

BID ADDENDUM

FAILURE TO RETURN THIS BID ADDENDUM IN ACCORDANCE WITH INSTRUCTIONS MAY SUBJECT YOUR BID TO REJECTION

Bid Number: 54-PB-20130318 **Bid Opening Date:** June 7, 2013
Description: Toll, TMC & Ferry Operation Services **Bid Opening Time:** 4:00 PM EST

Addendum Number: 3
Addendum Date: April 22, 2013

INSTRUCTIONS

1. Return one properly executed copy of this Addendum with bid response or prior to the Bid Opening Date/Time listed above.

2. Check **ONE** of the following options:

- Bid has **not** been mailed. **Any changes** resulting from this Addendum #3 are included in our bid.
- Bid has already been mailed. No changes resulted from this Addendum #3.
- Bid has already been mailed. Changes resulting from this Addendum #3 are as follows.

Execute Addendum:

Bidder: _____

Authorized Signature: _____

Name and Title (Typed): _____

Date: _____

ADDENDUM NUMBER 3

The original RFP dated March 18, 2013 included provisions for proposer's opportunity for questions and NCTA to make amendments as necessary. The following items are addressed through this Addendum #3:

- Subsections within the following Sections have been amended based on responses to questions:
 - Section I-Administration
 - Section III-Scope of Work
 - Section IV-Price
 - Section V-Performance Specifications
 - Section VI-Proposal Content
 - Section VII-Contract Terms and Conditions

- Logos for NCDOT, NCTA and NC Quick Pass are posted on procurement websites for usage in proposal preparation

- Appendices D and J have been amended to include additional information

- Appendix L has been added to provide floor plans

- Appendix M has been added to provide Bid Bond forms

- NCTA official responses to the first round of questions submitted on or before April 8, 2013

SECTION I-ADMINISTRATION

2.1 Schedule:

The procurement schedule has been modified to reflect revised dates presented in bold below in Table I.1.

| TABLE I.1 PROCUREMENT SCHEDULE | | |
|---|---|---|
| NCTA | Proposing Contractors | Date |
| Issuance of Request For Proposal | | Monday, March 18, 2013 |
| Pre-Bid Meeting and Site Visit | | Wednesday & Thursday March 27-28, 2013 |
| | 1 st Round Written Questions Due | Monday, April 8, 2013 |
| Response to 1 st Round Questions | | Monday, April 22, 2013 |
| | 2 nd Round Written Questions Due | Friday, May 3, 2013 |
| Response to 2 nd Round Questions | | Friday, May 17, 2013 |
| | Proposals Submitted | Friday, June 7, 2013 |
| Questions to Proposers (if applicable) | | Friday, June 21, 2013 |
| Orals | | Thursday, June 27, 2013 |
| Award | | Friday, July 12, 2013 |
| Negotiations Complete | | Thursday, July 18, 2013 |
| Notice to Proceed | | Friday, July 19, 2013 |
| Transition Period | | July 20-September 15, 2013 |
| Go-Live | | Monday, September 16, 2013 |

2.2.3 Procurement Information Posting:

The following sentence has been added to the third paragraph pertaining to logos: “NCTA, NCDOT and NCQP logos are posted on the procurement websites.”

2.2.4 Proposal Submittal Deadline:

Submittal date has been modified to Friday, June 7, 2013.

2.2.8 Proposer’s Opportunity for Questions:

First paragraph, second sentence has been replaced with the following:

“Second round of questions concerning this RFP will be received until Friday, May 3, 2013.”

Following sentence has been added to the last paragraph:

“Questions not submitted in the required Excel format may not be considered by NCTA.”

3.1.7 Relevant Experience:

Section DELETED from RFP.

3.3.1 Adequate Financial Resources:

Section DELETED from RFP.

3.3.3 SSAE 16 Audit:

The following sentence has been added to the end of the section for clarification. "The SSAE 16 Audit is not a proposal requirement but rather a requirement for each year after go-live. Please refer to Section IV 1.1."

5.3 Bonding Requirements:

Paragraph 2 has been replaced with the following:

"The proposing contractor shall submit with its Price Proposal a bid bond or bid deposit in the amount of at least five percent (5%) of the amount of the Price Proposal. The bid bond is subject to full or partial forfeiture if the winning contractor fails to either execute the contract or provide the required performance and payment bonds. The proposing contractor shall submit evidence that it is capable of obtaining contract payment and performance bonds at a fixed amount of \$1,500,000 each. Each year the performance bonds shall be renewed at the fixed amount of \$1,500,000. A surety letter submitted with the proposal is acceptable evidence of the bond requirements. Corporate guarantees will not be acceptable in lieu of bonds."

6 Abbreviations:

PTD (Project to Date) has been added to the abbreviations.

7 Definitions:

NIXIE has been added to the definitions table:

"NIXIE - Any piece of mail that is unable to be forwarded because it is illegibly or incorrectly addressed."

SECTION III-SCOPE OF WORK

1.1 Toll Operations:

The eleventh bullet: "quality control, revenue collection through a collection agency" has been separated into the following two bullets:

- quality control
- revenue collection through a collection agency

2.8.1 Functions:

The following clarification has been added to the second paragraph: "FL and NC will be using the E-ZPass specifications and business rules. FL will just be added as another agency on the IAG Reports and will be part of the normal reciprocity reconciliation. The current schedule has reciprocity testing for a duration of 30 days."

2.9.7 Reports:

The first sentence has been replaced with the following: "Financial and Reconciliation Reporting is to be completed daily and shall include at a minimum:"

“e. Recommended Funds transfers, deposits, and withdrawals” has been DELETED from the list since these requirements are functions performed by NCDOT accounting.”

The following sentence has been added to the end of the section: “The BOS provides detailed daily reports for CSR close outs, payment and adjustment detailed and summary reports, interoperability reconciliation reports, billing summary and aging reports. All BOS reports may be run in PDF, Excel or data only formats. In addition, the BOS has a reporting database which may be utilized by the Contractor with a Crystal Reports front end. It is up to the Contractor which application to use for internal reporting and summarizations and analysis outside of the BOS.”

2.11.1 General:

The following sentence has been added prior to the sentence beginning with “Compensation for document.....” New sentence: “Contractor shall submit electronically a redline version of the proposed changes to NCTA within 30 calendar days or sooner of the operational change. NCTA will respond back to Contractor within one week. Contractor will have one week from receipt of comments to finalize document(s).”

