



Payments Modernization: Re-procuring after 16 years

Dave N. Marks

Head of Payments Reprocurement, Finance Division
Metrolinx

March 5, 2025



10:20 **Welcome**

10:22 **Who is Metrolinx and what is PRESTO?**

10:25 **The need to modernize and how to address incumbent advantage?**

1 Market sounding (engage the market and stakeholders)

2 Fairness (hire an auditor)

3 Data room (share all data)

4 Transit Agencies (or any and all stakeholders) involvement

Successes

10:38 **Questions**

10:40 Adjourn

WHO IS METROLINX?

- Government agency in the Province of Ontario
- Transit authority for the GTHA (Greater Toronto & Hamilton Area)
- Network spans 11 transit agencies in different cities and regions
- Based on 2021 census, population of 7.7M in the core and 9.7M in the greater Golden Horseshoe region



WHAT IS PRESTO?

- Fare payment system began as a trial in 2007 only for GO Transit (commuter rail). It was a stored value card on a closed loop fare system.
- Gradual upgrades meant PRESTO can replace the need for tickets, tokens, print passes or cash. Rules can also be applied depending on fare types, time-based, zone/distance-based and even co-fares.
- Over time, additional transit agencies adopted the payment card which expanded the still closed loop system. Today, 11 transit agencies are part of this network.
- By 2024, the PRESTO payment systems is modernized to an open-loop system accepting local and international debit/credit cards including mobile wallets.



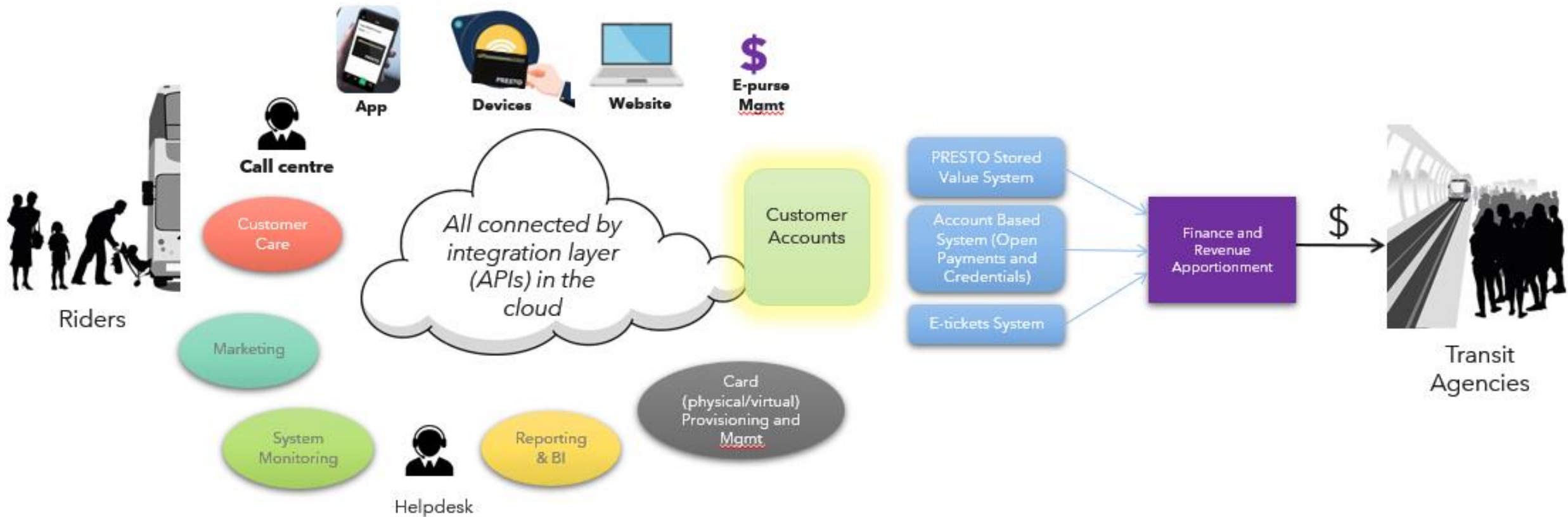


After 16 years, conversations need to be refreshed. As does the technology.

- How to keep up with what riders need/want.
- How to leapfrog.
- How to keep CAPEX and OPEX contained.
- How to invite the world's suppliers to bid.
- How to keep feathers unruffled.



1) MARKET SOUNDING...MODULAR DESIGN INTEGRATION WITH PARTNERS



2) HIRE A FAIRNESS MONITOR

- In a world where perception can become reality, governments need to not only demonstrate fairness and objectivity, but the process also needs to be transparent and defensible.
- Where permitted, meeting with vendors need to be attended by Fairness; same for internal meeting that include Evaluators
- Let Fairness document and conclude with interim and final reports

