



Road Usage Charge Program

Business Requirements

For Road Usage Charge Implementation

Version 1.5

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Table of Contents

Revision History	5
Business Operations Overview	6
1.1 Program Vision	6
1.2 Objectives of the Program	6
1.3 Business Context	7
1.4 Requirement Naming Conventions	7
1.5 Project Document References.....	8
General Business Requirements.....	9
Operational Requirements.....	11
1.6 Account Manager Personnel Requirements	11
1.7 Program Commencement and Volunteer Management	12
1.8 Program Information Agreement	13
Account Management Operations.....	16
1.9 Overview	16
1.10 Detailed Requirements: Account Management.....	16
1.10.1 New RUC Payer Accounts.....	16
1.10.2 Performing Account Updates.....	18
1.10.3 Closing RUC Accounts	19
Account Manager Online Service Requirements.....	20
1.11 Overview	20
1.12 Detailed Requirements: Online Service	20
1.12.1 Online RUC Account Service	20
Contact Management Requirements.....	21
1.13 Overview	21
1.14 Detailed Requirements: Contact Management	21
1.14.1 Contact Management and Reporting	21
1.14.2 Notifications and Mailings.....	21
1.14.3 Mileage Collection by the Account Manager.....	22
Invoice and Payments Requirements.....	24
1.15 Overview	24
1.16 Detailed Requirements: RUC Invoices and Payments	24
1.16.1 Invoices to RUC Payers.....	24
1.16.2 Posting RUC Payments	25
Refunds and Reporting Requirements.....	27
1.17 Overview	27
1.18 Detailed Requirements: Refunds to RUC Payers	27
1.18.1 Refunds to RUC Payers	27
1.18.2 Reporting To ODOT.....	27

1.18.3 Report Retention.....	28
Appendix A: RUC Refund Matrix.....	30

Revision History

Date Of Revision	Reason For the Change and Short Summary of the Revisions Made	Version Number
5/12/14	Procurement Document Released	1.0
9/17/14	Revisions to language and requirements	1.1
12/19/14	Revisions to include updated business rules	1.2
02/23/15	Revisions to language to provide clarity on requirements	1.3
6/5/15	Revise AMO.RTO.6; revise/add eSignature requirements	1.4
11/30/15	Revisions for general cleanup and mutually agreed upon changes during development and implementation	1.5

Business Operations Overview

1.1 Program Vision

The Road Usage Charge Program represents a major shift in the way the public pays for our transportation system. Public understanding and acceptance of a road usage charge depends on how well ODOT engages the public in the issues surrounding the need for the system and how the road usage charge system works. The following is the initial vision statement for the Oregon vehicle Road Usage Charge system:

The Oregon Road Usage Charge system vision is a reliable, easy-to-use, low cost, enforceable, and publicly acceptable “open” system that replaces the fuel tax with a charge, based on measured road use, thereby preserving cost responsibility and providing the means to support the state’s system of roads and highways.

Many valuable lessons were learned during the 2007 Road User Fee Pilot Program and the 2012 Road Usage Charge Pilot Project. These included the need to give motorists choices of technologies for reporting miles driven, as well as choices for invoicing and payment of the RUC, and an opportunity to obtain RUC services through nongovernmental entities. The use of such service providers provides RUC Payers with additional choices through public-private initiatives. The vision for the RUC program was extended to incorporate these ideas:

Design a system where choices regarding mileage measurement and collection are available; provide capability for charging for only those miles driven on public roads within the state; and, capabilities that protect the vehicle owners’ and drivers’ privacy. Include opportunities for public-private partnerships to manage the various road usage charge functions and processes.

1.2 Objectives of the Program

To achieve the vision, program objectives were identified:

Provide Choice

The procurement for an Oregon Account Manager and Commercial Account Manager(s) is an objective of the program to provide choice for the volunteers who choose to enter the program. This objective supports the program goals of creating an open market for RUC Payer choice and public-private partnerships through the open system design.

After opting to join the program, volunteers also have a choice in their selection of mileage reporting device (MRD) type. Through basic and advanced options, a volunteer can determine the level of functionality in the MRD they most prefer.

Provide Service

The Account Manager (AM) will have the responsibility of establishing and managing the accounts for RUC Payers. By doing so, the AM will communicate and explain the program to the public. The AM will be the primary resource for the RUC Payer during the program for questions that arise, supported with program messaging provided by ODOT.

Process Road Usage Charges

As discussed in the System Requirement Specifications (SRS) and Interface Control Document (ICD), the technology and supporting systems are designed to record and report RUC activity. The Account Manager will monitor and ensure the systems are working properly. The Account Manager will create invoices and process RUC payments for account holders. The Account Manager will work directly with ODOT to report and reconcile the RUC charges and Fuel Tax Credits for the program.

Protect Information

The Account Manager will have security measures in their operations and systems to provide protection for RUC Payers and program information. Account Managers and ODOT will adhere to general and program-specific privacy requirements as well as restrictions on how an individual’s mileage information can be used and how long an individual’s mileage information can be retained. Commercial Account Managers may obtain RUC Payer consent to retain and/or use location data outside of these

requirements. With the choices regarding the MRD the RUC Payer selects, and not mandating a location-based charging system, Account Managers allow the RUC Payer to control the amount of information retained.

Promote Compliance

In addition to the education of the public about the program, compliance with the program will be facilitated by a specific elective tax payer agreement between the RUC Payers and ODOT. Through the defined reporting methods, the Account Managers will have the capacity for monitoring and assurance of tax payer compliance. To ensure that program objectives are met, the compliance of the Account Manager will be monitored by ODOT regularly through performance measurements and periodic audits.

