xml					
180716-27.xml					
180716-26.xml					
180716-25.xml					
180716-24.xml					

An overlaid Notepad window titled `180716-33.xml - Notepad` displays the following XML content:

```
<?xml version="1.0" encoding="utf-8"?>
<event messageslot="6" messageName="32x176 CARS, RVS & BUSES" signNumber="7"
timestamp="2018-07-16T10:03:10.859375-04:00" />
```

## Appendix E

### Plaza Maps and Layouts





**LEGEND**

- 1 R.F. Willson Administration Building
- 2 Commercial Inspection Lanes
- 3 Auto Inspection Lanes
- 4 Duty Free Americas
- 5 Warehouse (Cargo Inspection)
- 6 I-190
- 7 Peace Bridge

Camera 135 CBSA PILS  
11:10:28.243 AM  
7/16/2018



Can Truck PILLS  
11:12:49.007 AM  
7/16/2018



48 Us Plaza PTZ  
11:14:49.471 AM  
7/16/2018



## **Appendix F**

### **Current Toll System Lane Layout and Hardware**





















## Appendix G

### Border Wait Time System Connection Information

Below is the Information that describes how data can be submitted to the BWT system. In order to match the existing ISS and Genetec cameras, plate detections will need to be in the format “<state/province> <plate numbers and letters>” all upper case. So... New York plate abc123 would become “NY ABC123”.

#### Overview:

The Genetec Travel Time Engine includes a neutral format data submission format that makes it very simple to integrate detection equipment. The format of the data that is submitted in JSON and the protocol used to submit the data is HTTP. The purpose of this document is to fully describe the format of the data that may be submitted and to describe how the data is to be posted to the travel time engine.

#### Supported Data Submissions

##### Data:

It is expected that a detector will periodically have probe detections to report. Each detection is identified by a vehicle ID (string) and a timestamp. It is possible that the detector can differentiate between vehicle types (cars vs. trucks etc). Rather than wasting bandwidth sending a vehicle type with each vehicle identifier/timestamp pair the data is submitted in “groups”, where the group identifies the type of vehicle (once) and then all detections in that group are of that vehicle type. As an additional bandwidth saving measure the group has a base timestamp and each of the detected vehicle timestamps is specified as an offset number of seconds from the group timestamp.

##### Health/Status:

A detector can optionally send in health status information as specified in the status data format section. Typically this will include at least the battery level of the detector. Every item in the status packet is optional and if the detector has no health information to report there is no need to implement the health submission at all.

##### HTTP Post:

Posting data to the travel time engine is a simple matter of posting the JSON data to one of the following two URL's

<http://<server>:<port>/blufaxrt/posttData.do>

<http://<server>:<port>/blufaxrt/postStatus.do>

In either case the data to submit should be JSON that is formatted as described below.

##### Data Format (for submitting detections):

#### Data

Field	Data Type	Notes
sent	ISO format timestamp	ISO format timestamp (UTC time zone) that indicates the date/time that the data was posted from the device/server to the travel time engine.
nodes	Array	List of 1 or more NodeData type objects.

#### NodeData

Field	Data Type	Notes
id	string	Unique identifier for the node that is sending the data
detGrps	Array	List of 1 or more DetectionGroup objects.

#### DetectionGroup

Field	Data Type	Notes
baseTime	string	ISO format timestamp (UTC time zone) that provides a base time for all detections in this group.

		Each detection will specify an offset from the timestamp.
type	string	Type of all vehicles detected in this group. Valid values are: (general, car, truck, bus, motorcycle, hov, ezpass, nexus, fast)
seq	int	A submission sequence that will get logged with the detections in this group. This value is optional but, if supplied, can be used to ensure that all data submitted by the node was received by the engine.
sLen	float	Optional floating point value that specifies how long, in seconds the node gathered the data that was submitted in this group.
dets	Array	List of one or more Detection objects.

#### Detection

Field	Data Type	Notes
id	string	Identifier for the vehicle/device that was detected. For LPR this would be a license plate number, for Bluetooth or Wifi it is generally a Mac address.
time	long	Time that the vehicle was detected, relative to the detection group base timestamp. This value may be positive if the vehicle was

		detected later than the base timestamp. It may also be negative if the vehicle/device was detected prior to the base timestamp.
--	--	---

**Sample Data Submission:**

The following sample shows the submission of two vehicles. The data was sent at 17:06:59 GMT. It includes data from a single node with ID "3103". The node indicates that it detected two devices of type "general". Vehicle ABC-123 was detected at 17:00:00 GMT and vehicle ACD-225 was detected at 17:04:59 GMT.

```
{
  "sent": "2017-06-16 17:06:59",
  "nodes": [
    {
      "id": "3103",
      "detGrps": [
        {
          "baseTime": "2017-06-16 17:05:00",
          "type": "general",
          "sLen": "7.5",
          "dets": [
            {
              "id": "ABC-123", "time": 120
            },
            {
              "id": "ABD-225", "time": -1
            }
          ]
        }
      ]
    }
  ]
}
```

**Status Format (for submitting detector health/status information):**

## Status

Note: All fields are optional other than id and status time.

