

OC250525

4 July 2025

Tēnā koe

I refer to your email dated 28 May 2025, which was partially transferred to the Ministry of Transport (the Ministry) on 6 June 2025, requesting the following under the Official Information Act 1982 (the Act):

- “1. RUC Roadmap
Planned or proposed changes that may impact existing systems (e.g., hubodometers, paper labels, manual entry)*
- 2. Electronic RUC Display
The current and future regulatory position on electronic RUC displays, including whether physical display of RUC, Rego, and COF labels will remain mandatory or be phased out
Any proposed or indicative timeframes for regulatory change in this area*
- 3. Electronic Logbooks (E-Logbooks)
Details of any upcoming changes to regulations, technology standards, or approval processes*
- 4. RUC Advisory Group
Please provide:*
 - The name(s), title(s), and contact information of the individual(s) or teams responsible for the RUC system and policy development*
 - Details on any RUC advisory group or working group (formal or informal), including its terms of reference, membership eligibility, and how stakeholders may participate or request inclusion”*

Six documents are in scope of your request, of which, one document is refused in full under section 18(d) as it will soon be publicly available and five documents are released in full. These have been detailed in the document schedule attached as Annex 1.

On 30 June, I received a call from you where we discussed your request. I advised that there are many documents that might be relevant to the topics you have raised, but they do not directly answer your questions. For example, work on removing RUC labels is a small component of the broader work of transitioning petrol vehicles to the RUC system. In addition, final decisions on each of the issues you have raised are still pending. Therefore, the relevant documents would need to be withheld under section 9(2)(f)(iv) of the Act *to maintain the constitutional conventions for the time being which protect the confidentiality of advice tendered by Ministers of the Crown and officials.*

Rather than releasing a large number of potentially relevant documents, this letter responds to your points as fully as possible under the circumstances highlighted above, in addition to the six documents we have identified as within scope of your request.

RUC Road Map

You specifically asked about planned or proposed changes that may impact existing systems such as hubodometers, paper labels, and manual entry. We have not prepared advice on legislative changes relating to hubodometers. The majority of the ongoing RUC work concerns the transition of the light vehicle fleet to RUC. Hubodometers are not required for light vehicles, and there are no current proposals to change this.

Regarding labels, work is ongoing to consider possible changes to the carry and display requirements for RUC distance licences. This builds upon the "Driving Change" consultation undertaken in 2022, which included proposals to reform the display and carry requirements for distance licences. These reforms would also impact the display requirements for electronic RUC. As this matter is subject to future decisions, the relevant information is withheld under section 9(2)(f)(iv) of the Act.

In your request, you refer to "manual entry". While this term could refer to various aspects of the RUC system, we interpret it broadly to include current processes such as the manual recording of odometer readings, the application and issue of RUC distance licence labels, and the manual input required for such purchases and off-road refund claims.

To transition the petrol fleet to RUC, we are considering changes to modernise the RUC system and address manual aspects of the system. Specific details on the legislative and system changes to facilitate this automation are currently under consideration, and the relevant information is therefore withheld under section 9(2)(f)(iv) of the Act.

Electronic RUC display

You also asked about "electronic RUC display". Should a decision be made to reform the requirements for carrying and displaying RUC distance licences, this would have implications for how RUC licences are displayed on electronic devices. Work on this is underway, but the Government has not made final decisions.

You also asked about timeframes for these changes. As the Government has not yet made final decisions, there are no set timeframes for changing the legislation. Any change to legislation would be a public process, and if a Bill is drafted and introduced, it would be available publicly, with consultation through the select committee process.

Electronic logbooks / WoF / Rego labels

The Ministry is not currently working on any changes to the approach to e-Logbooks.

The Government Policy Statement on Land Transport 2024 sets out the Government's commitment to review the vehicle regulatory system. One of the aims is to reduce regulatory burden and ensure that our domestic rules are fit for purpose.

The New Zealand Transport Agency (NZTA) is developing digital and electronic systems. This includes the NZTA App introduced last year, that enables an easier way for people to pay for vehicle registration and displays expiry dates.

RUC advisory group

Policy work on RUC and the RUC transition is being done by the Ministry staff within the RUC Transition Team. As noted in our previous emails, I am the primary contact person for the RUC Transition team.

You requested information about a "RUC advisory group or working group." Two groups were established: an Expert Advisory Group (now disestablished) and a Stakeholder Reference Group (still active). Document 1 and 2 in Annex 1 outline their terms of reference. Both groups comprised external members.

Discussion / contact details

While not directly within scope of your request, we have also included, as set out in the annex, documents relating to the "Request for Information" process run by the Ministry in late 2024. We are interested in the development of RUC retail services that would provide a modern and easy way for people to pay RUC as an alternative to the current system. If you wish to discuss anything further, please do not hesitate to contact me at m.skinner@transport.govt.nz or on 022 034 0628.

With regard to the information that has been withheld under section 9 of the Act, I am satisfied that the reasons for withholding the information at this time are not outweighed by public interest considerations that would make it desirable to make the information available.

You have the right to seek an investigation and review of this response by the Ombudsman, in accordance with section 28(3) of the Act. The relevant details can be found on the Ombudsman's website www.ombudsman.parliament.nz

The Ministry publishes our Official Information Act responses, and the information contained in our reply to you may be published on the Ministry's website. Before publishing we will remove any personal or identifiable information.

Nāku noa, nā



Matthew Skinner
Manager, RUC Transition

Annex 1: Document Schedule

Doc #	Date	Description	Decision on Document
1	July 2024	Terms of Reference: Transport Revenue Expert Advisory Group	Release in full
2	July 2024	Terms of Reference for the Land Transport Revenue Review - Stakeholder Reference Group	Release in full
3	November 2024	Information Memorandum -Road User Charges – Retail Services	Release in full
4	15/11/2024	Request for Information - Road User Charges – Retail Services	Release in full
5	15/11/2024	Road User Charges – RFI Response Form.	Release in full
6	31/3/2025	Regulatory Systems (Transport) Amendment Bill: Strengthening the Efficiency of the Transport System	Refused under Section 18(d) as this document will soon be publicly released here: https://www.transport.govt.nz/about-us/what-we-do/proactive-releases/results

Additional documents that may be of interest to you

- **Minister of Transport Revenue Action Plan - Cabinet Paper:**

This document outlines the Cabinet's Revenue Action Plan.

<https://www.transport.govt.nz/assets/Uploads/Proactive-Release-Cab-Revenue-Action-Plan-for-web.pdf>

- **Ministry of Transport Request for Information (RFI) - Road User Charges Services:**

This is the Request for Information issued by the Ministry of Transport through the Government Electronic Tenders Service. It sought to understand interest from potential providers in offering retail services for Road User Charges as part of the government's decision to transition light petrol vehicles into the RUC system, starting as early as 2027.

<https://www.gets.govt.nz/MT/ExternalTenderDetails.htm?id=30643902>

- **Driving Change Discussion Document:**

This a Ministry of Transport consultation paper from 2022 that reviewed the Road User Charges (RUC) system. It explored potential changes to the RUC system, including how light electric vehicles (EVs) should be charged and proposals to simplify compliance, such as removing the requirement to physically display RUC licences.

<https://www.transport.govt.nz/assets/Uploads/RUCDD-2022.pdf>

<https://www.transport.govt.nz/assets/Uploads/Cabinet-Paper-OC210517-Redacted-Release-of-discussion-document-on-reforms-to-the-Road-User-Charges-system.pdf>

www.transport.govt.nz/assets/Uploads/OC201018-Redacted-Proposed-amendments-to-the-Road-User-Charges-Legislation-to-increase-the-uptake-of-low-emission-vehicles-Briefing-Policy.pdf

- **Land Transport Revenue Stakeholder Reference Group:**

Detail on the Stakeholder Reference Group, which the Ministry uses to gather industry perspectives on revenue system changes, including the transition of petrol vehicles to RUC.

<https://www.transport.govt.nz/area-of-interest/revenue/land-transport-revenue-stakeholder-reference-group>

Terms of Reference: Transport Revenue Expert Advisory Group

Terms of reference

Role

The Transport Revenue Expert Advisory Group (the “Advisory Group”) has been convened by the Minister of Transport to provide Ministers with industry perspective and independent advice on matters agreed between the Minister and the Chair of the Advisory Group. The Advisory Group will primarily provide advice to the Government about the transport revenue system, including:

- The fleet-wide transition to Road User Charges (RUC) and how the existing revenue tools can be better utilised.
- The Ministry of Transport’s broader revenue work programme – including time of use charging, reforming tolling legislation, alternative revenue and funding and financing tools, such as value capture, equity financing, and public private partnerships.
- Future trends, risks, and issues that may impact the performance of the transport system.
- Any other matters, as determined by the Advisory Group’s forward work programme, and agreed between the Minister and the Chair.