1.3 Business Context

The key RUC program and system relationships are illustrated in Figure 1 below. The ODOT Account Manager (OAM) and Commercial Account Manager (CAM) are central to the success of the program as they work directly with RUC Payers and RUC Administration.

The program will begin in July of 2015 and there will be a marketing effort by ODOT to communicate information regarding the program to the public to generate interest, and provide the opportunity for individuals to sign up to receive RUC information and details about benefits. Potential RUC Payers will receive updates about program information and an advance invitation to participate in the program.

RUC Payers will be able to enroll in the program and have an account created with an Account Manager. The Account Manager activities are fundamental to the execution of the program. The Business Requirements document provides the requirements for the Account Manager.

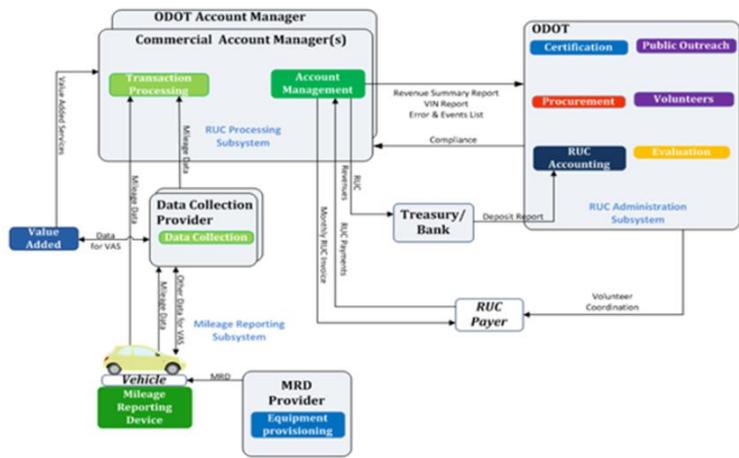


Figure 1: Road Usage Charge Program Context Diagram

1.4 Requirement Naming Conventions

The requirements appear in the “Detailed requirements” subsection of each operational process section description. Each requirement is coded according to the following form:

<operational abbreviation>.<activity abbreviation>.<requirement index>

The requirements are grouped by activities. Activities are high-level objectives of the operational processes. Activities are abbreviated using the three capitalized letters in the name. Within this document, the operational abbreviation will be AMO, representing Account Manager Operations.

Within the document, the requirements are covered both in the section descriptions for the broader activities and within tables for requirements specific to either the ODOT Account Manager and/or the Commercial Account Manager.

1.5 Project Document References

Additional documents should be referred to for overall program details:

- A System Overview document which provides an overview of the industry relevance of the program, as well as a review of the stakeholders and system objectives.
- A System Requirements Specification (SRS) that provides the functional technical requirements for the component subsystems.
- An Interface Control Document (ICD) which provides technical specifications of all system interfaces.

General Business Requirements

ODOT has determined general business requirements for the purpose of identifying if the potential Account Manager has existing core capabilities to support the RUC Program. These general business requirements define the overarching business process areas including the capability to collect and remit tax payments to the Oregon State Treasury, support audits from ODOT, manage technology configurations and assets, and provide reconcilable reports that can show the collection and transfer of revenues through the contractor's transaction and accounting systems.

ODOT will validate the general business requirement capabilities through previously conducted audits, industry acceptable certifications, or established processes. Initial contractor submittals responding to the RFP or RFQ will provide information relative to how their respective company meets these basic criteria.

Requirement #	Description	OAM	CAM
GBR.1	<p>The Contractor shall be financially stable through the duration of this PA. The Contractor shall be able to provide proof of sustainable business for the past three (3) years at the time of PA establishment. If the Contractor is a joint venture, then each company comprising the joint venture shall provide proof of business for at the past two (2) years at the time of PA establishment and provide a letter of commitment for sustained business for one (1) year.</p> <p>Contractor shall provide proof of financial stability. This proof shall consist of a Dun & Bradstreet Rating (or equivalent) Classification of 1A or higher, and a Composite Credit Rating of "Good (2)" or "High (1)".</p>	Required	Required
GBR.2	The Contractor shall use generally acceptable accounting principles (GAAP). Contractor accounting systems shall incorporate industry acceptable accounting principles, including separation of duties.	Required	Required
GBR.3	The Contractor's corporate financial records shall be auditable.	Required	Required
GBR.4	The Contractor shall have documented in-place processes for Change and Configuration Management.	Required	Required
GBR.5	The Contractor shall have documented in-place processes and systems for disaster recovery and continuity of operations.	Required	Required
GBR.6	The Contractor shall conduct banking within the United States. The Contractor shall have a dedicated U.S. based bank account for all financial transactions, which occur under this PA. The Contractor shall be able to remit payments by mail and, for electronic banking, through an automated clearinghouse.	Required	Required

Requirement #	Description	OAM	CAM
GBR.7	A Project Manager shall be designated by the Contractor to manage the work under this PA. Formal communication shall be between the Contractor's Project Manager and the Agency Project Manager (APM). Change of the Project Manager after the establishment of this PA shall only be permissible with the Agency's prior written approval.	Required	Required

Operational Requirements

The requirements are designed to provide direction and performance measurements to ensure accuracy, efficiency and reliability for the activities required of Account Managers.

1.6 Account Manager Personnel Requirements

The personnel of the Account Manager act as the primary representation of the program for the Oregon RUC Payers and potential RUC Payers. The requirements of the Account Manager personnel are designed to ensure that they are properly vetted to be entrusted with the program information and trained to meet or exceed the program objectives.

In addition to the background checks and security requirements, ODOT expects that the potential Account Manager will staff the operation appropriately to meet the performance measurements.