2.12 Reporting: The following category has been added:

Back Office System Reports

Finance Reports

- Negative Account Balance
- Distribution of Funds
- Replenishment Distribution
- Receipts by Agency and Category
- Payment Summary by Store
- Payment Detail Report (PDR) Detail by Agency
- PDR Summary of Deposit
- PDR Summary by Payment Type
- PDR Summary by Transaction
- Automated Re-bill Summary
- Daily Credit Card Reconciliation
- Processor Reconciliation
- Sales/payment Daily Summary
- Financial Reconciliation
- Trail Balance Report
- Subsidiary Account Report
- Refund
- Invoice Statistics Report
- Invoice Aging Report
- Video Billing Reconciliation Report
- Adjustment Detail

Reciprocity Reports

- Inter-CSC Settlement
- Inter-CSC Rejection transactions
- Non-Postable Tolls (NPST)
- Inter-CSC Reconciliation Aging
- Local Use Detail

- Inter-CSC Local Use
- Inter-CSC Toll correction Reconciliation
- Inter-CSC Rejected Corrections
- Billable Disputed Toll
- Non-Billable disputed Toll
- Bulk Disputed Toll

Image Processing Reports

- Video Image Processing
- Image Review Statistics
- Summary of Rejected Video Transactions
- Image Batch Statistics
- Images Processed by Operator
- DMV Request and Rejected Plate
- OCR Confidence Level Report
- OCR Reject Report
- OCR State Performance Report

Operations Reports

- Tag Activity
- Account plan Status
- Outgoing Mail Tracking
- Purchase Order Receipt
- Unassigned Tag Listing
- Web/IVR Statistics
- Tag Inventory
- KPI-Dashboard Report
- Daily Incoming correspondence Statistics
- Statement Production Report
- Employee Status Report
- Incoming Correspondence Backlog-Aging Report
- Incoming Correspondence Response Report
- Service Request Status Report

IVR Reports

- Call Work Code
- IVR Menu Selection Counts
- Call Profile Daily

Transaction Reports

- Transactions Not Posted
- Tolls Posted by Collection Date
- Transaction Reconciliation
- Casual Use
- ETC & Video Toll by Lane/Plaza
- File Transmission
- Bad Acknowledgement

3.2.1 Current Staffing:

Table III.2 has been modified to include shift times, see below:

| TABLE III.2 TMC STAFFING SUMMARY Triangle Expressway | | | | | |
|--|-----------------|------------|------|-------|-----------|
| Day of Week | Shift | Time | Days | Hours | Operators |
| Mon-Fri | 1 st | 6 am-2 pm | 5 | 8 | 2 |
| Mon-Fri | 2 nd | 2 pm-10 pm | 5 | 8 | 2 |
| Mon-Fri | 3 rd | 10 pm-6 am | 5 | 8 | 2 |
| Sat-Sun | 1 st | 6 am-6 pm | 2 | 12 | 1 |
| Sat-Sun | 2 nd | 6 pm-6 am | 2 | 12 | 1 |

3.4 Quality Control:

The following language has been added as an introduction to the section:

“The Contractor is responsible for establishing QC through a formal QC plan that shall be developed and approved by NCTA. QC shall be completed and monthly QC reports submitted to NCTA.”

5 Contractor Equipment, Hardware and Software:

The following sentence has been added to the end of the paragraph. “The equipment listed below is part of the BOS, and therefore not provided by the Contractor. Fax machines are not provided by the BOS.

- phone system;
- local area network and broadband Internet;
- all PC based workstations for account management and image review application, except those defined as management computers;
- printers for invoices, welcome letters and other correspondence issued at CSC level; and
- printers for the production of reports; scanning machines”

7.6.2 Human Resource Plan:

The following first sentence has been modified to reflect 30 calendar days not 60 calendar days:

“The Human Resource (HR) Plan which addresses tolls, TMC and Ferry operations shall be submitted for review and approval within **thirty (30) calendar** days of NTP.”

SECTION IV-PRICE

1.4 Account Management:

IV.A.1 + IV.A.2 have been clarified as follows:

“Example Refer to Price Sheet for Toll Operations Base Years:

IV.A.1 =IV. Account Management for A. ETC/Registered Video Accounts 1. fixed fee for 0-75,000 accounts.

IV.A.2=IV. Account Management for A. ETC/Registered Video Accounts 2. fixed fee for 75,001-100,000 accounts.”

3 Price Sheet-Ferry Phone Reservation Operations:

First sentence has been modified as follows to clarify the term “calls responded to”. “Calls responded to, include inbound and out bound calls, will be invoiced as fixed monthly fee based on the number of calls handled by a CSR documented by the phone system.”

VI.1 + VI.2 have been clarified as follows:

Example Refer to Price Sheet for Ferry Reservations Base Years:

VI.1 =VI. Calls responded to 1. fixed fee for 0-1,500 calls.

VI.2 =VI. Calls responded to 2. fixed fee for 1,501-3,000 calls.

SECTION V-PERFORMANCE SPECIFICATIONS

1.1 Call Center:

#3 Time to respond to escalations: Requirement has been modified as followings: “Every effort shall be made to resolve escalations related to standard products, services and policies while the customer is on the telephone without a call-back required. For escalations that cannot be handled on the initial call **80%** must be resolved within **one (1) business day** and **100%** in **three (3) business days.**”

Measurement has the following clarification added: “Service Requests are covered based on type of request in Section V.1.”

#4 Accuracy of first contact information: Measurement has been modified to include the following clarification: “Customer queries will be collected through customer surveys conducted periodically by NCTA.”

1.4 Customer Satisfaction:

#11 Customer Satisfaction Rating: Measurement has been modified to include the following clarification: “Surveys will be conducted by NCTA not Contractor.”

1.5 Video Image Review:

#12 Manual Review Times: Requirement has been modified to include the following clarification: “Any significant anomalies shall be reported to NCTA in writing immediately in order to receive a temporary waiver to this performance measure.”

2.2 Technical Proposal Outline: Revised Section V-Technical Response to Scope of Work revised to include additional sections:

1. Toll Customer Service Operations;
2. Traffic Management Center Operations;
3. Ferry Phone Reservation Operations;
- 4. Contractor Equipment, Hardware & Software;**
5. Data Ownership and Security;
6. Transition;
7. Reporting; and
8. QA/QC.

SECTION VI-PROPOSAL CONTENT

2.2 Technical Proposal Outline:

#6 Completed Federal Aid Requirement Forms requirement has been DELETED from the RFP.

SECTION VII-CONTRACT TERMS AND CONDITIONS

2.6.2 Termination for Cause:

Bullet 'b' has been replaced with the following: "b. Failure to fulfill requirements of any Maintenance Agreements. Maintenance Agreements refers to any agreements for the upkeep and the maintenance of the CSC and NC Quick Pass facility. These Maintenance Agreements may include, but are not limited to, generator, landscaping, HVAC, janitorial, fire, security, surveillance. " Bullet 'c' has been deleted from the RFP: "Failure to provide an adequate supply of spare and replacement parts, components and equipment."

3.1.4 Personnel:

In number 2, the term 'penalty/penalties' have been replaced with 'liquidated damages'. "2. NCTA reserves the right to assess liquidated damages of twenty thousand dollars (\$20,000.00) for any key personnel that are changed within the first twelve (12) months following go-live should the personnel remain with the Contractor's organization in any form. A liquidated damage of ten thousand dollars (\$10,000.00) may be assessed for any key personnel that are changed during the second year following go-live should the personnel remain with the Contractor's organization in any form. These liquidated damages are on a per occurrence basis."

