



Request for Discussion

SRTA #27-002

Debt Collection Services

Requested by
State Road and Tollway Authority

May 8, 2026

Written Response Due: May 14, 2026 – 2:00 PM (EST)

1. Purpose

The State Road and Tollway Authority (SRTA) is seeking to engage in informative discussions regarding debt collection services related to unpaid tolls and violations. These solution-focused discussions are intended to explore innovative approaches with the objective of providing SRTA with the maximum recovery of assigned unpaid tolls for collections, and the treatment of fees with the prospective service provider. The insights gained from these engagements may inform and shape future SRTA initiatives.

Interested respondents are expected to adhere to the response procedures outlined in this document.

2. Agency Background

SRTA currently operates four Express Lane facilities in metro Atlanta: I-85 Express Lanes, I-85 Extension Express Lanes, I-75 South Metro Express Lanes (reversible facility), and the Northwest Corridor Express Lanes (reversible facility). These lanes are optional toll lanes that run alongside existing interstates in some of the most congested corridors in the region. The facilities provide a choice for motorists and transit riders who want a more reliable travel option during peak periods. Each lane is congestion-priced to maintain reliable travel times during the peak periods. On weekdays, the reversible Express Lanes generally operate southbound towards Atlanta in the AM and northbound in the PM.

SRTA will also provide certain customer service back-office services for future private developers who have been awarded contracts through GDOT's P3 procurement process. Any future collection services sought by SRTA will NOT include violations occurring on these P3 facilities.

3. Current Violations and Collections Approach

Currently SRTA pursues the payment of unpaid tolls in the following manner:

- Unpaid Tolls with Georgia Plates: Initially SRTA pursues the payment of unpaid tolls with a Toll Violation Warning (TVN) issued by SRTA, with a \$5.00 administrative fee applied per unpaid toll transaction. If these TVN's go unpaid, then all unpaid toll transactions on the TVN are assigned to a collection agency with an additional \$20 administrative fee applied per toll transaction (\$25 total in fees per unpaid toll transaction). The collection agency is free to re-bundle toll transactions and send notices (and other outreach techniques) as needed for the proper collection of the debt.
- Unpaid Tolls with Non-Georgia Plates: SRTA assigns these unpaid tolls directly to a collection agency with no notices issued by SRTA. As with the Georgia plates unpaid tolls, each toll transaction carries a maximum of \$25.00 in fees.
- The current collection agency has a set period of time to pursue unpaid toll debt. After that period of time, violations are eligible to be recalled by SRTA to pursue debt in court. Toll transactions at the court level carry up to an additional \$70.00 civil penalty per transaction and if unpaid at the court level may be re-assigned to the collection agency (\$25, plus \$70, plus toll amount) for collection.
- Currently, the average toll amount on SRTA's four facilities is \$3.00. SRTA's most recent annual report, which includes volumes and other information which respondents may use in making assumptions, can be accessed at [SRTA-2024-Annual-Report-Final-5-29-2025-1.pdf](#)

4. Project Goals

SRTA is seeking to broaden its understanding of available debt collection solutions and technologies offered by industry respondents. SRTA is particularly interested in exploring innovative approaches that can yield up to 100% of all unpaid tolls assigned for collections while discussing options related to administrative fees.

Key areas of interest include, but are not limited to, the following:

1. **Certainty of Payment of Tolls**- SRTA currently receives an upfront payment of 100% of the tolls sent to the collections company (with limited exceptions). Given SRTA's current volumes and toll rates, SRTA would like to understand whether this arrangement is still possible and if not, what can be expected in a future collections arrangement.
2. **Processing**: SRTA is seeking near real-time updates to the change in status of any assigned debt. The use of batch processing by SRTA or the collections agency to update assigned collections records across systems leads to customer experience issues. SRTA is seeking a near real time message based solution so little if any time difference exists between either the SRTA system or the collection agency system, when detecting a change in an assigned collection record status.
3. **Administrative Fees** – SRTA is looking for options related to Administrative Fees.
4. **Other Innovations** – SRTA is open to new arrangements and approaches in the collection of outstanding toll debt.
5. **Customer Service** - SRTA is seeking to partner with a vendor which allows for the flexibility to resolve customer concerns as they may arise, including adjusting, canceling, or allowing SRTA to accept the payment of an assigned debt.
6. **Payment Processing Services** – SRTA is seeking a vendor who can process the payments for violators whose cases have proceeded to court, both prior to and after the court hearing on the violations.

Respondents are encouraged to present additional solutions beyond those listed above.