Requirement #	Description	OAM	CAM
AMO. AMP.1	<p>The contractor (OAM) shall have their personnel vetted by performing a background check that includes:</p> <ul style="list-style-type: none"> a) Social Security Number Validation b) State Criminal Background Check (7 years) c) Federal Criminal Background Check (7 years) d) State & National Sex Offender Registry e) State Records Locator (OR) <p>If a U.S. based background check is unavailable, an equivalent background check format shall be provided for ODOT review and approval.</p>	Required	
AMO.AMP.2	<p>The contractor shall provide a process for ODOT approval that describes how they will verify, to a reasonable extent, the identity of the RUC Payer prior to releasing account information. Examples include Individual PIN or Password verification.</p>	Required	Required
AMO. AMP.3	<p>The contractor shall define the roles and responsibilities of their operation to provide sufficient assurance of segregation of duties. Included shall be financial activities and the contractor's process for oversight and review for these activities as needed.</p>	Required	Required
AMO. AMP.4	<p>The contractor shall have their personnel vetted by performing a background check that includes:</p> <ul style="list-style-type: none"> a) State Criminal Background Check (7 years) b) Federal Criminal Background Check (7 years) <p>The CAM retains responsibility for hiring decisions related to all personnel. If a U.S. based background check is unavailable, an equivalent background check format shall be provided for ODOT review and approval.</p>		Required

Requirement #	Description	OAM	CAM
AMO.AMP.6	The contractor shall provide read only access to the AM RUC Payer Account Management system for RUCA for account and financial details.	Required	
AMO.AMP.7	The contractor shall provide read only access to the AM RUC Payer Account Management system pursuant to an audit investigation. Access to daily metered use and location information will be restricted for ODOT based upon limitations set forth in ORS 319.915.		Required

1.7 Program Commencement and Volunteer Management

The Account Manager will play a role in the starting of the Road Usage Charge Program. Their role is to coordinate with the RUC Public Relations team on messaging and communication to the public. When sending communications, the Contractor shall ensure direct marketing and communications about the program includes the correct and most current information provided by the RUC PR team. The Account Manager shall communicate with RUC Payers in accordance with the marketing communications information “tool kit” provided by ODOT. Contractors may supplement with other information if it does not conflict with Agency messaging.

Since there is a limitation to the number of volunteers, the contractor shall not invite volunteers to join the program if it is expected they will not be approved (i.e. over the program limits). Volunteers invited by the Contractor will have the same sign up process as all volunteers. ODOT will communicate directly with the volunteers as needed. The Contractor will be notified by RUCA when communications are distributed directly to volunteer RUC Payers by ODOT so program inquiries can be answered properly.

While the volume of response to the program may vary over the contract period, the RUC Program will continue to recruit volunteers to the extent it maximized the legislative limit currently set at 5,000 volunteers.

Since the Contractor will have ongoing direct contact with the RUC Payers, the Contractor will be expected to provide RUCA success stories and other program information for public relations messages. In response to a RUCA request, the Contractor shall provide nonproprietary program information requested for the legislation process or other public information use.

Program Terms and Conditions

There are separate levels at which the Contractor is expected to request the volunteer to provide their consent in order to become a RUC Payer in the RUC Program. The first of these is the ODOT Terms and Conditions which includes the Volunteer Agreement. This set of conditions will be provided to the Contractor and it is to be used verbatim and must be accepted separately from any other terms presented by the Contractor.

RUC Payer acceptance via electronic signature of ODOT’s Terms and Conditions and the application approved by ODOT are required before the RUC Payer can establish an account. Each vehicle on the application will be reviewed and approved separately. Because the program involves the tax liability for the RUC Payers, the Contractor is required to retain the electronic signatures and agreement information and also provide all e-signature documentation and agreement information to ODOT. National Institute of Standards and Technology (NIST) level 1 must, at a minimum, be used for electronic signature authorization.

Per Senate Bill 810 (SB 810), 2013 Oregon Laws, chapter 781, the Account Manager or any person or entity working with the Account Manager, shall not disclose personally identifiable information used or developed for reporting metered use by a subject vehicle or for administrative services related to the collection of per-mile road usage charges to any person except:

- The registered owner or lessee;

- A financial institution, for the purpose of collecting per-mile road usage charges owed;
- Employees of the department;
- An Agency approved Contractor (e.g. certified service provider);
- A contractor for a certified service provider, but only to the extent the contractor provides services directly related to the certified service provider's agreement with the department;
- An entity expressly approved to receive the information by the registered owner or lessee of the subject vehicle; or
- A police officer pursuant to a valid court order based on probable cause and issued at the request of a federal, state or local law enforcement agency in an authorized criminal investigation involving a person to whom the requested information pertains.

Secondly, for Commercial Account Managers only, if the CAM wants to be able to disclose Personally Identifiable Information (PII), per ORS 319.915(3)(a)(F), to an entity expressly approved to receive the information by the registered owner or lessee of the subject vehicle (i.e. the RUC Payer), the CAM shall obtain this approval through a unique agreement with a separate section of terms and conditions with its own approval step.

If the CAM wants to offer the retention of location and daily metered use information by obtaining RUC Payer consent (per ORS 319.915[4][a][B]), the CAM shall obtain this consent to data retention through a unique agreement with its own approval step.

Any RUC program Terms and Conditions required by the CAM must be obtained through a unique agreement with separate terms and conditions with its own approval step.

The Contractor for the OAM, operating on behalf of ODOT, is not permitted to request additional agreements and disclosures from the RUC Payer beyond the terms and conditions as detailed in the ODOT Terms and Conditions which includes the Volunteer Agreement.

1.8 Program Information Agreement

The Account Manager is responsible for communicating the terms and conditions of the program. As part of the program development, the Account Manager will work with ODOT on the messaging and content of program information.