Field	Data Type	Notes
id	string	Unique identifier for the node
statusTime	string	ISO format timestamp indicating what date/time the status is representing
lastRebootTime	string	ISO format timestamp indicating when the detector was last rebooted
seq	int	Sequence number that can be used to match up submissions from the node with data received by the engine
batteryV	float	Battery level specified in volts
lat	float	Latitude where the node is currently located. Valid values between -180 and 180
lon	float	Longitude where the node is currently located. Valid values between -180 and 180
tempC	int	Ambient temperature specified in degrees Celcius
bitErrorRate	float	Bit Error Rate for the node
batteryLevelPct	int	Current battery level as a

		percentage of full charge 0-100
humidityPct	int	Humidity as a percentage 0-100
tempCPU	int	Temperature of the CPU in degrees Celcius
hwErrors	Array	List of one or more HWEError objects.

#### HWEError

Field	Data Type	Notes
code	string	Code that identifies the hardware error.
desc	string	Text that describes the error condition that is being reported in human readable format.

### Sign Data Posting to Border Wait Time System

For the signage piece, you will be given a new REST endpoint to post data to. From the proponents' perspective you will just need to post sign data to the URL you are provided every time anything changes with any sign. The proponent will need to post **all** sign status every time one sign changes. So, essentially, every time the BWT system receives this data it can review what it currently thinks each lane is being used for and perform any processing that is needed wherever we see a difference.

## Appendix H

### Current Reports and their Purpose

#### ARCS Program (current toll system)

- Transaction File Creation Report  
Report ID: Tag.Trans
  - The document verifies that the files from us were transferred to the other agencies and were acknowledged. I use this report daily. List the file name, date of transfer, number of transactions, total dollar amount, ack date, and ack code (something other than “00” would be considered a variance)
- Traffic & Revenue Report  
Report ID: Traf\_Rev
  - The document groups the number of transaction per class along with the total EZ-Pass total revenue. I use the revenue total as part of my JE for the Agencies that owe us their casual use settlement payment.
- End of Tour Without End of Shift:
  - The Operations Supervisors check this report after closing out the toll collectors bag to verify all collectors were closed that were supposed to be.
- Deposit Reconciliation:
  - This report shows the revenue the toll collector indicated they received, the money count of the toll collector’s bag and the variance between the two, separated by currency.
  - The report also includes a U.S., Canadian, and E-ZPass total for the day or date range entered.
- Collector Daily:
  - Used to show everything the collector has entered into the toll system.
  - This includes when they sign in or out of the lane to how many E-ZPass transactions they had over the course of their shift.
- Unusual Occurrence:
  - Audit uses this report to check for variances between what the collector has indicated to what the toll system registered.
  - For example; lost or stolen E-ZPass tags, discrepancies between axle counts, non-cash transactions.
- Daily Traffic Activity By Classification Report: INS LANES
  - Shows the traffic counting taking place on the US side. Class 0 is autos, Class 1 is NEXUS, Class 2 is Ready Lane, Class 3 is Commercial Trucks
- Daily Traffic Activity By Classification Report: WEST BOUND LANES
  - Shows the traffic counting taking place on the CDN side based cash versus E-ZPass payment and the vehicle classification we use for our payment structure.
- Traffic & Revenue Report:
  - Shows the vehicle counts under each classification and the total revenue generated including grand totals. Able to be run against Cash and E-ZPass payment types separately, and in US or Canadian Currency.
- Hourly Traffic Activity By Classification Report: INS LANES
  - Shows the traffic counting taking place on the US side. Class 0 is autos, Class 1 is NEXUS, Class 2 is Ready Lane, Class 3 is Commercial Trucks, broken down by the hour of the day.
- Hourly Traffic Activity By Classification Report: WEST BOUND LANES

- Shows the traffic counting taking place on the CDN side based cash versus E-ZPass payment and the vehicle classification we use for our payment structure, broken down by hour of the day.
- Traffic And Collector Revenue Report:
  - Shows the totals of payment transactions by vehicle classification and currency, with revenue totals. Payment Type MLT indicates cash paying customers.

#### **E-ZPass Reconciliation Program**

- Update ICRX Data
- ICRX Data by Agency
- Non-Revenue Data
- Rejections
- E-ZPass Reconciliation is a program created internally that connects to our toll system database. ICRX file data is pulled from the database and appended to the programs database daily. The ICRX Data by Agency report is used to provide the revenue per day per IAG agency, non-revenue transactions, and rejections.

#### **Collector Performance Program**

- Collector Currency Distribution – Collector Summary
- Collector Currency Distribution – Collector by Lane
- Collector Currency Distribution – Collector by Shift
- Collector Performance is a program created internally that connects to our toll system database.
- Collectors with percentages significantly different than the average are investigated.
- Collectors with AVI reclass or cash variances outside the acceptable limits are disciplined as necessary.
- Collector Performance:
  - Shows the toll collector’s performance by day, percentages over the last 12 months and daily and monthly discipline history.
- Collector Performance Summary:
  - Lists all the toll collectors that worked over the entered date range and summarizes their performance over that time.
  - This is used to populate a department average for cash variances and vehicle classification mismatches.
- Unusual Occurrence:
  - Audit uses this report to check for variances between what the collector has indicated to what the toll system registered.
  - For example; lost or stolen E-ZPass tags, discrepancies between axle counts, non-cash transactions.