Expectations

Chair:

- Chair the meetings and organise the agenda with the assistance of Officials from the Ministry of Transport.
- Work with the Minister of Transport and Ministry of Transport to agree on a forward work programme for the Advisory Group.
- Report to the Minister of Transport, if required.
- Maintain an effective working relationship with the Minister of Transport, Officials, and members of the Advisory Group.
- Determine what action is appropriate if a member has a potential conflict of interest.

Advisory Group members:

- Attend each meeting unless extenuating circumstances provide otherwise.
- Prepare adequately prior to each meeting by reading all papers provided to them; ensure that transport matters of significance are brought to the attention of the Advisory Group.
- Respect confidentiality of specific topics discussed at the meeting as requested by other members.
- Draft reports and comment on reports drafted by other members presented to the Advisory Group.
- Declare any conflict of interest or potential conflicts of interest that may arise.

Ministry of Transport:

- Organise the meetings – including the liaison with the Advisory Group members to find a suitable time and location.
- Draft the meeting pack and circulate it with the Advisory Group members at least three working days prior to each meeting.
- Provide briefings and advice to the Group to facilitate their involvement in the agreed work programme.

Other matters

Confidentiality and information sharing

1. The Advisory Group members should assume that all information presented to the group, whether written or in oral form, is confidential and may not be made public.
2. If there is a desire to release the information, the Chair will seek agreement from anyone who supplied confidential information for confidentiality to be waived.
3. Where information is already in the public domain (through no fault of a member or observer), the confidentiality requirements do not apply to that information.
4. Members and observers must at all times comply with the requirements of the Privacy Act 1993 and keep information about identifiable individuals confidential.
5. All information provided to the Advisory Group will be treated as official information under the Official Information Act 1982 and, subject to the requirements of that Act, may be released to the public if there are no grounds for withholding it.
6. If information is required to be released under the Official Information Act 1982, it will only be released to the extent necessary.
7. If the Ministry of Transport is considering releasing information under the Official Information Act 1982, it will attempt to consult with the person who provided the information before making a final decision on release.

Media and public forums

1. The Chair will speak on behalf of the Advisory Group for any official capacity.
2. Advisory Group members may identify themselves as members of the Advisory Group but, unless prior agreement is received from the Chair, must refrain from representing the Advisory Group to the media and at public forums.
3. An Advisory Group member may comment on the business of the Advisory Group consistent with agreed key messages but must notify the Chair before the event.

Conditions of Appointment

1. Each member is appointed by the Minister of Transport. The term of service and reappointments are made for a duration at the discretion of the Minister of Transport.
2. A member may resign from the Advisory Group by informing the Minister of Transport in writing.
3. The Minister of Transport can review and amend these Terms of Reference with the Chair of the Advisory Group, and the Ministry of Transport unreservedly.

TERMS OF REFERENCE FOR THE LAND TRANSPORT REVENUE REVIEW - STAKEHOLDER REFERENCE GROUP

Context

Improving New Zealand's land transport system is a Government priority. Reforming the land transport revenue system is crucial to achieving this priority. In the long term, work on the revenue system has the potential to fundamentally change how Kiwis contribute funds to pay for the transport system.

New Zealand has historically been at the forefront of land transport revenue innovation, notably in the adoption of distance and weight-based road user charges, the establishment of a hypothecated funding system, and the extension of road user charges to electric vehicles.

Despite this, the land transport funding system is facing significant challenges. The costs to maintain and improve the system exceed the revenue generated from users and beneficiaries, resulting in an increased dependency on Crown financial support.

The Ministry of Transport (the Ministry) and NZ Transport Agency (NZTA) have a work programme to redesign our land transport revenue system and needs to provide advice to the Minister of Transport.

The Ministry wants to provide advice that has been tested, is cognisant of different perspectives, deliverable, and effective. To facilitate this, the Ministry will establish a Stakeholder Reference Group (the Group) to support the work programme.

Purpose of the Group

The Group's purpose is to support the development of the Ministry and NZTA's work by providing sector- and industry-specific insights. In particular, the Group is intended to provide "on the ground" user perspectives drawn from members' experiences in the transport sector.

The Group's focus will be to contribute ideas to improve the revenue system. The work programme encompasses several key initiatives, including:

- Transitioning the vehicle fleet from excise duty to a system of distance-based charging.
- Reforming road tolling settings.
- Investigating alternative funding and financing mechanisms, such as value capture and public-private partnerships.

Given the scale and uncertainty of the work involved, it is likely that the greatest area of focus will be on the transition to road user charges.

Meetings will be scheduled and convened by the Ministry. They will be scheduled in advance for the third Monday of each month, and will be moved subject to members' availability and agenda items.

Members of the Group serve in an advisory role only, and any advice, regulations, and legislation that emerge will ultimately reflect the Government's stance, not the individual opinions of Group members.

Membership

The Ministry will oversee the selection of Group members. The Group will consist of the following individuals (to be confirmed once members have confirmed interest):

- Martin Glynn - Automobile Association
- Dom Kalasih - Transporting New Zealand
- James Smith - National Road Carriers
- Aimee Wiley - Motor Industry Association
- Greig Epps - Imported Motor Vehicle Industry Association
- James McDowall - Motor Trade Association
- Barney Irvine - Northern Infrastructure Forum
- Hon Dr Nick Smith - Local government.

Group members will not receive any remuneration for their contribution and will not have a budget, although travel expenses will be reimbursed.

Deliverables

The Group will function solely as an advisory entity without decision-making authority. Members are not obligated to reach consensus on any matters discussed.

Expectations

The Group members shall:

- Assist and guide the Ministry by offering differing perspectives from various vantage points.
- Respect confidentiality of specific topics discussed at the meeting, including as requested by other members.
- Declare any conflict of interest or potential conflicts of interest that may arise.

Officials¹ shall:

- Organise and Chair meetings and provide administrative support.
- Supply information to the Group to support their participation in the work program.
- Ensure accountability, proper record-keeping, and compliance with official information requirements.

Duration

The Group is established from September 2024 through to at least mid-2025.

The Ministry reserves the right to review the Group's duration, extend its term, or set an end date as necessary.

Other matters

Confidentiality and information sharing

¹ Ministry of Transport to lead and NZTA to support where necessary.

- The Group members should assume that all information presented to the Group, whether written or in oral form, is confidential and may not be made public.
- If there is a desire to release the information, officials will seek agreement from anyone who supplied confidential information for confidentiality to be waived.
- Members and observers must comply with the requirements of the Privacy Act 2020 and keep information about identifiable individuals confidential.
- All information provided by members to the Group will be treated as official information under the Official Information Act 1982 and, subject to the requirements of that Act, may be released to the public if there are no grounds for withholding it.

Media and public forums

- Group members may identify themselves as members of the Group.
- A Group member may not comment on the business of the Group or information provided to them in their capacity as a member, except as agreed with the Ministry.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT 1982

Information Memorandum

Road User Charges – Retail Services

November 2024

Key dates	
15 Nov	RFI released
12 Dec	RFI responses due
Jan/Feb '25	MoT analysis and reporting
Mar '25	Government decisions on RUC transition



MINISTRY OF TRANSPORT
TE MANATŪ WAKA

Transition to Road User Charging

The New Zealand Government has agreed to **transition ~3.5 million light vehicles from Petrol Excise Duty to Road User Charges (RUC)** from 2027.

The transition provides a commercial **opportunity to offer services supporting the purchase, measurement and management of RUC**. Commercial opportunities could include:

Payment bundling	Over-the-counter services
Payment smoothing	Technology provision
Data aggregation	Advertising

This Information Memorandum (IM) explains what RUC is, the potential commercial opportunities in the retail market, who we want to hear from, what we want to know and what happens next. It accompanies a Request for Information (RFI) containing further detail and an RFI Response Form.

~ 4.7 million +

Total vehicles to be subject to RUC from 2027, potentially making New Zealand the World's largest operational and mandated RUC system

RUC in New Zealand - background

RUC is a mechanism for paying for road use by distance, weight and axle configuration

- New Zealand has had a **RUC system since 1978**.
- At present **all heavy vehicles** regardless of energy source and all **diesel, electric and plug-in hybrid light vehicles** must pay for road use based on distance and vehicle class.
- Most vehicle owners pay for RUC manually, buying **prepaid distance licences** online or over the counter.
- Many heavy vehicle (and a few commercial light vehicle) owners use a **certified eRUC service provider** that supplies vehicle trip recording systems and invoices customers.