APPENDIX D-HISTORICAL DATA

- March 2013 Toll Operations data added
- January 2012 through March 2013 Account Information has been added to Toll Operations
- March 2013 Traffic Summary added resulting in modifications to table on Page D.6 and new table on Page D.7.
- I-Toll volumes added to Traffic Summary Tables on Pages D.6 and D.7
- Classification definitions have been added to the Traffic Summary table:
 - Class 1 = 2 Axles
 - Class 2 = 3 Axles
 - Class 3 = 4+ Axles

APPENDIX H-TRAFFIC MANAGEMENT INFORMATION

- March 2013 TMC Report added as Pages H.23 through H.29.

APPENDIX J-FERRY REPORTS

- March 2013 call data
- March 2013 Month to Date Count Sheet

APPENDIX L-FLOOR PLANS

- Customer Service Center Floor Plan Page L.2
- Traffic Management Center Floor Plan Page L.3

APPENDIX M-BID BOND FORM

- State of North Carolina Department of Transportation Bid Bond

RESPONSES TO QUESTIONS-ROUND 1

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NOTE: Operations and traffic summary data/numbers are unaudited and are for informational purposes only.

| JANUARY - JULY 2012 TOLL OPERATIONS SUMMARY | | | | | | | |
|---|-------------------|--------------|-------------------|-----------------------|-----------------------|-----------------------|-----------------|
| Triangle Expressway | | | | | | | |
| Category | Phase I Open | | | | | | |
| | Jan | Feb | Mar | Apr | May | Jun | Jul |
| Historical | | | | | | | |
| # of Customer Accounts PTD | 7,268 | 8,120 | 8,805 | 9,475 | 10,049 | 10,671 | 13,670 |
| # Tags Sold PTD | 13,929 | 15,636 | 17,014 | 18,384 | 19,718 | 21,360 | 27,174 |
| Tags per acct | | | | | | | |
| Accounts | | | | | | | |
| Open | | | | | | | |
| Closed | | | | | | | |
| Call Center | | | | | | | |
| Total calls | | | | | | | |
| Handled IVR | | | | | | | |
| % handled by IVR | | | | | | | |
| Calls Presented | 947 | 2155 | 2120 | 2857 | 3332 | 3483 | 7183 |
| Calls Handled | 945 | 2,142 | 2,104 | 2,811 | 3,271 | 3,455 | 7,001 |
| % of Calls Handled | 99.8% | 99.4% | 99.2% | 98.4% | 98.2% | 99.2% | 97.5% |
| Avg. Handle Time (h:mm:ss) | 0:04:08 | 0:03:55 | 0:04:04 | 0:04:32 | 0:04:52 | 0:05:27 | 0:04:53 |
| #1 Call Driver | NC Quick Pass Inq | Inquiries | Bill By Mail | NC Quick Pass Inquiry | NC Quick Pass Inquiry | NC Quick Pass Inquiry | NC Quick Pass |
| #2 Call Driver | Update Account | Bill By Mail | Invoice Payment | Invoice Payment | Invoice Payment | Bill By Mail Inquiry | Bill By Mail |
| #3 Call Driver | Update Vehicle | Invoice Pay | NC Quick Pass Inq | Bill By Mail | Bill By Mail Inquiry | Invoice Payment | Invoice Payment |
| Fulfillment | | | | | | | |
| # of Hard Case Tags | 537 | 237 | 178 | 186 | 123 | 132 | 546 |
| # of Sticker Tags | 2,164 | 1,084 | 805 | 819 | 796 | 764 | 3,291 |
| # of License Plate Tags | 37 | 3 | 10 | 7 | 35 | 6 | 35 |
| Total # of Tags Fulfilled | 2,738 | 1,324 | 993 | 1,012 | 954 | 902 | 3,872 |
| Accounts | | | | | | | |
| Total Accounts | 73,781 | 94,360 | 147,154 | 176,288 | 205,613 | 235,611 | 263,650 |
| Transponder (NC Quick Pass) | 7,238 | 8,079 | 8,763 | 9,433 | 10,004 | 10,573 | 13,625 |
| Unregistered Video (BBM) | 66,513 | 86,240 | 138,349 | 166,813 | 195,564 | 224,988 | 249,976 |
| Registered Video | 3 | 4 | 4 | 4 | 5 | 5 | 4 |
| Non-Revenue | 19 | 24 | 25 | 25 | 27 | 28 | 28 |
| Government | 8 | 13 | 13 | 13 | 13 | 17 | 17 |

| JANUARY - JULY 2012 TOLL OPERATIONS SUMMARY | | | | | | | |
|---|--------------|---------|---------|---------|---------|---------|---------|
| Triangle Expressway | | | | | | | |
| Category | Phase I Open | | | | | | |
| | Jan | Feb | Mar | Apr | May | Jun | Jul |
| Image Review | | | | | | | |
| # of Transactions Reviewed | 189,240 | 244,248 | 264,329 | 193,277 | 218,547 | 270,366 | 127,177 |
| # of Transactions Accepted | 171,492 | 221,998 | 240,966 | 173,802 | 195,940 | 241,596 | 103,518 |
| # of Transactions Rejected | 17,748 | 22,250 | 23,363 | 19,475 | 22,607 | 28,770 | 23,659 |
| Payment Processing | | | | | | | |
| Walk-in payments | 480 | 1,552 | 222 | 251 | 290 | 297 | 1,086 |
| Web payments | 4,802 | 5,819 | 8,325 | 10,851 | 11,867 | 11,424 | 22,198 |
| Mailed in payments | 46 | 2,800 | 3,604 | 5,810 | 6,279 | 5,379 | 6,673 |
| Call Center Payments | | | | | | | |
| IVR Payments | | | | | | | |
| Incoming mail | | | | | | | |
| Total Incoming Mail | 46 | 4,654 | 5,834 | 7,304 | 7,778 | 6,539 | 10,601 |
| Enrollments | | | | | | | |
| Correspondence Returned | | | | | | | |
| Nixies Returned | 3 | 2,035 | 1,999 | 1,437 | 1,616 | 1,358 | 2,712 |
| Disputes Received | | | | | | | |
| Transponders Returned | | | | | | | |
| Faxes Received | 19 | 7 | 1 | 8 | 6 | 7 | 41 |
| Outgoing mail | | | | | | | |
| # of Kits Mailed out | 1,604 | 770 | 664 | 648 | 703 | 578 | 2,263 |
| Other letters mailed | 3 | 1,191 | 1,116 | 1,244 | 607 | 568 | 1,372 |
| Correspondence Rемаiled | | | | | | | |
| Nixies Rемаiled | | | | | | | |
| % Nixies getting remailed | | | | | | | |
| Storefront | | | | | | | |
| # of Visitors | 495 | 240 | 225 | 274 | 342 | 307 | 1,002 |
| # of Accounts opened | 457 | 176 | 120 | 137 | 115 | 109 | 768 |
| # of Tags Distributed | 181 | 338 | 219 | 260 | 249 | 202 | 1,514 |
| # of Tags Sold | 973 | 426 | 219 | 289 | 280 | 219 | 1,642 |
| Quality Control | | | | | | | |
| Notices/Statements Quality Checked | 17,776 | 38,798 | 105,677 | 135,055 | 135,797 | 215,561 | 216,960 |
| Sttmnts/Corr Quality Checked | 6244 | 1531 | 2521 | 3244 | 1766 | 1860 | 5097 |