Requirement #	Description	OAM	CAM
AMO.PIA.1	The contractor shall be responsible for communicating and updating published policies related to privacy and data retention.	Required	Required
AMO.PIA.2	If the contractor presents any of its own RUC program terms and conditions, beyond that provided by ODOT, to the RUC Payer, the contractor shall: <ul style="list-style-type: none"> - Request consent for this separate set of terms and conditions - Request the consent as its own approval step 		If presented, then Required

Requirement #	Description	OAM	CAM
AMO.PIA.3	<p>If the contractor requests the RUC Payer to expressly approve an entity to receive their PII (per ORS 319.915[3][a][F]), then the contractor shall:</p> <ul style="list-style-type: none"> - Request this express approval as a separate step - Provide this express approval request as a unique agreement with separate terms and conditions 		If presented, then Required
AMO. PIA.4	RUC program Terms and Conditions from the contractor, beyond that provided by ODOT, shall be reviewed by ODOT before publishing to the public.		Required
AMO.PIA.5	<p>The contractor shall retain the electronic signatures and agreement information and provide all e-signature documentation and agreement information to ODOT. Specific to the volunteer approvals, the contractor shall include:</p> <ul style="list-style-type: none"> • Electronic signature • Agreement to ODOT Terms and Conditions including the Volunteer Agreement • Agreement to Volunteer PII disclosure (per ORS 319.915[3][a][F]), if expressly approved • Agreement to contractor retention of location based and daily metered use data (per ORS 319.915[4][a][B]), if consented to. 		Required
AMO.PIA.6	<p>The contractor shall retain the electronic signatures and agreement information and provide all e-signature documentation and agreement information to ODOT. Specific to the volunteer approvals, the contractor shall include:</p> <ul style="list-style-type: none"> - Electronic signature - Agreement to ODOT Terms and Conditions including the Volunteer Agreement 	Required	
AMO.PIA.8	For the purpose of obtaining the RUC Payer eSignature on the volunteer agreement (agreeing to be a voluntary tax payer in the RUC Program), the contractor shall require the RUC Payer to type their first and last name, in accordance with the first level of NIST electronic authentication (NIST level 1).	Required	Required

Requirement #	Description	OAM	CAM
AMO.PIA.9	<p>The contractor, upon ODOT request, shall have the ability to provide the information related to the executed volunteer agreement and program terms and conditions, including:</p> <ul style="list-style-type: none"> a) RUC Payer Name and VIN b) Volunteer Agreement Date/Time Stamp, at time of application submission c) Volunteer Program Application d) Volunteer Electronic Authorization (AMO.PIA.8) e) Version and content of Volunteer Agreement (AMO.PIA.5 or PIA.6) f) Version and content of any other Terms & Conditions to which the RUC Payer consented at the time of application submission (AMO.PIA.4) <p>This information shall be provided through standard document and information formats (including pdf, MS Excel, MS Word and CSV) as specified by ODOT.</p>	Required	Required
AMO.PIA.10	The contractor shall validate that the first and last name of the RUC Payer's eSignature match the first and last name as entered on the application.	Required	Required
AMO.PIA.11	If the contractor allows name changes on account, when a RUC Payer requests a name change on the account, the contractor shall require the RUC Payer to sign the Volunteer Agreement again after the change has been made. The contractor shall validate that the first and last name of the RUC Payer's eSignature match the first and last name on the account following the name change.	Required	Required

Account Management Operations

1.9 Overview

The Account Management operational activities are composed of several sections. These include: New Accounts, Account Updates, and Closing Accounts. Account Management is a crucial part of an effective program. The operational activities must be designed and executed in a way to ensure accuracy and efficiency while maintaining the security of the RUC Payer and program information.

Account Managers shall provide the process they will use for enrolling RUC Payers, onboarding vehicles, processing RUC Payers leaving the program, updating account information, handling incoming inquiries, and distributing MRDs. The processes provided should incorporate the requirements listed and the requirement index for reference.

1.10 Detailed Requirements: Account Management

1.10.1 New RUC Payer Accounts

Requirement #	Description	OAM	CAM
AMO.NPA.1	The contractor shall record the initial unverified odometer reading for a vehicle. The RUC Payer shall be able to update their initial odometer reading as needed with their account manager.	Required	Required
AMO.NPA.2	The contractor shall assign the requested type of MRD/Reporting Option and assign a unique device to each vehicle on the RUC Payer's account.	Required	Required
AMO.NPA.3	The contractor shall check the vehicle(s) indicated on the application to ensure it is compatible with the reporting device (MRD) selected by the RUC Payer.	Required	Required
AMO.NPA.4	The contractor shall communicate with their potential RUC Payers when they are accepted or declined for the program.	Required	Required
AMO.NPA.5	The contractor shall decline the potential RUC Payer who does not accept ODOT's Terms & Conditions (Volunteer Agreement) published by the AM and shall not send the application to ODOT for approval.	Required	Required
AMO.NPA.6	The contractor shall require an electronic signature from the RUC Payer to submit the RUC application and acceptance of the Terms and Conditions.	Required	Required

Requirement #	Description	OAM	CAM
AMO.NPA.7	<p>A new application to become a RUC Payer shall include at a minimum:</p> <ul style="list-style-type: none"> • First, Middle and Last Name • Address of vehicle registration in Oregon • Residential address of the RUC Payer • RUC Payer email address • RUC Payer phone number • RUC Payer preferred contact method (phone/email) • Vehicle Year, Make, Model • VIN • License Plate • Selection of RUC Reporting Method (MRD options) per vehicle • Agreement to the Terms & Conditions – as they are applicable <ul style="list-style-type: none"> ○ ODOT Volunteer Agreement (All) ○ Account Manager Terms & Conditions (CAM) ○ PII Disclosure, if applicable (CAM) ○ Daily Metered Use and Location data retention (CAM) • Company Name as needed for commercial vehicles • Other vehicle information as needed for MPG calculation (such as engine size, cylinders, transmission type, fuel type, drivetrain, etc.). 	Required	Required
AMO.NPA.9	RUCA shall be notified of all MRD types and models used in RUC Program operations at program start and when changes to MRDs occur.	Required	Required
AMO.NPA.10	The contractor shall advise the potential RUC Payer during the enrollment process if there is a condition which will affect their ability to register. Examples include: program or MRD level caps, vehicle registration address, etc.	Required	Required