180,0000

Heavy vehicles currently subject to RUC

1 million

Light vehicles already subject to RUC

NZD 1.9 billion

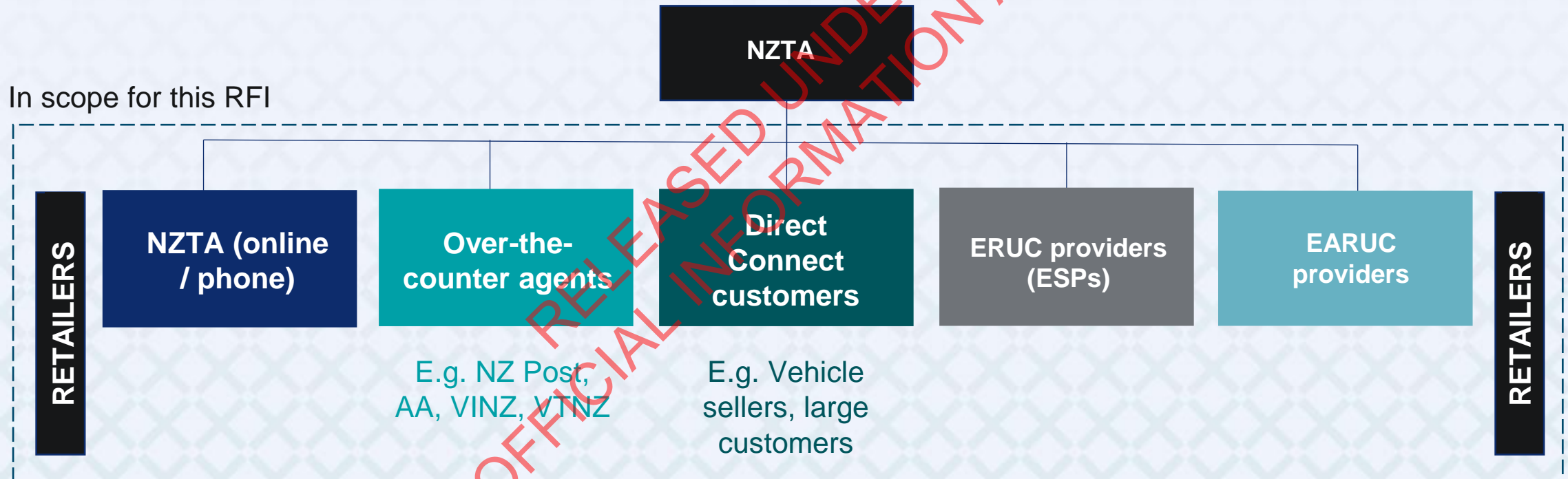
Government RUC revenue in FY24

~2/3

Heavy vehicle RUC revenue collected via ERUC

The current RUC system (1 of 2)

The New Zealand Transport Agency (NZTA) is the RUC collector and there are several outlets through which vehicle owners can purchase a RUC licence



The current RUC system (2 of 2)

The current RUC system was originally designed with the heavy vehicle fleet in mind. The transition of 3.5 million vehicles provides a timely opportunity to review the existing arrangements

NZTA's RUC retail system

NZTA's RUC retail system is largely **manual** - users must realise that they need to buy a licence and then log onto NZTA's **online portal or visit agents** to purchase a licence. **Fleet customers can use "direct connect"** to purchase and manage their purchase and label printing.

Many RUC users buy their RUC via the NZTA online portal or from agents. 90% of light and 28% of heavy RUC revenue is collected through these outlets.

Licenses are currently **pre-purchased in increments of 1,000 kilometres** and various rates apply depending on vehicle.

Electronic systems (ERUC)

Electronic System Providers (ESPs) offer a subscription fleet management service (assisting with operational efficiency and safety) and typically includes RUC services (ERUC). These services are **predominantly used by the commercial/heavy vehicle fleet.**

There are currently three ESPs in New Zealand. They **handle the RUC calculations**, are liable for the debt to NZTA, and are **regulated by NZTA** under the [ERUC Code](#).

ESPs use two sources of distance data. One is typically **GPS based**, the other a **distance recorder** installed in the vehicle.

Electronic systems (EARUC)

Electronically Assisted RUC (EARUC) supports vehicle owners with the administrative side of managing RUC, and can facilitate the purchase of RUC via an application or portal connected to the NZTA RUC transaction portal.

EARUC providers sometimes use a **device mounted on the windscreen** to display RUC distance licences. EARUC products do not typically include distance recording.

The EARUC market is still in the relatively early stages of development but is an area where there is **emerging interest from providers.**

What is changing?

With ~3.5 million light vehicles transitioning to RUC there will be **new market dynamics**.

The Government is keen to review **RUC retail arrangements** to ensure they **suit the changed conditions** and provide an **easy transition and ongoing service provision** for new users.

Objectives in considering RUC retail purchase settings include:

Ease of payment

- 1 As far as possible, paying for road use should be easy, with a range of options

Provides user choice

- 2 Users can **choose from various providers** with services tailored to individual needs

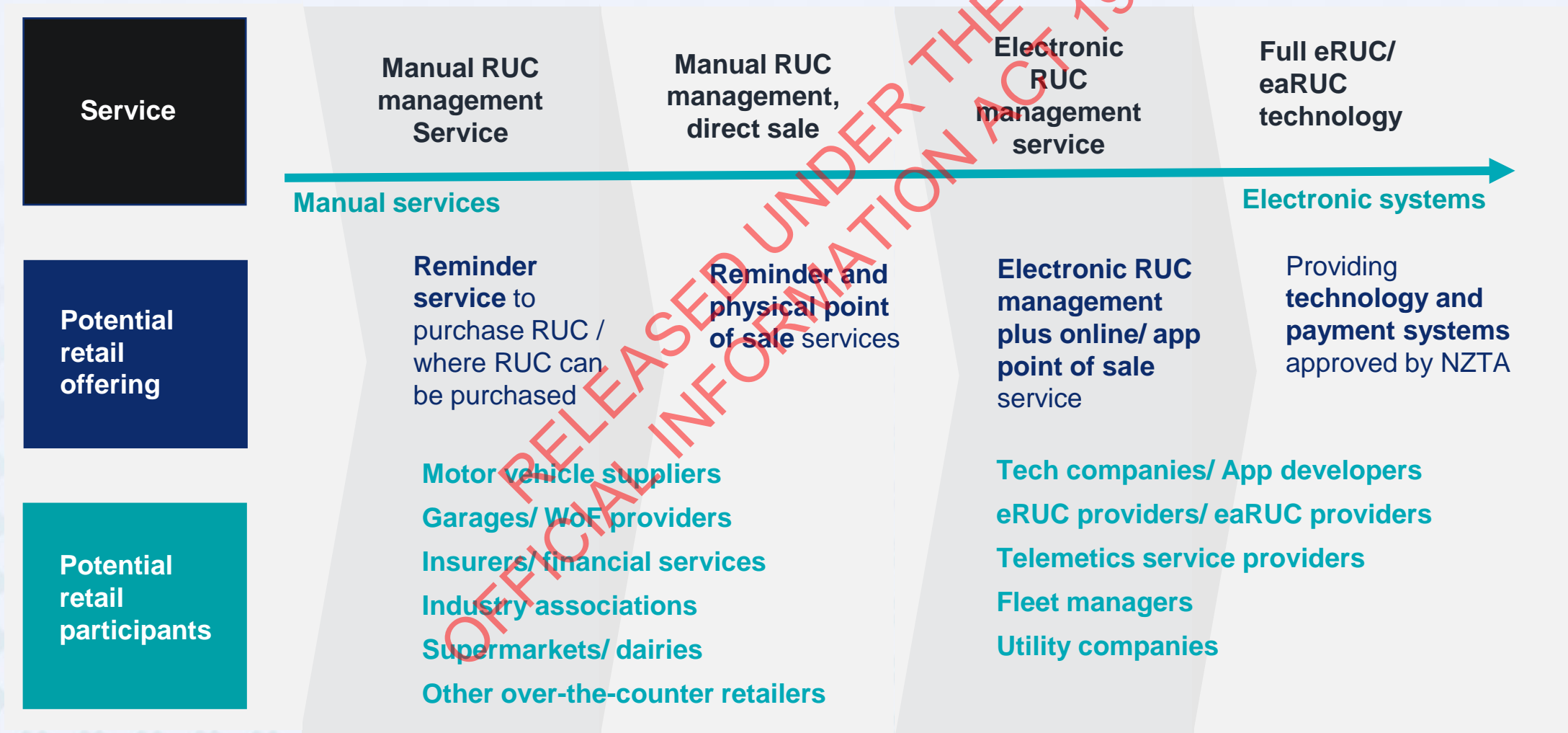
Market-led

- 3 Providers tailoring offerings to serve the user, resulting in **improved user experience**

Revenue security

- 4 Balance a **user-friendly system** with ensuring revenue security

RUC retail opportunities



What are the commercial opportunities connected with RUC retail?