| AUGUST 2012-MARCH 2013 TOLL OPERATIONS SUMMARY | | | | | | | | | |
|--|--------------------------|-------------------------|-------------------------|--------------------------|---------------------------|------------------------------|--------------------------|--------------------------|--------------------------|
| Triangle Expressway | | | | | | | | | |
| Category | Phase II Open | | | | | Year to Date Jan-Dec 2012 | Phase III Open | | |
| | Aug | Sep | Oct | Nov | Dec | | Jan-13 | Feb-13 | Mar-13 |
| Historical | | | | | | | | | |
| # of Customer Accounts PTD | 17,800 | 20,393 | 22,847 | 24,603 | 27,240 | 27,240 | 31,161 | 33,888 | 36,221 |
| # Tags Sold PTD | 34,328 | 39,200 | 43,729 | 47,072 | 52,297 | 52,297 | 59,682 | 66,294 | 70,444 |
| Tags per acct | | | | 1.91 | 1.92 | 1.92 | 1.92 | 1.96 | 1.94 |
| Accounts | | | | | | | | | |
| Open | | | | 1,539 | 3,038 | 4,577 | 3,921 | 2,727 | 2,333 |
| Closed | | | | 11 | 13 | 24 | 54 | 49 | 59 |
| Call Center | | | | | | | | | |
| Total calls | | | | 23,372 | 26,734 | 50,106 | 37,092 | 34,178 | 30,720 |
| Handled IVR | | | | 14,622 | 16,526 | 31,148 | 22,985 | 21,239 | 19,271 |
| % handled by IVR | | | | 63% | 62% | 62% | 62% | 62% | 63% |
| Calls Presented | 9194 | 7789 | 10238 | 8,750 | 10,208 | 68,256 | 14,094 | 12,921 | 11,439 |
| Calls Handled | 9,004 | 7,745 | 10,162 | 8,648 | 10,108 | 67,396 | 13,921 | 12,786 | 11,368 |
| % of Calls Handled | 97.9% | 99.4% | 99.3% | 98.8% | 99.0% | 98.7% | 98.8% | 99.0% | 99.4% |
| Avg. Handle Time (h:mm:ss) | 0:04:58 | 0:04:33 | 0:04:50 | 0:04:41 | 0:04:59 | 0:04:39 | 0:04:54 | 0:04:49 | 0:04:48 |
| #1 Call Driver | NC Quick Pass Inquiry | NC Quick Pass | Invoice Payment | NC Quick Pass Inquiry | Inquiry - Bill by Mail | | NC Quick Pass Inquiry | NC Quick Pass Inquiry | Invoice Payment |
| #2 Call Driver | Bill By Mail Inquiry | Bill By Mail Inquiry | Bill By Mail Inquiry | Bill by Mail Inquiry | Payment Invoice | | Bill by Mail Inquiry | Bill by Mail Inquiry | Bill by Mail Inquiry |
| #3 Call Driver | Invoice Payment | Invoice Payment | Account Conversion | Invoice Payment | NC Quick Pass Inquiry | | Invoice Payment | Invoice Payment | NC Quick Pass Inquiry |
| Fulfillment | | | | | | | | | |
| # of Hard Case Tags | 914 | 391 | 464 | 358 | 656 | 4,722 | 1,295 | 916 | 827 |
| # of Sticker Tags | 4,286 | 3,041 | 3,362 | 2,412 | 3,319 | 26,143 | 4,664 | 3,160 | 2,832 |
| # of License Plate Tags | 181 | 72 | 3 | 2 | 3 | 394 | 12 | 6 | 8 |
| Total # of Tags Fulfilled | 5,381 | 3,504 | 3,829 | 2,772 | 3,978 | 31,259 | 5,971 | 4,082 | 3,667 |
| Accounts | | | | | | | | | |
| Total Accounts | 290,739 | 313,699 | 337,696 | 358,493 | 386,671 | 386,671 | 412,712 | 435,575 | 461,757 |
| Transponder (NC Quick Pass) | 17,747 | 20,336 | 22,789 | 24,543 | 27,179 | 27,179 | 31,099 | 33,743 | 35,905 |
| Unregistered Video (BBM) | 272,939 | 293,306 | 314,849 | 333,890 | 359,431 | 359,431 | 381,551 | 401,765 | 425,780 |
| Registered Video | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 4 |
| Non-Revenue | 31 | 34 | 35 | 37 | 38 | 38 | 38 | 42 | 47 |
| Government | 17 | 18 | 18 | 18 | 18 | 18 | 19 | 20 | 21 |

| AUGUST 2012-MARCH 2013 TOLL OPERATIONS SUMMARY | | | | | | | | | |
|--|----------------|----------------|----------------|----------------|----------------|------------------------------|----------------|----------------|----------------|
| Triangle Expressway | | | | | | | | | |
| Category | Phase II Open | | | | | Year to Date Jan-Dec 2012 | Phase III Open | | |
| | Aug | Sep | Oct | Nov | Dec | | Jan-13 | Feb-13 | Mar-13 |
| Image Review | | | | | | | | | |
| # of Transactions Reviewed | 113,035 | 110,589 | 129,832 | 109,404 | 112,140 | 2,082,184 | 141,041 | 128,057 | 160,094 |
| # of Transactions Accepted | 84,347 | 81,568 | 100,510 | 82,868 | 85,801 | 1,784,406 | 103,477 | 84,288 | 106,827 |
| # of Transactions Rejected | 28,688 | 29,021 | 29,322 | 26,536 | 26,339 | 297,778 | 37,564 | 43,769 | 53,257 |
| Payment Processing | | | | | | | | | |
| Walk-in payments | 1,561 | 867 | 910 | 818 | 885 | 9,219 | 1,196 | 1,014 | 1,053 |
| Web payments | 29,316 | 39,210 | 47,624 | 42,654 | 48,948 | 283,038 | 58,790 | 55,264 | 53,174 |
| Mailed in payments | 8,236 | 14,381 | 21,186 | 18,125 | 21,319 | 113,838 | 20,571 | 23,122 | 22,654 |
| Call Center Payments | | | | 13,130 | 12,048 | 25,178 | 16,449 | 23,225 | 39,108 |
| IVR Payments | | | | 1,125 | 1,321 | 2,446 | 1,557 | 1,908 | 3,789 |
| Incoming mail | | | | | | | | | |
| Total Incoming Mail | 12,049 | 20,367 | 28,024 | 22,046 | 23,838 | 149,080 | 23,801 | 25,523 | 24,935 |
| Enrollments | | | | 48 | 95 | 143 | 119 | 106 | 98 |
| Correspondence Returned | | | | 4 | 9 | 13 | 33 | 228 | 333 |
| Nixies Returned | 3,565 | 5,087 | 5,774 | 1,706 | 1,966 | 29,258 | 1,763 | 2,013 | 1,946 |
| Disputes Received | | | | 475 | 399 | 874 | 562 | 528 | 455 |
| Transponders Returned | | | | 26 | 24 | 50 | 50 | 24 | 33 |
| Faxes Received | 37 | 22 | 29 | 179 | 185 | 541 | 238 | 222 | 152 |
| Outgoing mail | | | | | | | | | |
| # of Kits Mailed out | 3,131 | 2,553 | 2,548 | 1,758 | 2,579 | 19,799 | 4,012 | 2,863 | 2,461 |
| Other letters mailed | 1,344 | 3,969 | 3,250 | 307 | 18 | 14,989 | 26 | 30 | 21 |
| Correspondence Rемаiled | | | | 44 | 270 | 314 | 290 | 440 | 500 |
| Nixies Rемаiled | | | | 212 | 234 | 446 | 210 | 258 | 272 |
| % Nixies getting remailed | | | | 12.4% | 11.9% | 12.2% | 11.9% | 12.8% | 14.0% |
| Storefront | | | | | | | | | |
| # of Visitors | 1,689 | 1,026 | 1,164 | 998 | 1,134 | 8,896 | 1,510 | 1,299 | 1,343 |
| # of Accounts opened | 1,224 | 454 | 411 | 21 | 52 | 4,044 | 141 | 72 | 76 |
| # of Tags Distributed | 2,276 | 994 | 865 | 694 | 1,060 | 8,852 | 1,547 | 1,044 | 952 |
| # of Tags Sold | 2,276 | 1,046 | 865 | 694 | 1,060 | 9,989 | 1,547 | 1,044 | 1,065 |
| Quality Control | | | | | | | | | |
| Notices/Statements Quality Checked | 212,443 | 80,573 | 40,644 | 36,526 | 32,136 | 1,267,946 | 32,903 | 34,009 | 37,767 |
| Sttmnts/Corr Quality Checked | 5314 | 2330 | 2,910 | 2581 | 2,774 | 38,172 | 2,832 | 2,691 | 3,054 |

