

# Bulgaria

## Nationwide Tolling & E-Vignette System

In January 2018, Kapsch signed a public procurement contract with the Road Infrastructure Agency (RIA) of Bulgaria for the design, development, and implementation of a nationwide Electronic Toll Collection System (ETCS). As of January 18, 2021, for a period of five years, Kapsch Traffic Solutions will manage the technical operation of the passenger vehicle e-vignette system and the electronic truck toll system in Bulgaria. The technical operation comprises the maintenance of all hardware and software as well as the operation of the data centers.

### **Innovative solutions contribute to a healthy world without congestion.**

Kapsch took a collaborative partnership approach during all project stages involving the client including project kick off, requirements analysis, testing, training, and acceptance. The project kick off has been under the supervision of the special consulting team who were an official appointed partner of the Authority and also led the acceptance tests on behalf of the Authority. With a professional approach, documentation, and workshops with RIA and the consulting team, Kapsch successfully tested and obtained system acceptance, putting the e-vignette system into operational service two months ahead of schedule.



## Project Scope:

The project was contracted by the Road Infrastructure Agency (RIA) in Bulgaria including:

- e-Vignette System: Light Vehicles and Heavy Goods Vehicles (HGVs until 03/2020)
- GNSS (Global Navigation Satellite System) Tolling of all Vehicles above 3,5 tons (from 03/2020)
- Sales Channels such as Web, Points of Sale, Self-Service Terminals as well as Mobile App
- Service Providers: system designed and built to accept various National Service Providers (supplying OBUs or track&trace devices) as well as EETS (European Electronic Toll Service)

## The Challenges:

- The short timeframe for reaching the first go-live date - 11 months from the contract signature, commercial distribution of the e-Vignettes were successfully launched.
- Introducing changes during the implementation phase within a tight timeframe.

## The Solution:

- Kapsch trained more than 500 employees of the Authority in with a number of separate training sessions for each phase.
- Transition from time-based to distance-based tolling for HGV above 3,5 tons with the introduction of the GNSS system.
- Working closely with the client, Kapsch introduced the split of seven major working groups: Road- side Infrastructure, Data Center, Tolling and Enforcement, Payment and Clearing, Legal, Project Management, Test and Handover.
- Experienced team of professionals that applies certified ISO 9001/2008 streamlined processes. The team provides implementation and 24x7 maintenance and support.
- Daily service delivery



## The Added Value

- *Delivery of the e-vignette system achieved an increase of 10% income from e-vignettes compared to the paper vignette of previous years.*
- *Additional unparalleled increase of revenue from effective enforcement*
- *As part of our drive for future innovation Kapsch is working on automated enforcement.*