Requirement #	Description	OAM	CAM
AMO.NPA.11	<p>Upon receiving an application from a potential RUC Payer, the contractor shall review the vehicle information and determine the EPA combined fuel economy rating (MPG) as defined below and report it to ODOT on the Account and VIN Update report for program management purposes:</p> <p>The contractor shall use the EPA fuel economy data (published at www.fueleconomy.gov) to determine the MPG value for the vehicle. If the MPG value is not published by the EPA, the contractor shall use the best available source to determine MPG. The contractor shall determine MPG based on the following logic:</p> <ul style="list-style-type: none"> - If the vehicle is powered by gas, diesel or compressed natural gas (CNG), or is a standard hybrid, use the rounded combined MPG value - If the vehicle is fully electric-powered, no MPG rating is to be used <p>Remaining vehicles are plug-in hybrids, use the rounded combined MPGe value</p>	Required	Required
AMO.NPA.12	<p>Upon receiving an application from a potential RUC Payer, the contractor shall review the vehicle information and determine if the gross vehicle weight rating is equal to or less than ten thousand pounds.</p> <p>If the gross vehicle weight rating is <i>more than</i> ten thousand pounds, the contractor shall advise the potential RUC Payer that their vehicle does not qualify for the volunteer program.</p> <p>If the gross vehicle weight rating is <i>equal to or less than</i> ten thousand pounds, and no other variables prevent the potential RUC Payer from qualifying for the program (based on those verified by the contractor), the contractor shall forward the application to ODOT for approval.</p>	Required	Required

1.10.2 Performing Account Updates

Account Managers will be responsible for the ongoing maintenance of accounts as RUC Payers provide information or require assistance with their account. Anticipated processes that the Account Managers will develop procedures for include: vehicles joining and leaving the program, applying account incentives, placing accounts on hold and making account adjustments.

Requirement #	Description	OAM	CAM
AMO.PAU.1	The contractor shall perform any applicable adjustments to the accounts where a potential ODOT incentive is applied to a specific MRD.	Required	Required

Requirement #	Description	OAM	CAM
AMO.PAU.2	The contractor shall perform any applicable adjustments to the accounts where an ODOT incentive is applied to a specific Payer.	Required	Required
AMO.PAU.3	The contractor shall allow the RUC Payer to add an unlimited number of qualified vehicles to their account as long as they are the registered owner (provided not maxing out the regulatory limit).	Required	Required
AMO.PAU.4	The contractor shall have a replacement process for MRDs ensuring that if a new MRD is needed, it is associated to a vehicle on an account and activated.	Required	Required

1.10.3 Closing RUC Accounts

The Account Managers' process for closing accounts will involve changes to inventory, deactivating MRDs and reviewing financial activity for the closed accounts. When a RUC Payer leaves the program, each of their associated vehicles will also leave the program. The Account Manager will notify the Department that the RUC Payer is leaving the program. At that time, ODOT will review the RUC Payer's RUC account utilizing the final odometer reading submitted by the RUC Payer and may assess for mileage not reported by the account manager or otherwise previously assessed by ODOT.

The Account Manager shall provide processes which support the requirements listed in this section and provide the requirement index for reference.

Requirement #	Description	OAM	CAM
AMO.CRA.1	Following a RUC Payer discontinuing a vehicle from the program, the contractor shall put the vehicle account into a state where it no longer logs automated transactions.	Required	Required
AMO.CRA.2	Following a RUC Payer leaving the program, the contractor shall follow ODOT directives regarding how incentives shall be discontinued and/or adjusted, including those applied at the VIN/MRD level as well as at the Payer level.	Required	Required
AMO.CRA.3	The contractor shall have the ability to terminate a RUC Payer account under the conditions of non-payment or the RUC Payer violation of the agreed upon terms and conditions.		Required
AMO.CRA.4	If a RUC Payer voluntarily discontinues a vehicle from the program, the contractor shall consider the date requested as the official discontinue date.	Required	Required

Account Manager Online Service Requirements

1.11 Overview

The Account Manager will create an online presence for RUC Payers to receive information about the program and their account. The online service will be the primary way that RUC Payers will volunteer with the OAM or the CAM.

Account Managers shall provide details regarding the process they will use for the capabilities of the online service include RUC Payer sign up and account access, program and contact information and secure payment processing. The processes provided should incorporate the requirements listed and the requirement index for reference.

1.12 Detailed Requirements: Online Service

1.12.1 Online RUC Account Service

Requirement #	Description	OAM	CAM
AMO.OAS.1	The online service shall allow new volunteers to sign up to become a RUC Payer.	Required	Required
AMO.OAS.2	The contractor shall work with ODOT on a design task for the OAM online presence.	Required	
AMO.OAS.3	Contractors acting as a CAM shall host their own online service.		Required
AMO.OAS.4	The online service shall provide a link to the ODOT published program information and have a reference to the ODOT administrative rules and legislation.	Required	Required
AMO.OAS.5	Invoices shall be available through the online service to the RUC Payer.	Required	Required
AMO.OAS.6	The online service shall have contact information for the Account Manager and ODOT.	Required	Required
AMO.OAS.7	The contractor shall provide access to view miles traveled and fuel consumed by day to the RUC Payer through the online service.	Required	
AMO.OAS.8	The contractor shall provide access to view miles traveled and fuel consumed by day to the RUC Payer.		Required

Contact Management Requirements

1.13 Overview

The Account Manager will manage the inquiries regarding the program and be able to accurately explain the program objectives to the public. Additionally, the Account Manager will support the incoming inquiries from their RUC Payer account holders.