| TRAFFIC SUMMARY | | | | | | |
|------------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Triangle Expressway | | | | | | |
| JANUARY-JUNE 2012 (FY 2012) | | | | | | |
| | Jan | Feb | Mar | Apr | May | Jun |
| Traffic | | | | | | |
| Gross Traffic | 116,530 | 125,162 | 145,528 | 142,435 | 157,240 | 153,718 |
| ETC (NC Quick Pass) | 53,498 | 63,201 | 70,775 | 69,014 | 78,055 | 74,037 |
| Video | 62,088 | 60,841 | 73,533 | 72,342 | 77,697 | 78,489 |
| Unassigned Transponder | 944 | 1,120 | 1,220 | 1,079 | 1,488 | 1,192 |
| Class 1 (2 Axles) | 115,111 | 123,668 | 143,544 | 140,470 | 154,976 | 151,141 |
| Class 2 (3 Axles) | 590 | 625 | 797 | 774 | 805 | 809 |
| Class 3 (4+ Axles) | 829 | 869 | 1,187 | 1,191 | 1,459 | 1,768 |
| ETC% | 47% | 51% | 49% | 49% | 51% | 49% |
| I-Toll % of ETC % | 38.3% | 31.2% | 29.6% | 30.0% | 20.9% | 20.6% |
| Video % | 53% | 49% | 51% | 51% | 49% | 51% |
| Class 1 % | 99% | 99% | 99% | 99% | 99% | 98% |
| Class 2% | 1% | 0% | 1% | 1% | 1% | 1% |
| Class 3% | 1% | 1% | 1% | 1% | 1% | 1% |
| | | | | | | |

| TRAFFIC SUMMARY | | | | | | |
|-------------------------------------|----------------|----------------|----------------|------------------|----------------|----------------|
| Triangle Expressway | | | | | | |
| JULY-DECEMBER 2012 (FY 2013) | | | | | | |
| | Jul | Aug | Sep | Oct | Nov | Dec |
| Traffic | | | | | | |
| Gross Traffic | 153,337 | 944,574 | 881,182 | 1,007,131 | 911,873 | 964,568 |
| ETC (NC Quick Pass) | 74,591 | 399,514 | 423,577 | 520,854 | 487,173 | 480,551 |
| Video | 77,586 | 537,321 | 457,605 | 486,277 | 424,700 | 484,017 |
| Unassigned Transponder | 1,160 | 7,739 | NA | NA | NA | NA |
| Class 1 (2 Axles) | 151,192 | 919,406 | 855,368 | 982,342 | 890,046 | 942,405 |
| Class 2 (3 Axles) | 790 | 8,231 | 8,932 | 8,726 | 7,884 | 7,976 |
| Class 3 (4+ Axles) | 1,319 | 16,937 | 16,882 | 16,063 | 13,943 | 14,187 |
| ETC% | 49% | 42.6% | 48.1% | 52% | 53% | 50% |
| I-Toll % of ETC % | 33.6% | 8.9% | 6.8% | 5.9% | 5.5% | 5.7% |
| Video % | 51% | 57.4% | 51.9% | 48% | 47% | 50% |
| Class 1 % | 99% | 97.3% | 97.1% | 98% | 98% | 98% |
| Class 2% | 1% | 0.9% | 1.0% | 1% | 1% | 1% |
| Class 3% | 1% | 1.8% | 1.9% | 2% | 2% | 1% |

| TRAFFIC SUMMARY | | | |
|----------------------------|------------------|------------------|------------------|
| JANUARY-MARCH 2013 | | | |
| Triangle Expressway | (FY 2013) | | |
| | Jan | Feb | Mar |
| Traffic | | | |
| Gross Traffic | 1,560,612 | 1,556,461 | 1,787,174 |
| ETC (NC Quick Pass) | 845,042 | 872,106 | 1,013,525 |
| Video | 715,570 | 684,355 | 773,649 |
| Unassigned Transponder | NA | NA | NA |
| Class 1 (2 Axles) | 1,523,387 | 1,517,222 | 1,729,922 |
| Class 2 (3 Axles) | 12,542 | 12,838 | 19,833 |
| Class 3 (4+ Axles) | 24,683 | 26,401 | 37,419 |
| ETC% | 54.1% | 56.0% | 56.7% |
| I-Toll % of ETC % | 5.8% | 4.9% | 4.5% |
| Video % | 45.9% | 44.0% | 43.3% |
| Class 1 % | 97.6% | 97.5% | 96.8% |
| Class 2% | 0.8% | 0.8% | 1.1% |
| Class 3% | 1.6% | 1.7% | 2.1% |
| | | | |

