



Toll Operations – Third Party Retail Request for Information

Questions & Answers

Question #1 - What does “account maintenance services” mean and what does it entail?

Answer #1 - Account maintenance services includes, but is not limited to, accepting payments, updating license plate information, selling TxTags and registering TxTags.

Question #2 - What does updating license plate information mean and entail? How do we verify someone’s license plate? Does that mean some kind of interface with DMV or something else?

Answer #2 - Anything related to updating a customer’s account, including updating their license plate information, will require access to the TxTag Back-Office System. No, this does not require the Third Party Vendor to have an interface with DMV.

Question #3 - In that first paragraph, it states that the third party vendor must both sell and register TxTags—what does that entail? Going on the website for the customer?

Answer #3 - TxDOT is looking for vendors that can provide services to both sell TxTags and register TxTags. Register TxTags means that the vendor must be able to open an account for a customer or update the customer account information (if they already have an account) by adding and utilizing a web service interface into the TxTag Back-Office System.

Question #4 - Under this new TxTag system, will TxTags continue to be interoperable with all others in the state or only those toll roads listed in the RFI or are there some toll road authorities that no longer allow TxTag to be used? If so, which ones? What about NTTA?

Answer #4 - The Overview Section lists the toll roads that TxDOT operates. TxTag is still interoperable throughout the state, which means that TxTag can be used on any toll road in Texas.

Question #5 - Will you allow vendors to increase or decrease/discount TxTags? Previously, we were allowed to discount the price of the \$20 filled TxTag to \$18.

Answer #5 - No, vendors will not be allowed to discount the price of the TxTag.

Question #6 - Where on the website do I locate the questions and answers previously submitted to TXDOT in writing about the RFI? I went to txdot.gov/business.html but did not see Q&A.

Answer #6 - Any Q&As that have been submitted can be found at <http://txdot.gov/business/opportunities/toll-ops-third-party-retail-rfi.html>