Contact management is an essential function of a successful program. The Account Manager will work in concert with ODOT to ensure program information is accurate and complete when providing information to the public. The Account Manager will use Agency provided messaging language for RUC related communications to RUC Payer account holders.

The objective of the contact management requirements is to produce timely response and resolution to inquiries. In addition to the requirements listed, there are several Key Performance Indicators which are related to Contact Management for the RUC Program. These can be found in the Service Level Agreement documents for both the OAM and CAM.

1.14 Detailed Requirements: Contact Management

1.14.1 Contact Management and Reporting

Requirement #	Description	OAM	CAM
AMO.CMR.1	The contractor shall provide, at a minimum, the following contact options: <ul style="list-style-type: none"> - Electronic Communication (email, web form) - Phone - Mailing address No in-person contact is required.	Required	Required
AMO.CMR.2	When contacted about the program, the contractor shall provide basic program and account information for payers such as: <ul style="list-style-type: none"> - General program information - Payer account information - Answers to Frequently Asked Questions 	Required	Required
AMO.CMR.3	The contractor shall be able to explain the program details, rules, RUC charge process and fuel tax credit to interested parties.	Required	Required
AMO.CMR.4	The contractor shall collaborate with the Agency on RUC related communications to RUC Payers.	Required	Required

1.14.2 Notifications and Mailings

The Account Manager will be responsible to send several types of notifications to the RUC Payer to keep them informed of information related to their account and issues that may arise. In the event that there are MRD errors being reported, the AM will be responsible to communicate the issue to the RUC Payer. The Account Manager will work with the RUC Payers to ensure that their MRDs are working properly and accurately gathering and reporting mileage.

Requirement #	Description	OAM	CAM
AMO.NAM.1	The contractor shall notify the RUC Payer if their device has errors which need to be addressed to support proper mileage collection.	Required	Required
AMO.NAM.2	Upon account application rejection, there shall be a communication sent to the account holder defining the reason.	Required	Required
AMO.NAM.3	Upon account application acceptance, there shall be a communication sent to the account holder along with the selected MRD.	Required	Required
AMO.NAM.4	The contractor shall notify the RUC Payer when it detects any condition that would require action by the RUC Payer. At a minimum, it shall notify the customer of the following conditions: <ul style="list-style-type: none"> • MRD ID-VIN mismatch • Frequent MRD disconnects (more than one per day, at an interval of 15 minutes or more) • Extended MRD disconnects (more than 3 days) 	Required	Required
AMO.NAM.5	The contractor shall notify the RUC Payer within 48 hours, by the preferred contact method selected by the RUC Payer, of any condition that is preventing the MRD from operations, unless the condition has been resolved before the required notice has been sent.	Required	Required
AMO.NAM.6	Upon successful activation of the MRD, a communication shall be sent to the RUC Payer telling them it is activated.	Required	Required
AMO.NAM.7	The contractor shall ensure that the correct MRD is distributed to the assigned account holder.	Required	Required

1.14.3 Mileage Collection by the Account Manager

The Account Manager is responsible for the proper functioning of the RUC-related technology, processes and procedures as required by SB 810, its associated administrative rules, and this procurement, including the full payment to ODOT of road usage charges for all taxable miles reported by the RUC Payers.

The Account Manager is responsible for reporting all reported MRD miles, and for recapturing and reporting missing miles for periods where the MRD is not functioning. This may be done in one of two ways:

1. By providing an MRD that has the functionality to determine a change in mileage after an operational MRD has been disconnected and/or unassociated with a vehicle. This MRD must also have the functionality to report to the account manager in a way that "trues up" mileage which was unaccounted for previously;
Or
2. By providing, upon ODOT approval, an alternative method to substantiate and account for missing mileage.

All missing miles which are captured will be treated as undifferentiated miles, payable from the RUC Payer to the Account Manager net of associated undifferentiated miles' fuel tax credit.

Requirement #	Description	OAM	CAM
AMO.AAM.12	The contractor shall have the ability to place the system counter of the MRD which counts the null mileage days on hold. During this time, the counter for null mileage days shall not count the days if they accrue. However, any related reported MRD mileage activity will still be received and recorded and posted to the RUC Payer account. The decision to activate this ability and put the counter on hold will be at ODOT discretion.	Required	Required
AMO.AAM.13	The contractor shall have the ability to report the number of Null Mileage Days per VIN to RUCA by sending the information in the VIN Summary Report.	Required	Required

Comment [MM1]: Requirement eligible to be waived. ODOT has requested that null mileage days no longer be counted. Because AMs have already implemented this functionality, the AM can either:

- Consider this requirement existing and enforced (all null mileage day counters are placed on hold)
- Consider this requirement existing, but waived – AM does not have to keep functionality implemented

Comment [MM2]: Requirement is still existing and enforced due to the fact that the VIN Summary report (ICD) still contains the "NullMileageDay" field as a required field.

Current timelines do not allow for the development effort to remove this field from the report at this time.

The AM is to report a value of '0' (zero) in the "NullMileageDay" field of the VIN Summary report.

Invoice and Payments Requirements

1.15 Overview

The Account Manager will provide invoices to the RUC Payers which detail the road usage charges and the fuel tax credits. Invoices must reflect the mileage activity and subsequent calculations accurately. The Account Managers will support the RUC Payers regarding questions about transactions and mileage activity. Since ODOT will be responsible for certain refund conditions, the Account Manager will provide account information to the RUC Payers and refer them to ODOT as needed.