| RWIS MEASUREABLES-FEBRUARY 2013 | | | | | |
|--|--|--------------------------------------|--|--|---|
| Triangle Expressway | | | | | |
| Date | Minutes wind speed was in excess of 30 mi | Minutes of measureable precip | Minutes that precip was measured as "Heavy" | Minutes water thickness was in excess of 100 mm | Minutes Friction Index fell below .6 |
| 2/1/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/2/2013 | N/A | 55 | 5 | N/A | N/A |
| 2/3/2013 | N/A | 20 | N/A | N/A | N/A |
| 2/4/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/5/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/6/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/7/2013 | N/A | 430 | N/A | 115 | N/A |
| 2/8/2013 | N/A | 350 | N/A | 205 | 75 |
| 2/9/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/10/2013 | N/A | 75 | N/A | N/A | N/A |
| 2/11/2013 | N/A | 175 | N/A | N/A | N/A |
| 2/12/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/13/2013 | N/A | 470 | 5 | 45 | N/A |
| 2/14/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/15/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/16/2013 | N/A | 685 | N/A | 25 | N/A |
| 2/17/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/18/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/19/2013 | N/A | 260 | N/A | 25 | N/A |
| 2/20/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/21/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/22/2013 | N/A | 765 | N/A | 95 | N/A |
| 2/23/2013 | N/A | 705 | 10 | 140 | 50 |
| 2/24/2013 | N/A | 90 | N/A | 20 | 5 |
| 2/25/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/26/2013 | N/A | 695 | 5 | 200 | 5 |
| 2/27/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/28/2013 | N/A | N/A | N/A | N/A | N/A |
| Total | | 4775 | 25 | 870 | 135 |

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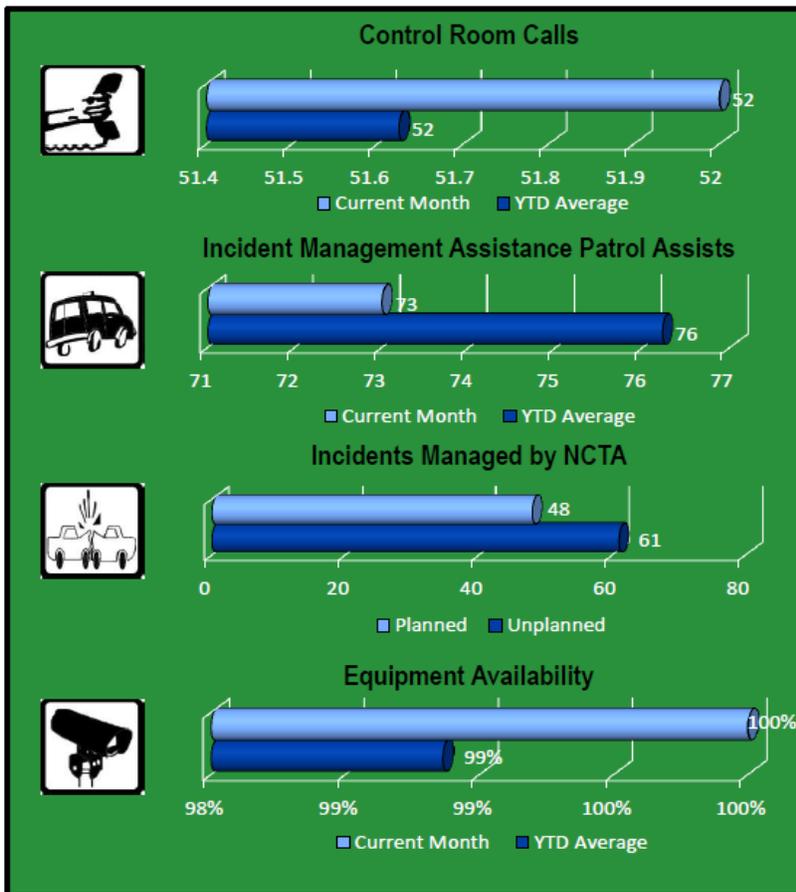
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| DEVICE INVENTORY SUMMARY | | | | | | | |
|--------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Device Type | # of Devices | Device Type | # of Devices | Device Type | # of Devices | Device Type | # of Devices |
| Division 1 | | Division 4 | | Division 6 | | Division 11 | |
| CCTV | 23 | CCTV | 31 | CCTV | 36 | DMS | 5 |
| DD | 1 | CMS | 21 | DMS | 20 | HAR | 1 |
| DMS | 1 | DD | 21 | Total | 56 | Total | 6 |
| HAR | 1 | DMS | 19 | Division 7 | | Division 12 | |
| Total | 26 | HAR | 3 | CCTV | 108 | CCTV | 14 |
| Division 2 | | RWIS | 1 | DMS | 30 | DMS | 4 |
| CCTV | 26 | Total | 96 | Total | 138 | Total | 18 |
| DMS | 6 | Division 5 | | Division 8 | | Division 13 | |
| HAR | 2 | CCTV | 123 | No Permanent | | CCTV | 5 |
| Total | 34 | DD | 53 | Devices | | DD | 14 |
| Division 3 | | DMS | 45 | Division 9 | | DMS | 7 |
| CCTV | 30 | HAR | 2 | CCTV | 38 | HAR | 1 |
| DMS | 9 | RLS | 3 | DMS | 26 | Total | 27 |
| Total | 39 | Total | 226 | Total | 64 | Division 14 | |
| | | | | Division 10 | | CCTV | 4 |
| | | | | CCTV | 106 | DMS | 8 |
| | | | | DMS | 37 | HAR | 2 |
| | | | | Total | 143 | PCMS | 1 |
| | | | | | | Total | 15 |

| DEVICE | TOTAL | DEVICE | TOTAL | DEVICE | TOTAL | DEVICE | TOTAL |
|--------|-------|--------|-------|--------|-------|--------|-------|
| CCTV | 544 | DMS | 217 | PCMS | 1 | RWIS | 1 |
| DD | 89 | HAR | 12 | RLS | 3 | | |

North Carolina Turnpike Authority (NCTA)



December 2012

Operations Report

- *The third phase of the Triangle Expressway opened to traffic on December 20.*
- *Increases in categories such as number of DMS messages posted and number of violations worked by SHP can be explained by the Phase 3 opening.*

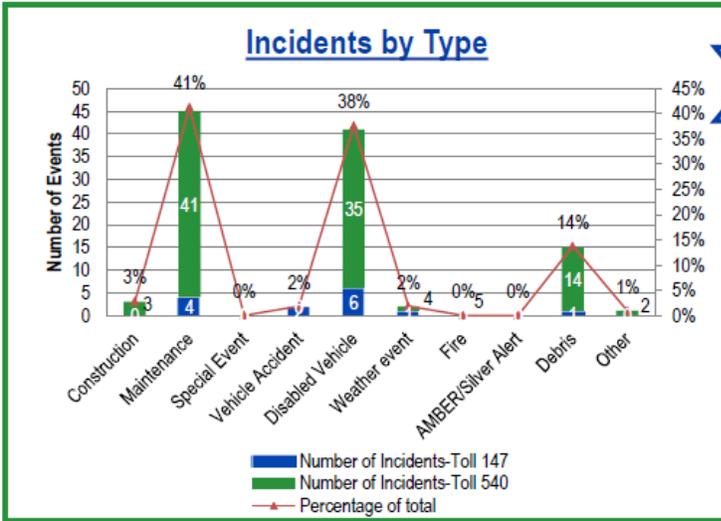


*Brian Purvis
Manager of Roadway Operations*

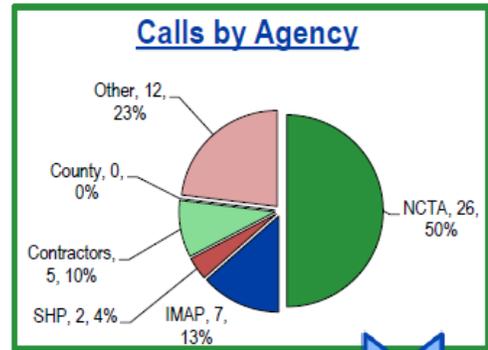
North Carolina Turnpike Authority
Transportation Management
Center
1636 Gold Star Road
Raleigh, NC 27607
919-825-2700