We expect the sale of RUC may augment existing commercial activities and may generate customer interactions, attract new customers, or present an opportunity for providing value-add services, e.g.:

Payment bundling

Enabling the bundling of RUC with other services (e.g. broadband, power, rates, phone and transport) for ease of payment to a single trusted payee

Finance/ payment smoothing

Subscription/smoothing to reduce the impact of lumpy payments. This may include offering post-usage options or charging regular flat fees based on estimated usage

Technology solutions

App and/or telematic services for vehicle distance recording, RUC payment and associated fleet management services

Advertising

Website and app advertising at point of sale. Sale of information to advertisers (with the express permission of customers)

Data aggregation

Selling anonymised aggregated data gained through the provision of electronic RUC retail services (with the permission of users)

Other retail services

Purchase of RUC alongside the purchase of other items

What we want to know

A summary of questions in the RFI response form is set out below – not all questions will be relevant to all respondents, please feel free to answer selectively

About you

To what extent is the provision of RUC retail services something you currently do?

Level of interest

What is the nature of the RUC retail service you are interested in?

Commercial proposition

Do you think the commercial proposition of RUC retail services is a standalone business opportunity or one that is integrated with a range of other activities?

Technology

What role might technology offered by your business play in the future RUC retail market?

Barriers

What might help or hinder you from participating in the RUC retail market?

NZTA

How can NZTA's activities enable and encourage RUC retailers to participate?

Revenue security

How can RUC retail market participants assist with balancing a user-friendly system with ensuring revenue security?

Consumer protection and support

Do you have any initial views on how you might ensure appropriate protection of consumers (eg. Complaints, remedy mechanisms)?

Next steps





MINISTRY OF TRANSPORT
TE MANATŪ WAKA

Request for Information (RFI)

Road User Charges – Retail services

Retail Services includes any service that supports the purchase, measurement, or management of Road User Charges

by: Ministry of Transport

RFI released: 15 11 24
Deadline for Questions: 05 12 24
Deadline for Responses: 4pm 12 12 24

The information we require

This Request for Information is issued by the Ministry of Transport, referred to below as “the Buyer” or “we” or “us”.

What we need

The New Zealand Government is interested in encouraging the development of Road User Charges (RUC) retail services that promote modern, easy-to-use systems for vehicle owners to manage and pay for RUC. This is in the context of the Government’s policy to transition the light vehicle fleet currently subject to Fuel Excise Duty (approximately 3.5 million vehicles) to RUC. The transition will potentially create the world’s largest (in terms of number of vehicles required to pay) operational and mandated RUC system.¹

The New Zealand Transport Agency (NZTA) is legally responsible for the operation of the RUC system. The RUC system is governed by the Road User Charges Act 2012. There is already provision to enable businesses to offer electronic RUC services, under the eRUC Code of Practice.² Several businesses are authorised as eRUC service providers, which mostly offer services focused towards commercial vehicle owners. However, the current RUC system was originally designed with the heavy vehicle fleet in mind. There are already around 1 million light vehicles inside the RUC system – this includes vehicles powered by diesel, electricity or as plug-in hybrids. These customers are required to purchase a RUC licence in advance of travel, either via NZTA’s online portal or through existing retail agents.³

The transition of another 3.5 million vehicles into the RUC system provides a timely opportunity to review the existing arrangements and the Government is therefore seeking to understand whether there is potential for more innovative, user-friendly, cost-effective, reliable and secure options for measuring, reporting and collecting RUC, while ensuring security of government revenue.

We are seeking information from both current participants in the RUC retail services market, and prospective new entrants. We define RUC retail services broadly as any service that helps customers purchase, measure or manage their RUC ranging from over-the-counter transactions to full electronic services. We want to understand what commercial opportunities respondents are interested in, what functional elements they are interested in supplying, the role of technology, perceived barriers to providing services, views on the role of NZTA, and respondents’ views on RUC revenue security and consumer protections. This document should be reviewed alongside the Information Memorandum and the RFI response form (see GETS notice for all documents).

What we don’t want

We do not want:

1. Detailed business plans or financial forecasts. We recognise that this information is commercially sensitive. The information should be of a general nature to inform potential changes to the current arrangements⁴.

¹ Subject to other jurisdictions which may advance RUC programmes.

² <https://www.nzta.govt.nz/assets/resources/road-user-charges/eruc-guidelines/docs/ERUC-code-of-practice.pdf>

³ This excludes a small proportion of light vehicles which have an eRUC service provider supplying systems and services to measure and collect the RUC for those vehicles.

⁴ Principally the RUC Act, related regulations and the Code of Practice.

2. General marketing material about your business. If you wish to provide background on your business, please do so briefly, with specific descriptions of what areas of your business are relevant to RUC retail services, rather than generic brochures or leaflets.
3. Feedback on BAU matters concerning the heavy vehicle RUC regime. Any such feedback can be provided directly to NZTA via RUCAssessments@nzta.govt.nz.

Why should you respond?

The significant increase in the number of vehicles mandated to pay RUC may facilitate greater participation in the RUC retail services market. It presents the opportunity for innovative service offerings, in areas such as payment systems, customer services management, account management, measurement and reporting of distance travelled.

Your perspectives may help shape Government decisions on policy, regulatory and legislative arrangements to enable the transition. We expect government decisions to be made in March 2025, and the transition to RUC for light vehicles to start as early as 2027.

You may already be a RUC service provider and be interested in responding to this expansion in the market, or you may be a potential new entrant. Either way – we are interested in your views.

A bit about us

The Ministry of Transport is the steward of the transport system and is responsible to the Minister of Transport for the provision of advice on transport sector policy matters. We are releasing this RFI to support the design of policy, legislative and regulatory changes to the RUC system to support the transition of light-vehicles from Fuel Excise Duty to RUC.

RELEASED UNDER THE OFFICIAL INFORMATION ACT 1982

SECTION 1: Key Information

1.1 Context

- a. This RFI is intended to inform the Ministry of Transport on potential policy, legislative and regulatory changes to the Road User Charges regime as it relates to retail RUC services to support the fleetwide transition to RUC. A summary of responses will be provided to the New Zealand Transport Agency (NZTA).
- b. Responses to this RFI are invited from current participants in the RUC retail services market, and prospective new entrants.
- c. Following this RFI the Ministry of Transport will decide on what procurement process it will follow, if any.

1.2 Our timeline

Here is our timeline for this RFI (New Zealand times and dates):

Deadline for Questions from Respondents: 5pm 05 12 24

Deadline for the Ministry to answer questions: 5pm 06 12 24

Deadline for Responses 4pm 12 12 24

Note: We encourage early submission of your response where possible and reserve the right to engage with interested Respondents before the above deadline.

1.3 How to contact us

- a. Contact us through our Point of Contact via email or the Government Electronic Tenders Service (GETS) (www.gets.govt.nz).
- b. Our Point of Contact:
Name: Karen McGuire
Title/Role: Team Leader Procurement
Email address: procurement@transport.govt.nz

1.4 Developing and submitting your information

- a. This is not a tender process.
- b. Take time to read and understand the RFI. In particular, understand our Requirements. These are in Section 2 of this document.
- c. If you have questions, ask our Point of Contact before the Deadline for Questions (see 1.2 above).
- d. Submit your Response before the Deadline for Responses using the Response Form provided. This is a MS Word document you download from GETS.
- e. Complete and sign the declaration at the end of the Response Form.

- f. When emailing your response, all documents and attachments cannot exceed 20MB.
- g. As this is not a tender, late responses may be accepted by sending to the email address above and may be considered, provided they are submitted within a reasonable time.

1.5 Address for submitting your Response

Submit your Response to the following address: procurement@transport.govt.nz

We will not accept responses sent by post or delivered to our office.