1.16 Detailed Requirements: RUC Invoices and Payments

1.16.1 Invoices to RUC Payers

Requirement #	Description	OAM	CAM
AMO.IRP.1	The contractor shall provide an invoice for RUC Payers that shall display at a minimum: <ul style="list-style-type: none"> • Description of the vehicle • Taxable Miles • Non-taxable Miles • Amount of RUC • RUC Rate • Fuel used for taxable miles • Fuel used for non-taxable miles • Amount of Fuel Tax Credit • Fuel Tax Credit Rate • Incentives Applied (if applicable) • All vehicles and activity on one invoice • Adjustments to the account 	Required	Required
AMO.IRP.2	The AM will manage inquiries from their RUC Payers and address any issues with invoice discrepancies, making adjustments if allowed/applicable.	Required	Required
AMO.IRP.3	The contractor shall process refunds for overpayments made by RUC Payers for their invoices.	Required	Required
AMO.IRP.4	Upon notice of account closure, the RUC Payer shall be invoiced for any unbilled balance within 30 days upon receipt of notification that the account will be closed.	Required	Required
AMO.IRP.5	The contractor shall have the ability to accrue the net credit balance of the RUC Payer until a certain threshold amount is reached before issuing a payment for the credit. The contractor shall be able to pay out the credit on request. The credit threshold shall be established by RUCA.		Required

Requirement #	Description	OAM	CAM
AMO.IRP.6	The contractor shall retain a net balance credit on a RUC Payer account for only up to the time limit as established by RUCA. Upon which the contractor shall pay out the credit to the RUC Payer.		Required
AMO.IRP.8	The contractor shall have the ability to maintain an aggregated net amount due until a threshold is reached before sending an invoice. RUCA will define this threshold. The contractor shall invoice no more frequently than quarterly for thresholds reached. If the threshold has not been reached by quarter end, invoicing is to be held until the threshold has been reached.	Required	
AMO.IRP.9	The contractor shall have the ability to accrue the net credit balance of the RUC Payer until a certain threshold amount is reached. Upon reaching the threshold, the contractor shall provide information to RUCA for payment of the net credit to the RUC Payer. The credit threshold shall be established by RUCA.	Required	

1.16.2 Posting RUC Payments

Requirement #	Description	OAM	CAM
AMO.PRP.1	The Contractor shall establish a bank account with an Oregon State Treasury approved bank that is dedicated to the collection and remittance of RUC payments in U.S. dollars. Monies collected for the purpose of RUC shall be deposited to this account daily. Any interest accrued in this account is to be paid to the Agency.	Required	Required
AMO.PRP.2	The contractor shall charge the RUC Payer for any returned payment fees incurred.	Required	
AMO.PRP.3	The contractor shall take at a minimum the following payment methods: <ul style="list-style-type: none"> • Check • Money Order • Visa/Master Card (online) Debit and Credit • ACH - Automated Clearing House • Vouchers (ODOT approved incentive) <p>The Agency has the right to waive payment methods when appropriate, via a separate waiver document.</p>	Required	

Requirement #	Description	OAM	CAM
AMO.PRP.4	The contractor shall offer payment method(s) to its account holders. There is no minimum payment method requirement except supporting vouchers (ODOT approved incentives).		Required

Refunds and Reporting Requirements

1.17 Overview

The refunds for the RUC Program will be processed by both Account Managers and ODOT for specific scenarios. These scenarios are detailed in Appendix A: RUC Refund Matrix.

The Account Managers are responsible for communicating the reporting information to ODOT through the defined system reports in the SRS, with specifications in the ICD. The frequency for the operation to send these reports is included in the requirements list below.

The RUC Payer will interact with ODOT directly for all RUC or fuel tax credits for undifferentiated mileage reported by the Account Manager, either as measured by a Basic (non-GPS) MRD or by the recapturing of miles that the RUC Payer claims are non-taxable. The contractor has no responsibility to accept, process, or administer refund applications for reported undifferentiated mileage that the RUC Payer claims is non-taxable.

1.18 Detailed Requirements: Refunds to RUC Payers

1.18.1 Refunds to RUC Payers

Requirement #	Description	OAM	CAM
AMO.RRP.1	The contractor shall refer the RUC Payer to the RUC Accounting team based on the details of their refund request, per details in RUC Refund Matrix.	Required	Required