Control Room Activity

Page 2 of 7
December 2012

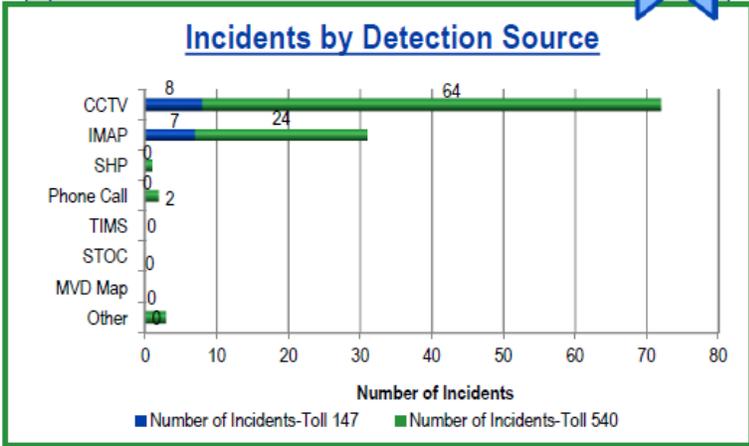


This month, Control Room Operators logged **109** incidents along Toll Roads 147 and 540. The top incident categories are shown in the chart and the "Other" category includes any event that doesn't fall within one of the categories, such as, "Media" or "System Problem."



Control Room Operators rely on various sources to detect events that occur along Toll Roads 147 and 540. When an incident is detected, the Operator is required to note which detection source was used. This not only ensures that the incident was detected by a reliable source, but also provides insight as to which sources are utilized most frequently.

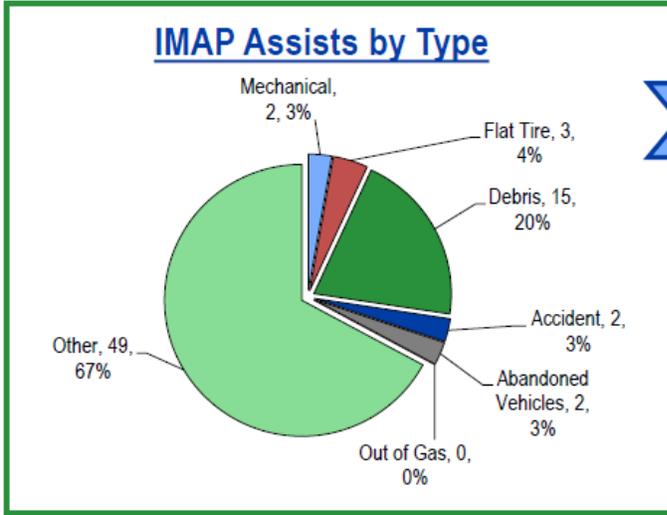
Control Room Operators managed **52** calls this month. More than half of those calls were between the Control Room and the **North Carolina Turnpike Authority (NCTA)**. The "Other" category includes Fire, Media, Special Event Venues and the City of Raleigh.



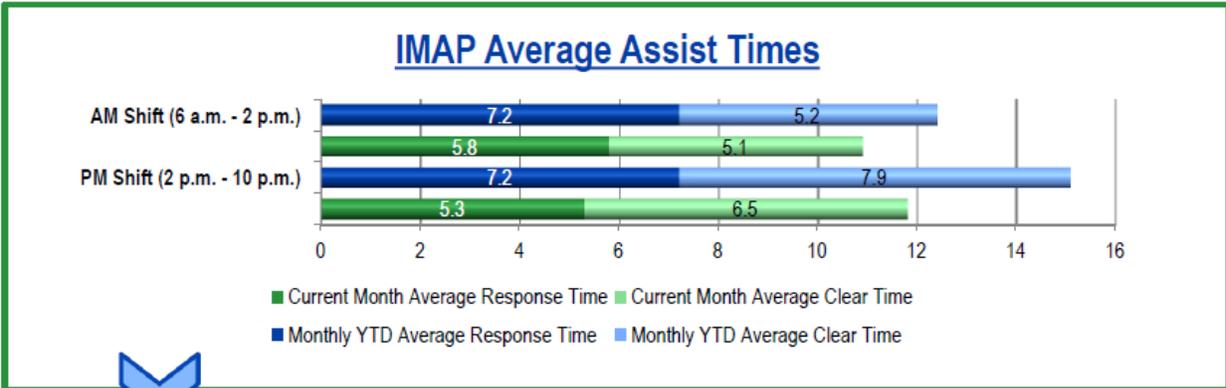
There were **442** unique messages displayed throughout the Dynamic Message Signs (DMS) system this month. This increase from **353** messages a month ago can be attributed from the number of DMS's on the Triangle Expressway increasing from 6 to 10 with the opening of Phase 3.



Incident Management Assistance Patrol



The Incident Management Assistance Patrol (IMAP) assists with stranded motorists and incident clearance, thereby maintaining the flow of traffic along the roadway. IMAP Drivers patrol the North Carolina Turnpike Authority (NCTA) Triangle Expressway as well as other major North Carolina Department of Transportation (NCDOT) freeways. This month IMAP had a total of **73** assists. The majority of the assists this month were related to debris. The "Other" category includes Traffic Control, Assist Other Unit, Secured Load, Called for Assistance, Directions, Transported, Unable to Locate and No Assistance.