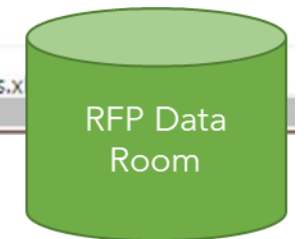
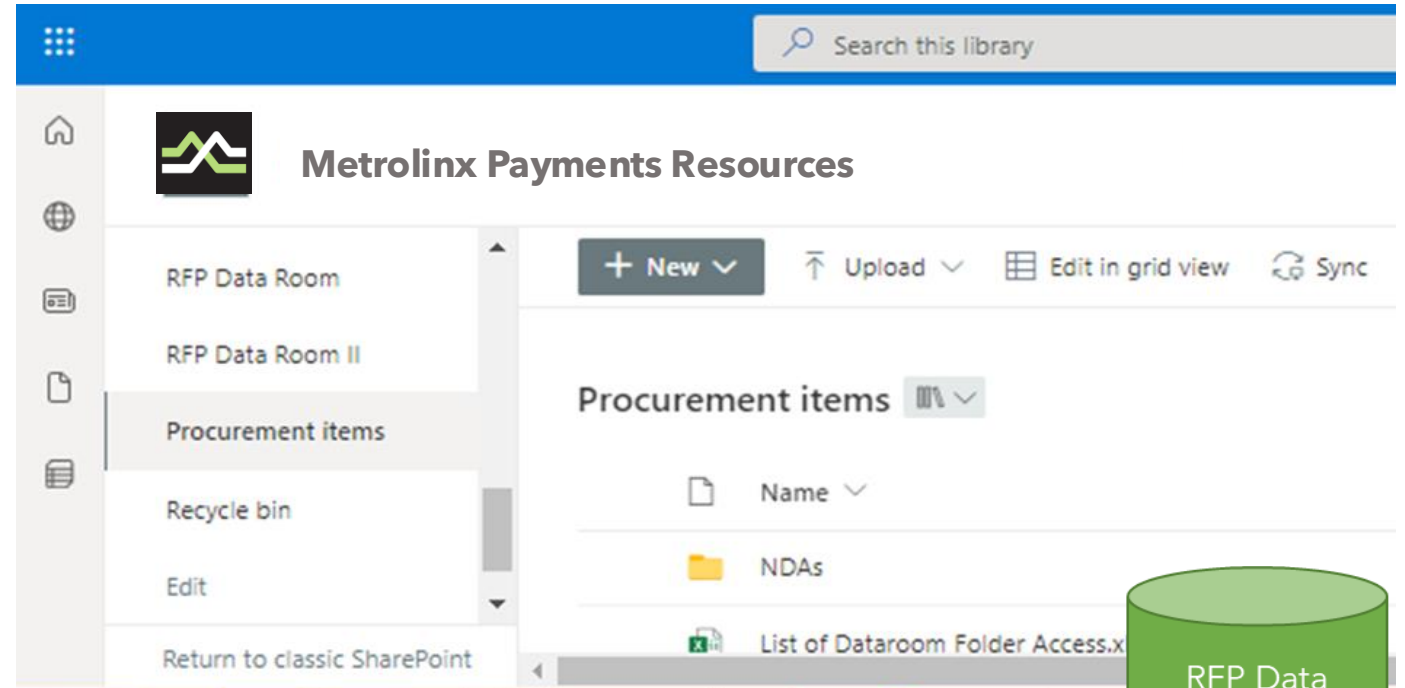


3) ACCESS TO METROLINX PAYMENTS RESOURCES (SHAREPOINT)

Primary purpose: Provide a secured place where vendors can access (Restricted View) select project artifacts including RFP ancillary information.

Additional support documents (e.g. operational reports, 3rd party IP on payments, etc.) can be made available to Proponents.

Data room is accessible upon completion and return of the NDA form.



Admins (R/W)
MX/Advisors (R)
Vendors (RV)

4) TRANSIT AGENCY (OR ANY & ALL STAKEHOLDERS) INVOLVEMENT

Key Activities / Milestones	RFP 1			RFP 2			RFP 3			RFP 4			RFP 5		
	Start Date	End Date	Bus. Days	Start Date	End Date	Bus. Days	Start Date	End Date	Bus. Days	Start Date	End Date	Bus. Days	Start Date	End Date	Bus. Days
RFP in-Market Period	Apr 2022	Aug 5, 2022	85	Apr 22,	Sept 20, 2022	108	Nov 18, 2022	Mar 10, 2023	79	May 26, 2023	Aug 14, 2023	50	Aug 10, 2023	Oct 20, 2023	51
Written Response Evaluations & Consensus	Aug. 1													24	45
Demo Evaluations	Sept. 1														2
CCM Planning & Strategy	Oct. 1														20
Pricing Analysis	Nov. 1														5
Final-Stage BAFO CCMs	Dec. 1														5
BAFO Amendments	Dec. 1														15
BAFO Responses Due	Feb. 1, 2023														15
BAFO Analysis and Comms	Mar. 1														15
Solution Finalization/ SOW	Apr. 2														55
Contract Negotiations	May 1														50
Contract Awards														Oct 2024	

- Host requirements gathering meetings. **Consultants to conduct them.**
- Involve the Executives and form Steering Committees with defined agenda for gating and approvals. **Minute them.**
- Recruit evaluators; and leave rank and title 'at the door'. **Junior opinions may be more relevant.**
- Throw a party!

SUCSESSES

DAILY NEWS

CityNews Toronto

<https://toronto.citynews.ca> > 2024/12/27 > free-go-train...

Free TTC, GO train and UP Express trips on New Year's Eve

Dec 27, 2024 — GO Transit and UP Express services will be free to all customers on New Year's Eve from 7 p.m. until 8 a.m. on Jan. 1, 2025.

INsauga

Free transit for teens this summer offered in Ontario city


Teenagers will get to ride Burlington Transit for free this summer. The city has approved the plan which will see the free bus rides available for those...

1 week ago

Ripley's Aquarium

Save 15%

In person




WeCook

\$80 off

Online

CANADA'S #1 READY-TO-EAT



Canada Newswire

Coors Light® Announcing First-Time Partnership with Metrolinx to Sponsor Free Rides Home on GO Transit and UP Express after the Toronto Raptors Game on January 3...

CNW/ - In a collaborative effort to promote safer roads across the Greater Toronto Area (GTA), Molson Coors is excited to offer free post-game transit rides...

4 weeks ago



Thank you for your participation.