



Request for Information

Background:

Since opening in 1956, KTA has provided customers with a “pay upon exit” tolling solution. This allowed customers to travel from one point to another on the Kansas Turnpike then stop at a toll booth and pay a lane attendant. As technology advanced, KTA grew by adding Automated Pay Machines (APM) and toll transponders (K-TAG).

In mid-2024, KTA will transition to cashless tolling, allowing customers to keep moving upon exit. For customers with K-TAGs, not much will change. Customers who typically pay at a toll booth will receive a bill in the mail based upon vehicle registration data.

Project Summary:

The Kansas Turnpike Authority (KTA) seeks information from qualified vendors to determine feasibility of utilizing self-service kiosks to support business functions and enhance customer service in the following ways:

- A. Supplement existing walk-in locations by accepting cash payments for toll bills through automated, off-site kiosks.
- B. Increase toll transponder penetration by allowing customers to open a new account or add transponders to existing accounts and vend those transponders immediately through automated, off-site kiosks.

Response Information:

Responses must include the following information:

- A. Organization name, contact name, mailing address, phone number, and e-mail of designated point of contact;
- B. Answers to the RFI Questionnaire should be no longer than 10 pages with a font size of 11 points or larger; respondents can reply to any or all questions depending on qualifications and experience.
- C. *Optional:* Supplemental information explaining capableness and competence related to the services identified above.

Responses and any supplemental information should be submitted as PDFs via email to ideckard@ksturnpike.com no later than Dec 15, 2023, at noon CST.





KTA does not intend to award a contract from this RFI, nor does this RFI commit KTA to issue any further requests. KTA assumes no financial responsibility in connection with the Respondents' costs incurred in the preparation and submission of the RFI response.

RFI Questionnaire:

1. Provide a general overview of the user experience provided by your self-service kiosk system (kiosk).
2. Provide a general overview of the back-end interface for your kiosk. Do your kiosks typically rely on existing web-based services?
3. Sticker toll transponders contain fragile electronics. Can your kiosks dispense items such as stickers, informational packets, etc. without damage?
4. Do you have experience building kiosks that accept cash, credit card and virtual wallet payment solutions?
5. What types of industries or services do your kiosks typically support? Do you have experience in the toll collection industry? Do you have experience in the government/public sector? If so, at what level (federal, state, etc.)?
6. What turnaround time is typical for a kiosk produced by your company? What is the average turnaround time to produce additional machines?
7. Describe your typical client relationship regarding kiosk delivery and installation.
8. Do you offer a maintenance contract or provide training to clients? Describe your typical client relationship regarding maintenance and repairs.
9. What price range is typical for a kiosk produced by your company? Will you expect royalty fees on dispensed items such as toll transponder?
10. What kiosk features are included that help maintain physical and data security? How are PII and PCI protected? Briefly describe how you reduce risk and exposure in the case of a breach in your systems.
11. List any special software or hardware needed for your kiosk.
12. What performance guarantees do you include with your kiosk?
13. What brand customization is available for your kiosks? Can clients customize the kiosk design, the wrap/graphics, the splash page, etc?
14. What happens when a system failure occurs? How and who is alerted? Are there any options to enhance the user experience when/if a failure occurs?
15. Do you partner with any other companies to design, manufacture or maintain this equipment? If so, who?
16. We envision KTA using a kiosk indoors in a climate-controlled environment. Are you able to provide an outdoor solution? If so, how does this change any previous answer?
17. Do you store customer data on the kiosk or your system. If so, please annotate what and why. What is your retention policy?
18. Are your kiosks modular? Would KTA be able to add physical features later?