1.6 Our RFI Terms

The RFI is subject to the RFI Terms in Section 3 below.

1.7 Later changes to the RFI or RFI process

- a. After publishing the RFI, if we need to change anything or provide additional information we will let all Respondents know by placing a notice on the Government Electronic Tenders Service (GETS at www.gets.govt.nz).
- b. If you subscribed to this listing on GETS you will automatically receive notifications of any changes through GETS. We recommend subscribing to the listing to ensure you receive notification of any changes and questions received.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT 1982

SECTION 2: Our Requirements

2.1 Background

The Government plans to transition the light petrol vehicle fleet (approximately 3.5 million vehicles) to pay for road use through Road User Charges (RUC) rather than Fuel Excise Duty. They will join approximately 1.2 million vehicles already subject to RUC (made up of 900,000 light diesel vehicles, 180,000 heavy vehicles, and 100,000 electric/ hybrid vehicles). Once the transition of the light petrol fleet occurs, there will be approximately 4.7 million vehicles in New Zealand subject to the RUC regime.

To support vehicle owners to make the transition, the Government is interested in whether there is:

1. market interest in delivering RUC retail services; and
2. a need to change the rules and arrangements for RUC retail service providers to enable innovation.

The outcome of this Request for Information (RFI) will inform the arrangements (policy, legislative and regulatory regime) for RUC retail providers and inform enforcement and compliance activities. In addition, the summary of RFI responses may influence NZTA's planning regarding future procurement of over-the-counter RUC retail Agents (current contracts expire in Mid 2027).

Conceptual service offerings

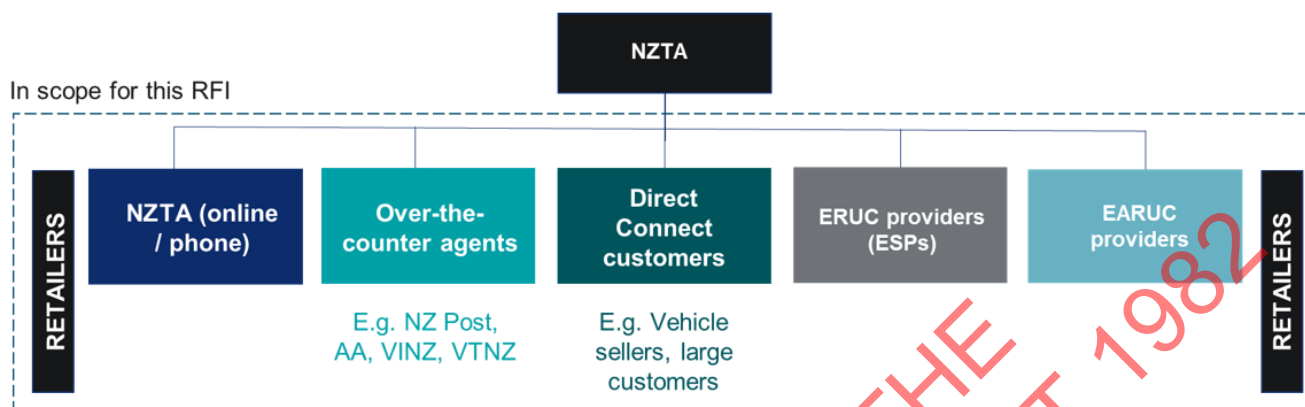
We define RUC retail services broadly as any service that helps customers purchase, measure or manage their RUC. This could include, for example:

1. Manual RUC management service (but not direct purchase of RUC). This could include a reminder service to purchase RUC and outline where RUC can be purchased (online and in physical locations);
2. Manual RUC management service including direct purchase of RUC – as an Agent of NZTA. So that customers are reminded of the need to check and purchase RUC and when new licences are required, they can be purchased (online and in physical locations);
3. Electronic RUC management services enabled by electronic measurement and reporting of vehicle distance and providing reminders to purchase RUC licences (but not direct purchase of RUC);
4. Electronic RUC management services enabled by electronic measurement and reporting of vehicle distance and either providing reminders to purchase RUC licences or automatically purchasing RUC directly (as an Agent of NZTA);
5. Full eRUC or eaRUC⁵ as a certified provider; or
6. Another business model (or hybrid of the approaches outlined above).

⁵ Electronic RUC (eRUC) uses an electronic distance recorder installed in the vehicle to measure the distance travelled. eRUC is provided by private Electronic System Providers (ESPs), who handle the RUC calculations and are liable for the debt to NZTA. Separately, Electronically Assisted RUC (eaRUC) allows vehicle owners to purchase RUC licences via an app or portal and can display RUC distance licences on a device mounted on the windscreen. eaRUC products do not have GPS.

What are the current arrangements?

NZTA is the Government's RUC collector and has several outlets through which a RUC user can purchase their RUC licence. The diagram below summarises the existing RUC retail market.



NZTA outlets include the NZTA web portal, the NZTA mobile phone app, front counter services through over-the counter agents⁶, and via a Direct Connect setup used by some larger fleet management operations that enables them to manage RUC purchasing and label printing inhouse.

At present, all RUC retailers/ NZTA Agents are approved/contracted by NZTA. ESPs are approved in line with the eRUC code of practice.⁷ This model includes a requirement to develop and gain approval for technology to be fitted to vehicles to ensure accurate measurement of distance travelled.

Most RUC retailers (including NZTA) do not solely offer RUC retail services. The sale of RUC licences occurs alongside other offerings – such as the provision of other motor vehicle registration services by NZTA Agents, or fleet management services by ESPs.

NZTA collects information on RUC licences sold and aggregates all RUC revenue to be paid into the National Land Transport Fund.

Existing fees

Every RUC transaction incurs a statutory fee, known as the RUC administration fee. The fee is directly charged to the purchaser of RUC. It varies from \$6.30 to \$14.87 (including GST) per transaction regardless of the volume of RUC purchased.

The RUC administration fee covers the cost associated with the provision of the RUC transaction and the RUC label. The variation in fees is due to differences in costs associated with the mode of purchase (i.e. online, phone, over-the-counter). The RUC administration fee is lowest for Direct Connect and eRUC. However, ESPs typically charge their users additional fees such as a monthly “subscription charge” or an additional transaction fee for facilitating a RUC transaction.

⁶ NZTA contracts with a range of over-the-counter providers who are paid a commission for RUC sales (e.g. VINZ, AA, VTNZ, NZ Post and select public contract providers where there is no coverage by these organisations). These contracts expire in June 2027.

⁷ <https://www.nzta.govt.nz/assets/resources/road-user-charges/eruc-guidelines/docs/ERUC-code-of-practice.pdf>

A challenge in reducing the RUC administration fee, is the cost of supplying RUC labels – the Government is actively considering the labelling requirements and potential changes. Besides a cost reduction, changing labelling requirements could also enable digital fulfilment of the complete RUC purchase process, making it easier for retailers to sell RUC.

What is the opportunity?

The additional volume of RUC customers created by the transition and the potential to offer more innovative, user-friendly options for those customers may be of interest to existing RUC retailers (domestic and international), but also:

1. Utility providers and other retailers – through bundling of RUC with other utility payments such as electricity, gas supply, mobile, broadband, insurance, fuel etc.
2. Finance providers – through the provision of subscription/smoothing services to reduce the impact of lumpy payments. This may include offering post-usage options to invoice based on actual usage (instead of prepaid distance), or charging regular flat fees based on estimated usage, with a true up on a regular basis to check actual distance travelled.
3. Technology providers – through the continued evolution of the electronic service provider market (e.g. eRUC and eaRUC) including telematic and other fleet management services.
4. Advertisers – who may advertise at point of sale to users.
5. Data aggregators – who with the express permission of their own RUC customers may on-sell data for a range of different commercial purposes.
6. Retailers – who could provide convenient over-the-counter purchase of RUC.

The above are provided as illustrative – not exhaustive examples. We are interested in whether there are other opportunities that we have not considered.

2.2 Key outcomes

The Government is keen to review RUC retail arrangements to ensure they suit the changed conditions (including volume increase) and provide an easy transition for new users.