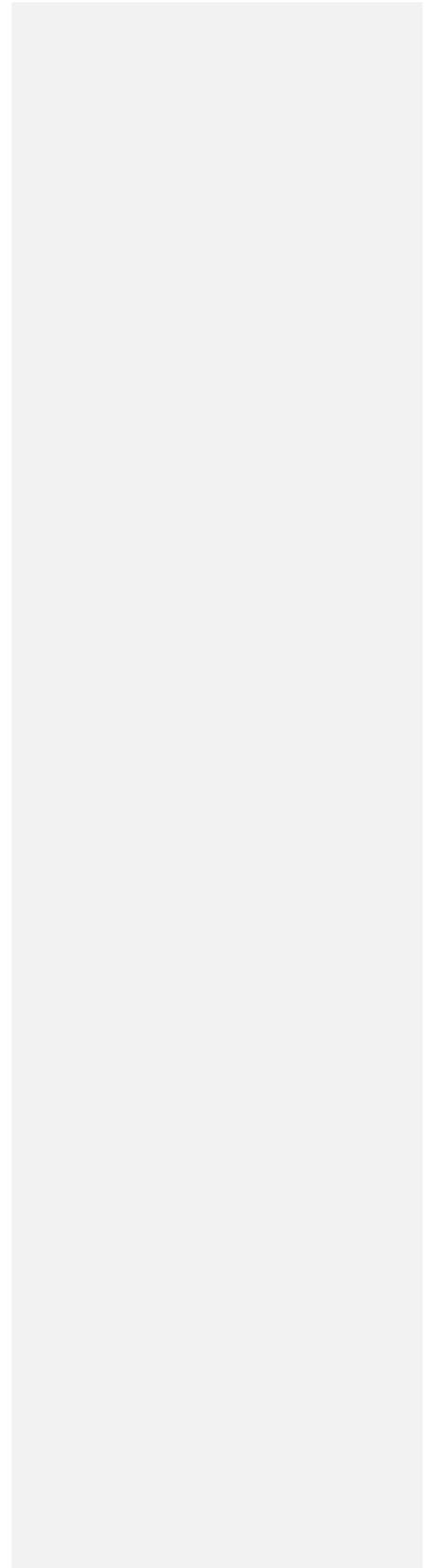
1.18.2 Reporting To ODOT

Requirement #	Description	OAM	CAM
AMO.RTO.1	The contractor shall provide adjustment details for any financial and mileage adjustments performed for account holders to RUCA through the reporting as detailed in the ICD.	Required	Required
AMO.RTO.2	The contractor shall ensure that reports and payment amount submitted to ODOT shall reconcile with any variance explained.	Required	Required
AMO.RTO.3	The contractor shall work with RUCA to address any report errors or variances upon discovery.	Required	Required
AMO.RTO.4	The Account Manager shall be able to provide ad hoc reports for RUCA as requested.	Required	Required
AMO.RTO.5	For the purposes of reporting, from the AM to the RUCA, and to ensure reporting activities are in sync across Account Managers, contractors shall define a quarterly reporting period as calendar quarters beginning in January. (Jan-Mar, Apr-Jun, Jul-Sept, Oct-Dec)	Required	Required
AMO.RTO.6	For the purpose of reporting a specific date and time, the contractor shall report in UTC time.	Required	Required
AMO.RTO.7	The contractor shall work with RUCA to address questions which arise as a result of the RUCA data analysis.	Required	Required

1.18.3 Report Retention

Requirement #	Description	OAM	CAM
AMO.RRE.1	The Mileage & RUC Revenue report shall be retained for 6 years.	Required	Required
AMO.RRE.2	The weekly VIN Summary report shall be retained for 15 months.	Required	Required
AMO.RRE.3	The monthly VIN Summary report shall be retained for 15 months.	Required	Required
AMO.RRE.4	The quarterly VIN Summary report shall be retained for 6 years.	Required	Required
AMO.RRE.5	The weekly Error & Events report shall be retained for 15 months.	Required	Required
AMO.RRE.6	The monthly Error & Events report shall be retained for 15 months.	Required	Required
AMO.RRE.7	The quarterly Error & Events report shall be retained for 6 years.	Required	Required
AMO.RRE.8	The daily Account and VIN Update report shall be retained for 6 years.	Required	Required

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Appendix A: RUC Refund Matrix

MRD / Vehicle Fuel Type	Credit for: Fuels Tax	Refund for: RUC Private/ Off-road Miles	Refund for: RUC Out-of-state Miles
BASIC MRD			
Gasoline or hybrid	Automatically Calculated via MPG or Fuel Consumption, reflected on RUC Invoice	Refer to RUCA for refund request	Refer to RUCA for refund request
Diesel or other non-gasoline fuel	Automatically Calculated via MPG or Fuel Consumption, reflected on RUC Invoice	Refer to RUCA for refund request	Refer to RUCA for refund request
All-electric	Not-applicable for all-electric vehicles	Refer to RUCA for refund request	Refer to RUCA for refund request
ADVANCED MRD			
Gasoline or hybrid	Automatically Calculated via MPG or Fuel Consumption, reflected on RUC Invoice	Automatically Calculated and reflected on RUC Invoice, OR refer to RUCA for refund request (dependent on MRD location differentiation functionality)	Automatically Calculated and reflected on RUC Invoice
Diesel or other non-gasoline fuel	Automatically Calculated via MPG or Fuel Consumption, reflected on RUC Invoice	Automatically Calculated and reflected on RUC Invoice, OR refer to RUCA for refund request (dependent on MRD location differentiation functionality)	Automatically Calculated and reflected on RUC Invoice
All-electric	Not-applicable for all-electric vehicles	Refer to RUCA for refund request	Refer to RUCA for refund request
BUSINESS RULES			
	<p>Fuels tax is <u>NOT</u> to be credited for out-of-state mileage. Fuels tax <u>IS</u> to be credited for in-state mileage on private roads or off-road.</p> <p>In rare circumstances, diesel/other fuel vehicle owners will have access to tax-exempt fuel (fuels tax has not been applied to this fuel by the state). If so, the vehicle owner, per the volunteer agreement, is obligated to inform ODOT. ODOT will inform the RUC Payer that they have to choose one or the other: either always obtain tax-exempt fuel, or never obtain tax-exempt fuel. If the RUC Payer decides to always fuel with tax-exempt fuel, than NO fuels tax credit should be applied to their account. Their vehicle, for all intents and purposes, should be treated like an electric vehicle for that volunteer's duration in the program. ODOT will inform the Account Manager if this situation ever arises.</p>	<p>If the Account Manager cannot differentiate private / off-road mileage, the AM shall refer the RUC payer to RUCA. The RUC Payer shall submit a manual application to RUCA with supporting documentation.</p>	<p>If the Account Manager cannot differentiate out-of-state mileage, the AM shall refer the RUC payer to RUCA. The RUC Payer shall submit a manual application to RUCA with supporting documentation.</p>

Note: Switchable MRDs are to apply the appropriate credits/refunds based on the operating mode (basic or advanced)