All proposed solutions should align with SRTA's strategic goals of enhancing efficiency, revenue assurance and customer experience.

5. Process to Participate

Step 1: Review the RFD

Review the Request for Discussion (RFD) document in its entirety. Identify solution(s) that address one or more of the key areas of interest of SRTA. See Fiscal Year 2024 Annual Report. [SRTA-2024-Annual-Report-Final-5-29-2025-1.pdf](#)

Step 2: Provide Written Response

Respondents will be required to provide a brief written response with the requested information to show interest in the RFD and be considered for an invitation for a discussion. Each Respondent will submit an electronic copy up to two-page Portable Document Format (PDF) response formatted with single line spacing, 12-point standard font. **The RFD response interest are not scored; all submissions will be reviewed and those that align with SRTA's interests will be invited to participate in a one-on-one virtual discussion.**

Additional attachments to responses are not necessary and are prohibited. All responses are due **by (2:00 PM, EST) on Thursday, 05/14/2026**. Late responses will not be accepted or reviewed.

Send all written responses via e-mail to procurement@srta.ga.gov - **Subject line of email:** RFD for Debt Collection Services [*Respondent name*].

The PDF written response shall include the below information from each Respondent:

1. Respondent Name
2. Contact Name
3. Phone Number
4. E-mail Address
5. Company Name (if multiple firms are represented, provide all names)
6. Solution Name Brief (high level) Description of the proposed solution (maximum 500 words)
7. Current experience or completed projects where the primary debt assigned for collections was based on toll violations.

Step 3: Set-up On-Line Meeting for Respondents

Invited Respondents will be notified by e-mail by close of business Tuesday, May 19th if SRTA is interested in participating in further conversations related to the proposed solution. E-mails to Respondents will provide the necessary information for a virtual meeting (i.e., Microsoft Teams). Each meeting will be limited to one (1) hour and will be organized in the following format:

1. Introduction
2. Vendor Solution
3. Questions and Answers Meetings may include SRTA staff representing various divisions of the agency.

The intent of the meeting is for the Respondent to educate and inform SRTA staff of potential debt collection solutions and technologies for consideration for future deployment.

Respondent Restrictions on Communications with SRTA during RFD Period

All official communications to and from SRTA regarding this RFD will be transmitted in writing (defined as being sent or received via electronic mail).

All Respondent communications concerning this RFD should be directed to the SRTA Issuing Officer, Staci Winston. Please send email to procurement@srta.ga.gov. Any oral communications will be considered unofficial and non-binding on SRTA.

Respondents should only rely on written statements issued by the SRTA Issuing Officer.

All Respondents and representatives or partners of any Respondent are strictly prohibited from contacting any other SRTA staff or Board member or third-party representatives of SRTA on any matter related to the RFD.

6. Confidentiality

All materials submitted in response to this RFD are subject to public inspection, pursuant to the provisions of Georgia's Open Records Act upon completion of the RFD process. SRTA's receipt, review, evaluation or any other act or omission concerning any such information shall not be considered to create an acceptance of any obligation or duty for SRTA to prevent the disclosure of any such information except as required by the Open Records Act. Therefore, Respondents should refrain from providing any information, ideas, and concepts in writing that are considered to be proprietary, confidential, or trade secrets. If Respondent nevertheless wishes to include information in its response to this RFD that the Respondent may consider proprietary, confidential, or a trade secret then Respondents that decide to submit information they believe should be exempt from disclosure under the Open Records Act shall: (i) clearly such information as confidential, proprietary or exempt, (ii) shall include such information in a different color from the rest of the proposal text, (iii) shall state the legal basis for the exemption with supporting citations to the Georgia Code, and (iv) for records containing trade secrets, Proposers who wish to keep such record confidential shall also submit and attach to the records an affidavit affirmatively declaring that specific information in the records constitute trade secrets pursuant to Article 27 of Chapter 1 of Title 10 of the Georgia Code.

7. Reserved Rights

Issuance of this RFD does not commit SRTA to issue an RFP or award a contract. SRTA may amend or cancel this RFD at any time, for any reason.

SRTA will not assume any expense incurred by Respondents participating in the RFD, RFD Response, RFD virtual meeting, or Presentations. Respondents are solely responsible for their own expenses.

8. Conclusion

SRTA values the opportunity to engage with Respondents, industry experts, and solutions providers to explore the evolving debt collection services.

While this initiative does not constitute a formal procurement process, the information and ideas shared may be used for future planning and strategic initiatives. SRTA encourages Respondents to participate by submitting concise responses and potentially engage in meaningful dialogue during scheduled meetings.