The outcomes and questions we would like to answer are set out in the RFI response form and are summarised below:

#1	To what extent is the provision of RUC retail services something you currently do? Question 1: 'About you'.
#2	What is the nature of the RUC retail service you are interested in Question 2: 'Level of interest in RUC services'.
#3	Do you think the commercial proposition of RUC retail services is a standalone business opportunity or one that is integrated with a range of other activities? Question 3: 'Commercial proposition'.
#4	What role might technology offered by your business play in the future RUC retail market? Question 4: 'Technology'.
#5	What might help or hinder providers or potential providers from participating in the RUC retail market? Question 5: 'Barriers'.
#6	How can NZTA's activities enable and encourage RUC retailers to participate? Question 6: 'NZTA'.
#7	How can RUC retail market participants assist in balancing a user-friendly system with ensuring revenue security? Question 7: 'Revenue security'.
#8	Do you have any initial views on how you might ensure appropriate protection of consumers (e.g. Complaints, remedy mechanisms)? Question 8: 'Consumer protection and support'.

2.3 Information to include in response

Answers should be recorded in the RFI Response Form. There is also space in the form to tell us anything else you think is relevant to participation in the RUC retail market.

SECTION 3: RFI Terms

Defined terms are shown using capitals. You can find definitions at the end of this Section.

Preparing and submitting a Response

3.1 Preparing a Response

a. Respondent obligations

The Respondent must:

- i. read the complete RFI and any additional information provided and referred to by the Buyer
- ii. respond using the RFI Response Form and Pricing Schedule provided and include all information the Buyer requests
- iii. consider the risks and contingencies relating to the delivery of the RFI requirements and outline how it will manage those risks and contingencies
- iv. include any assumptions, dependencies and/or qualifications in the Response, including anything that may limit its obligations or increase its quoted pricing or cost estimates
- v. quote prices in NZ\$, exclusive of GST
- vi. obtain independent advice before submitting a Response (if necessary)
- vii. make sure the Response is correct and the Response pricing is sustainable, i.e. covers the Whole-of-Life of the Contract, not just the initial term.

b. Process acceptance

By submitting a Response, the Respondent accepts the RFI-Terms.

c. No obligation, no penalty

Suppliers are not expected or required to submit a Response in order to remain on any prequalified or registered supplier list.

3.2 Respondent questions

- a. The Respondent must make sure they understand the RFI.
- b. If the Respondent has any questions or needs clarification, they:
 - i. must submit questions before the Deadline for Questions (Section 1 of the RFI)
 - ii. must clearly indicate any commercially sensitive information in their questions
 - iii. may withdraw their questions at any time.
- c. When the Buyer receives questions before the Deadline for Questions:
 - i. The Buyer will respond on or before the Deadline for Answers.
 - ii. The Buyer may provide details of both the questions and the answers to other Respondents. In these circumstances the Buyer will summarise the questions and will not disclose the Respondent's identity.
 - iii. Unless stated otherwise in the RFI, the Buyer will post both the questions and answers on GETS.

- iv. The Buyer will not publish the Respondent's commercially sensitive information. However, if the Buyer considers the information to be significant for all Respondents, the Buyer may modify the question and publish both this and the answer. In that case the Buyer will first give the Respondent the opportunity to withdraw the question or remove any of their own commercially sensitive information.

3.3 Submitting a Response

- a. The Respondent must ensure the Buyer receives the Response at the correct address on or before the Deadline for Responses.
- b. After the Deadline for Responses, the Buyer will acknowledge receipt of the Response.
- c. The Respondent must ensure that all information they provide to the Buyer:
 - i. is true, accurate and complete
 - ii. is not misleading in any material respect
 - iii. does not contain material that infringes a third party's intellectual property rights
 - iv. is identical, if they supply both hard and soft copies.
- d. The Buyer may rely on the Response and all information provided by the Respondent during the RFI process (e.g. correspondence and negotiations).

3.4 Clarification of Response

- a. The Buyer may ask the Respondent for more information or clarification on the Response at any time during the RFI process.
- b. The Buyer need not ask all Respondents for the same clarification.
- c. The Respondent agrees to provide the information or clarification as soon as possible, in the format requested by the Buyer.

Standard RFI conditions

3.5 Buyer's Point of Contact

- a. The Respondent must direct all RFI enquiries to the Buyer's Point of Contact in Section 1 of the RFI.
- b. Only the Point of Contact, or a person authorised by the Buyer, may communicate with the Respondent on any aspect of the RFI. The Buyer will not be bound by any statement made by any other person.
- c. The Buyer may change its Point of Contact at any time. The Buyer will notify the Respondent of any change by email or posting a notification on GETS.
- d. If a Respondent has an existing contract with the Buyer, business as usual communications, for the purposes of managing delivery of that contract, will continue using the usual contacts.
- e. If the Respondent has an existing contract with the Buyer, the Respondent must not use its business-as-usual communications to contact the Buyer regarding the RFI.

3.6 Conflict of Interest

- a. The Respondent must complete the Conflict of Interest declaration in the RFI Response Form. If a joint Response is being submitted, each party must complete the Conflict of Interest declaration separately.

- b. If a Conflict of Interest arises during the RFI process, the Respondent must inform the Buyer immediately.
- c. The Buyer may exclude a Respondent from the RFI process if a material Conflict of Interest arises.

3.7 Confidential Information

- a. Without limiting any other confidentiality agreement between them, the Buyer and the Respondent will both take reasonable steps to protect the other party's Confidential Information.
- b. Except as permitted by the other provisions of this Section 3, neither party will disclose the other party's Confidential Information to a third party without that other party's prior written consent.
- c. Each party may each disclose the other party's Confidential Information to anyone who is directly involved in the RFI process on that party's behalf, but only for the purpose of participating in the RFI. This could include (but is not limited to) officers, employees, consultants, contractors, professional advisors, evaluation panel members, partners, principals or directors. Where this occurs, the disclosing party must take reasonable steps to ensure the third party does not disclose the information to anyone else, and does not use the information for any purpose other than participating in the RFI process.
- d. The Respondent acknowledges that the Buyer's confidentiality obligations are subject to requirements imposed by the Official Information Act 1982 (OIA), the Privacy Act 2020, parliamentary and constitutional convention, and any other obligations imposed by law. Where the Buyer receives an OIA request that relates to a Respondent's Confidential Information, the Buyer may ask the Respondent to explain why the information is considered by the Respondent to be confidential or commercially sensitive.
- e. The Respondent may disclose the Buyer's Confidential Information to the extent strictly necessary to comply with law or the rules of any stock exchange on which the securities of the Respondent or any related entity are currently listed. Unless prohibited by law, the Respondent must consult with the Buyer before making such a disclosure.
- f. The Buyer will not be in breach of its obligations if it discloses Confidential Information to the appropriate authority because of suspected collusive or anti-competitive tendering behaviour.

3.8 Costs of participating in the RFI process

Except as otherwise stated in the RFI, the Respondent must meet their own costs associated with the preparation and presentation of the Response.

3.9 Ownership of documents

- a. The RFI and its contents remain the property of the Buyer. All Intellectual Property rights in the RFI remain the property of the Buyer or its licensors.
- b. The Buyer may request the immediate return or destruction of any RFI documents and any copies, in which case the Respondent must comply in a timely manner.
- c. All documents forming part of the Response will, once they are delivered to the Buyer, become the property of the Buyer. The Response will not be returned to the Respondent.
- d. Intellectual Property rights in the Response remain the property of the Respondent or its licensors.
- e. The Respondent grants to the Buyer a licence to retain, use, copy and disclose information contained in the Response for any purpose related to the RFI process, including keeping appropriate records.

3.10 Limited rights and obligations

- a. Except as stated otherwise in this paragraph, nothing in the RFI, these RFI Terms or the RFI process creates a contract or any other legal relationship between the Buyer and Respondent.
- b. The following are binding on the Respondent:
 - i. The Respondent's signed declaration (contained in the RFI Response Form).
 - ii. The Respondent's obligations under paragraphs 3.1, 3.3 and 3.6. Nothing in this Section 3 takes away from any rights or remedies the Buyer may have in relation to the Respondent's statements, representations or warranties in the Response or in correspondence with the Buyer.
 - iii. The standard RFI conditions in Section 3.
- c. Paragraphs 3.4 and 3.9 are binding on the Buyer.
- d. All terms and other obligations that are binding on the Buyer are subject to the Buyer's additional rights in paragraph 3.11.

3.11 Buyer's additional rights

a. Changes to the RFI

- i. The Buyer may amend, suspend, cancel or re-issue the RFI, or any part of it, so long as it notifies the Respondent.
- ii. The Buyer may change material aspects of the RFI, such as the timeline or Requirements, provided it gives the Respondent time to respond to update its Response in relation to the changes.

b. Timeline

- i. The Buyer may accept a late Response if it is the Buyer's fault it is late, or if the Buyer considers there is no material prejudice to other Respondents in accepting a late Response.
- ii. The Buyer may answer a question submitted after the Deadline for Questions, and notify all Respondents about the submission of the question and the answer.

c. RFI Process

- i. The Buyer may liaise with any Respondent without informing, or doing the same, with any other Respondent.
- ii. The Buyer may provide Respondents with information arising from questions about the RFI.
- iii. The Buyer may withhold information arising from questions about the RFI. This may be the case if the information is unnecessary, is commercially sensitive, is inappropriate to supply at the time of the request or cannot be released for legal reasons.
- iv. The Buyer may waive requirements or irregularities around the RFI process if the Buyer considers it appropriate or reasonable to do so.

3.12 New Zealand law

The laws of New Zealand govern the RFI. Each Respondent agrees New Zealand courts have non-exclusive jurisdiction to rule in any dispute concerning the RFI or the RFI process. The Respondent agrees that it cannot bring any claim in relation to the RFI except in a New Zealand court.

3.13 Disclaimer

- a. Nothing contained or implied in the RFI, or RFI process, or any other communication by the Buyer to the Respondent is to be construed as legal, financial or other advice.
- b. The Buyer will endeavour to provide accurate information in any communication, but the Respondent accepts this information is not independently verified and may not be up-to-date.
- c. The Buyer will not be liable in contract, tort, equity, or in any other way for any direct or indirect damage, loss or cost incurred by the Respondent or any other person in respect of the RFI process, whether as a result of the Buyer exercising its rights under paragraph 6.22, the Buyer's negligence or breach of these RFI Terms, the Buyer failing to select the Respondent as the Successful Respondent, or any other cause.
- d. To the extent that liability cannot be excluded, the maximum aggregate liability of the Buyer, its agents and advisors in connection with the RFI process, to all Respondents combined, is NZ\$5,000.
- e. The limitations and exclusions in paragraphs c and d above do not apply to any liability the Buyer may have for breach of confidentiality or infringement of the Respondent's intellectual property rights.

3.14 Precedence

- a. Any conflict or inconsistency in the RFI shall be resolved by giving precedence in the following descending order:
 - i. these RFI-Terms
 - ii. all other Sections of the RFI document
 - iii. any additional information or document provided by the Buyer to Respondents through the Buyer's Point of Contact or GETS.
- b. If there is any conflict or inconsistency between information or documents having the same level of precedence the more recent information or document will prevail.

Definitions

In relation to the RFI the following words and expressions have the meanings described below.

Buyer	The government agency that has issued the RFI with the intent of obtaining information.
Confidential Information	<p>Confidential Information of a party (Provider) means information acquired by the other party (Recipient) from the Provider in connection with the RFI process, where that information:</p> <ul style="list-style-type: none">a. is by its nature confidentialb. is marked at the time of disclosure to the Recipient as 'confidential', 'in confidence', 'restricted', 'sensitive', 'secret' or 'top secret', and/orc. the Recipient knows, or ought to know, is confidential to the Provider or a third party who supplied it to the Provider. <p>However, this does not include information that is publicly available through no fault of the Recipient, or that the Recipient acquired entirely independently of the Provider.</p>
Conflict of Interest	<p>A Conflict of Interest arises if personal or business interests, relationships or obligations of the Respondent or any of its personnel do, could, or could be perceived to:</p> <ul style="list-style-type: none">a. conflict with the Respondent's obligations to the Buyer under the RFI or in the provision of the goods or services, and/or

Buyer	The government agency that has issued the RFI with the intent of obtaining information.
	<p>b. call into question the independence, objectivity or impartiality of any person involved in the RFI process on behalf of the Buyer.</p> <p>A Conflict of Interest may be:</p> <p>c. actual: where the conflict currently exists</p> <p>d. potential: where the conflict is about to happen or could happen, or</p> <p>e. perceived: where other people may reasonably think that a person is compromised.</p>
Deadline for Answers	The deadline for the Buyer to respond to questions submitted by a Respondent stated in Section 1.2 of the RFI.
Deadline for Responses	The deadline for delivering or submitting Responses to the Buyer as stated in Section 1 of the RFI.
Deadline for Questions	The deadline for submitting questions to the Buyer as stated in Section 1 of the RFI.
GETS	Government Electronic Tenders Service available at www.gets.govt.nz .
Intellectual Property	All industrial and intellectual property rights whether conferred by statute, at common law or in equity, including (but not limited to) copyright, trademarks, designs and patents.
Point of Contact	The Buyer and each Respondent are required to appoint a Point of Contact. This is the channel to be used for all communications during the RFI process. The Buyer's Point of Contact is identified in Section 1 of the RFI. The Respondent's Point of Contact is identified in its Response.
Respondent	A person, company or organisation that submits a Response in response to the RFI. The term Respondent includes each member of any consortium.
Response	The response a Respondent submits in reply to the RFI. It comprises the Response Form and all other information submitted by a Respondent.
Response Form	The form and declaration prescribed by the Buyer and used by a Respondent to respond to the RFI, duly completed and submitted by a Respondent as part of the Response.
RFI	Means the Request for Information.
RFI-Terms	Means the RFI Terms as set out in Section 3 of the RFI.

For more definitions, click [HERE](#).

Instructions for Respondents

1. Check that you have all the relevant documents, including:
 - The Request for Information (RFI) which outlines what information is needed.
 - The Response Form (this one) to fill out your response.
 - The RFI-Terms.
2. Before filling out this form, read the RFI carefully, particularly Section 2 (Our Requirements).
3. Please follow the layout of this Response Form:
 - Don't change the section headings and sequence as this needs to be consistent across all Respondents.
 - Insert any extra images or graphs either as part of your answer or in a separate attachment (but make it clear in the Response Form that you have done so).
 - The combined file size including all attachments that can be sent to procurement@transport.govt.nz is 20MB.
4. Everything highlighted in **PURPLE** in this document is information for the Respondent (you). Delete these **PURPLE** parts before sending the Response Form. Everything shaded in **BLUE** is customisable by you. When you have completed these areas please un-shade them.
 - ☐ The purple boxes are Respondent Tips. Delete these after reading.
 - ☐ Write your response in the blue sections. Un-shade the blue once you have filled these out.
5. Remember to make a note of the Deadline for Questions. Feel free to ask us anything if it is unclear.

Checklist for Respondents

Before you submit your Response...

- | | |
|--|--------------------------|
| 1. Fill out all sections of the Response Form. | <input type="checkbox"/> |
| 2. Remove all the purple 'Respondent Tip' boxes from this Form. | <input type="checkbox"/> |
| 3. Delete the PURPLE instructions from this Form. | <input type="checkbox"/> |
| 4. Un-shade the BLUE highlighting where you fill out your answer. | <input type="checkbox"/> |
| 5. Prepare your Response
Send a digital copy by email to procurement@transport.govt.nz | <input type="checkbox"/> |
| 6. Arrange for the Response to be submitted electronically before the Deadline for Responses. | <input type="checkbox"/> |

RELEASED UNDER THE
OFFICIAL INFORMATION ACT 1982

[insert your (Respondent's) name and logo]

Request for Information (RFI) Response Form

Road User Charges – Retail Services

In response to the Request for Information

by: Ministry of Transport

Date of this Response: [insert date of this document]

RELEASED UNDER THE
OFFICIAL INFORMATION ACT 1982

SECTION 1: About the Respondent



RESPONDENT TIP

- This section gives the Buyer basic information about your organisation and identifies your Point of Contact for the RFI process.
- If an item is not applicable, e.g. you do not have a registered office, complete the box by stating 'not applicable'.

1.1 Our profile

Choose one of these statements to complete, and delete the others

This is a Response by [insert the name of your organisation] (the Respondent) to provide information.

OR [This is a [joint/consortium] Response, by [insert the name of your organisation] and [insert the name of the other organisation/s] (together the Respondents) to supply information.

Item	Detail
Full legal name:	[insert the name that you do business under]
Trading name (if different):	[if applicable]
Physical address:	[put the address of your head office]
Postal address:	[e.g. P.O Box address]
Registered office:	[if you have a registered office insert the address here]
Business website:	[url address]
Type of entity (legal status):	[sole trader / partnership / limited liability company / registered charity / other please specify]
NZBN number:	[if your organisation has a NZBN registration number insert it here]
Country of residence:	[insert country where you (if you are a sole trader) or your organisation is resident for tax purposes]
GST registration number:	[NZ GST number or if overseas please state]
Consent to follow up (Likely to be in week commencing 16 December)	[Please indicate Yes or No if you consent to officials following up on any material contained in this response] We expect any follow up would happen in the week beginning 16 December. Confirm your availability in week beginning 16 December Y/N If not available please confirm your availability after 6 January.

1.2 Our Point of Contact

Item	Detail
Contact person:	[name of the person representing the Respondent and responsible for communicating with the Buyer]
Position:	[job title or position]
Physical location of contact person	[city / country]
Phone number:	[landline]
Mobile number:	[mobile]
Email address:	[work email]

RELEASED UNDER THE
OFFICIAL INFORMATION ACT 1982

SECTION 2: Our Requirements



RESPONDENT TIP

- Carefully read RFI Section 2 (Our Requirements). Then provide your response by demonstrating your organisation's ability to meet the criteria.
- Please mark any information that is 'commercially sensitive' or 'Confidential Information' to your business so that the Buyer knows. You cannot make the whole document confidential unless this is truly the case. Refer to the RFI-Terms for more information.
- Keep it simple. If an answer is in another document e.g. a marketing brochure, just cut and paste the relevant part into this form. Do not show the whole document unless necessary - the Buyer may not read it all.
- You may include extra information in your Response but only if it adds value and is relevant.

2.1 Responses

This document should be reviewed alongside the Information Memorandum and the RFI document (see GETS notice for all documents). Please increase the size of the answer box to fit your answers.

About you

To what extent is the provision of RUC retail services (ie. Providing services that support the purchase and management of RUC) something you currently do in New Zealand or another jurisdiction?

What is the scope of your current offering (i.e. types of vehicles, vehicle owners, and services)?

If you currently do not provide RUC retail services but are interested in the opportunity, include any current service offering in a similar sector, your level of experience in delivering that service, and why you are interested in the opportunity to deliver RUC retail services.

[insert answer here]

Level of interest in RUC services

What is the nature of the RUC retail service you are interested in offering:

1. Manual RUC management service (but not direct purchase of RUC). This could include a reminder service to purchase RUC and outline or link directly to where RUC can be purchased (online and in physical locations);
2. Manual RUC management service including direct purchase of RUC –as an Agent of NZTA. So that customers are reminded of the need to check and purchase RUC and when new licences are required, they can be purchased (either instore or online);
3. Electronic RUC management services enabled by electronic measurement and reporting of vehicle distance and providing reminders to purchase RUC licences (but not direct purchase of RUC);

4. Electronic RUC management services enabled by electronic measurement and reporting of vehicle distance and automatically purchasing RUC directly (as an agent of NZTA);
5. Full eRUC or eaRUC solution as a certified service provider approved by NZTA under the code or a revised version of the code (<https://www.nzta.govt.nz/assets/resources/road-user-charges/eruc-guidelines/docs/ERUC-code-of-practice.pdf>); or
6. Another business model (or hybrid of the approaches outlined above)?

[insert answer here]

Commercial proposition

Do you think the commercial proposition of RUC retail services is a standalone business opportunity or one that is integrated with a range of other activities?

As the underlying cost of RUC is fixed, retail service providers will need to make a commercial return on activities other than the sale of underlying RUC. This would mean selling RUC as part of a broader offering, such as:

- fleet management/telematic services
- bundling of utility like payments
- financial services to bundle and smooth payments
- sale of information to advertisers (with the express permission of customers) etc.
- efficiency of service offering enabling margin to be made on the administrative fees charged for RUC purchases

This list is non-exhaustive, and any other commercial propositions you may suggest will be welcome, along with any description of what, if any, changes to existing legislative or administrative provisions would be needed to facilitate this.

Are there minimum scale factors that impact commercial viability? Is there a lead time that needs to be considered? What other factors should we consider regarding commercial viability?

[insert answer here]

Technology

What role might technology offered by your business play in the future RUC retail market? Does your (current or planned) provision of RUC retail services use technology that you supply to measure and report distance, or support the reporting of distance from existing equipment (e.g. odometers or OEM telematics systems)? If so, can you summarise:

- how the technology works

- what data is collected
- What services you provide with the technology in connection with revenue collection (e.g. distance measurement, tolling, congestion charging, refunds)
- how you ensure the reliability and security of the system
- how revenue security is protected
- how user privacy is protected
- what benefits it offers customers compared to the existing system
- whether the technology is stand-alone or integrated into existing devices (cars or phones)
- whether it requires professional installation (if it is not integrated) and whether it requires any modifications to be fitted for the purpose of providing RUC retail services for light vehicles

Please describe any examples of where and when this technology has been applied in practice for RUC or similar purposes, to generate actual revenue.

[insert answer here]

Barriers

To inform the policy, legislative and regulatory settings, we are interested in your view about the barriers to you achieving your commercial aspirations as a RUC retail services provider. What legal, administrative or policy setting would need to change or be made easier to enable you to invest in offering RUC retail services?

[insert answer here]

NZTA

NZTA plays an important role in RUC services as the Government's RUC collector.

Under current arrangements NZTA is responsible for:

1. Approving (or declining) any RUC retailer application and appointing and contract managing Agents (some of whom operate under a contract and are paid a commission for RUC sales);
2. Providing RUC retail services to customers directly (through its website and App);
3. Collecting and administering the RUC revenue; and
4. Receiving the statutory fee for RUC transactions.

The Government is keen to ensure NZTA's activities don't crowd out the role of third parties in the provision of RUC services. Are there measures that the Government should take to ensure NZTA's activities enable and encourage other RUC retailers to participate?

[insert answer here]

Revenue security

How can the RUC retail market assist with balancing a user-friendly system with ensuring revenue security?

[insert answer here]

Consumer protection and support

Do you have any initial views on how you might ensure appropriate protection of consumers (e.g. complaints, remedy mechanisms)? Would you offer different payment options to enable consumer flexibility and choice in RUC purchases?

[insert answer here]

[Optional] Additional information

If there is other material you would like to make us aware of in considering the policy, regulatory and legislative settings to enable greater third-party provision of RUC services, please feel free to include it below. Avoid attaching company brochures and other advertising material. We can only receive 20MB via email.

[insert answer here]

2.2 Assumptions

Assumptions

Please state any assumptions you have made in relation to the Response.

[insert answer here]



RESPONDENT TIP

- An assumption is something that is accepted as true or as certain to happen without proof e.g. that the Buyer (or a third party) will provide certain information or assistance so that the Respondent can deliver on the Requirements.

RELEASED UNDER THE
OFFICIAL INFORMATION ACT 1982

SECTION 3: Respondent's declaration



RESPONDENT TIP

- Here you are asked to make a formal declaration. Select 'agree' or 'disagree' at the end of each row. If you don't, you will be deemed to have agreed.
- Have the declaration signed by someone who is authorised to sign and able to verify the declaration, e.g. chief executive or a senior manager.
- If you are submitting a joint or consortium Response each party involved in the joint or consortium Response must complete a separate declaration.

Topic	Declaration	Respondent's declaration
RFI-Terms:	I/we have read and fully understand this RFI, including the RFI-Terms. I/we confirm that the Respondent agrees to be bound by them.	<input type="checkbox"/> agree / <input type="checkbox"/> disagree
Conflict of Interest declaration:	The Respondent warrants that it has no actual, potential or perceived Conflict of Interest in submitting this Response. Where a Conflict of Interest arises during the RFI process the Respondent will report it immediately to the Buyer's Point of Contact.	<input type="checkbox"/> agree / <input type="checkbox"/> disagree
Details of conflict of interest:	[if you think you may have a conflict of interest briefly describe the conflict and how you propose to manage it or write 'not applicable'].	

DECLARATION BY THE RESPONDENT

I/we declare that in submitting the Response and this declaration:

- the information provided is true, accurate and complete and not misleading in any material respect
- the Response does not contain any material that will infringe a third party's intellectual property rights
- I/we have secured all appropriate authorisations to submit this Response, and to make the statements and to provide the information in the Response.

I/we understand that the falsification of information, supplying misleading information or the suppression of material information in this declaration and the Response may result in the Respondent being eliminated from further participation in any procurement process flowing out of the RFI, and may be grounds for termination of any Contract awarded as a result of such a procurement process.

By signing this declaration the signatory below represents, warrants and agrees that they have been authorised by the Respondent to make this declaration on its/their behalf.

Signature: _____

Full name: _____

Title/position: _____

Name of organisation: _____

Date: _____

RELEASED UNDER THE
OFFICIAL INFORMATION ACT 1982