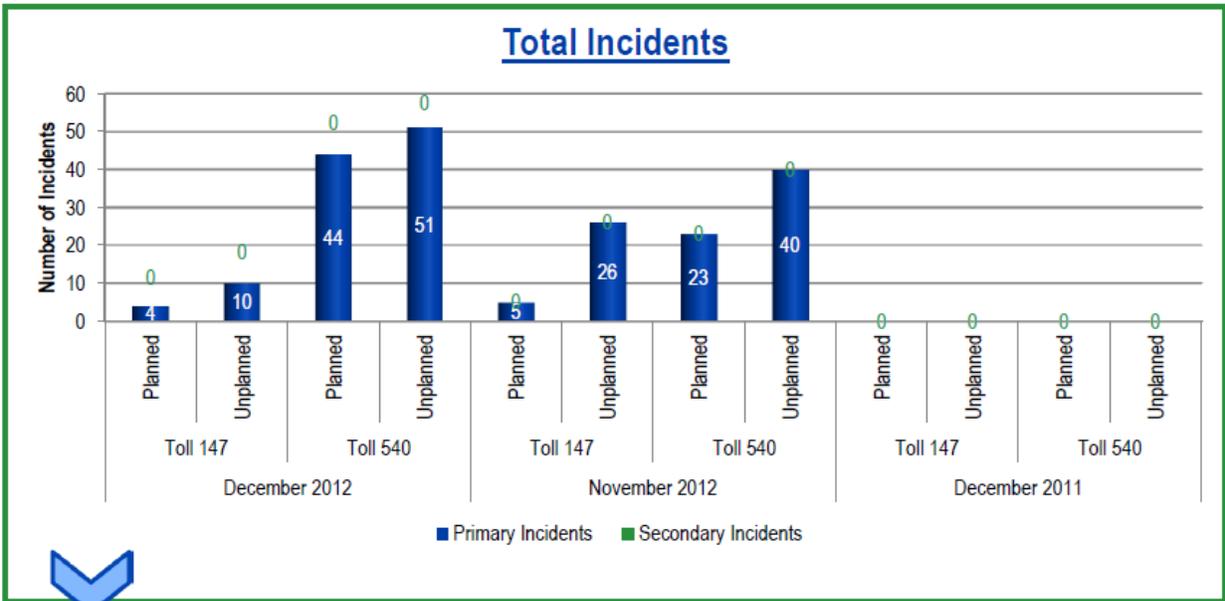
The response and clear times for all IMAP assists are logged by IMAP and provided to the NCTA. The average response and clear times for the current month are compared to the monthly year to date averages. Shift response times may differ due to the number of Drivers on duty and their coverage areas.

State Highway Patrol Activity

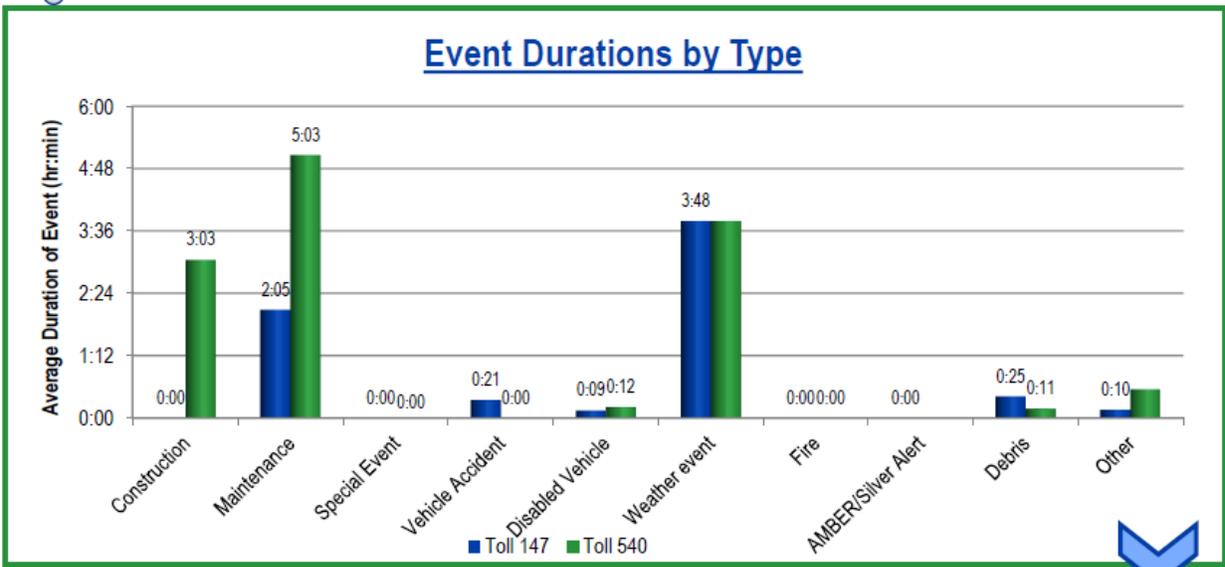
| | |
|----------------------------|-----|
| Crashes Investigated | 4 |
| Total Charges (Violations) | 159 |
| Total Warnings Issued | 124 |

The State Highway Patrol (SHP) assists with crash investigations and patrols Toll Roads 147 and 540 for violations to aide in motorist safety.

Incident Management

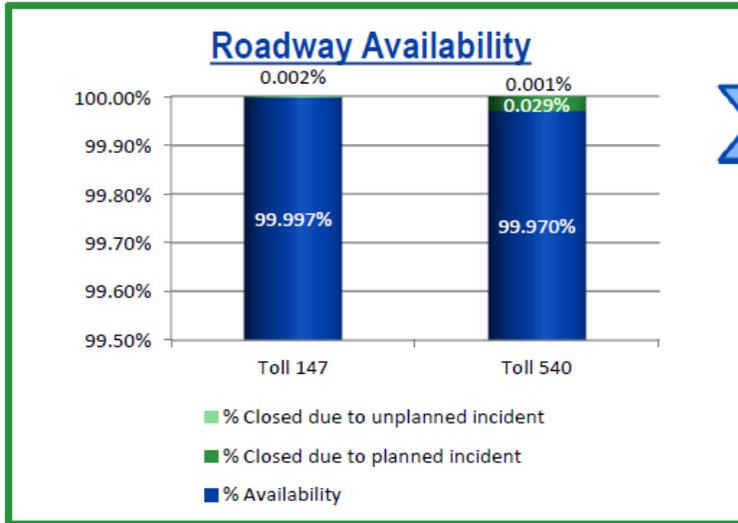
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December 2012


There were a total of **109** incidents this month, **0%** of which were secondary incidents. An incident is any situation on either Toll 147 or 540 that causes a disruption in the flow of traffic. These can be planned, as in roadway maintenance, construction or special event, or unplanned, as in an accident. A secondary incident is one that is a direct result of a primary event.

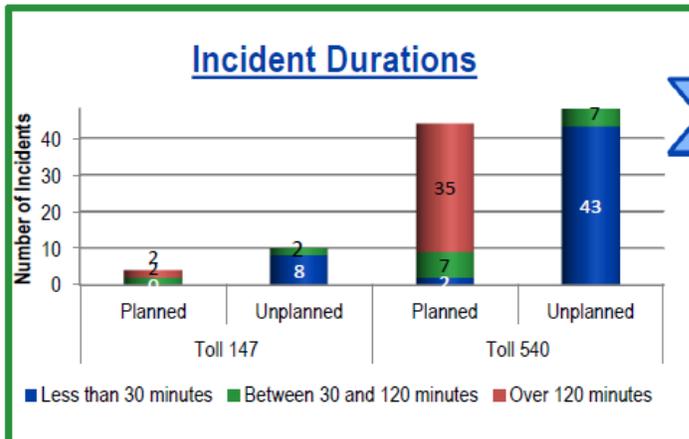


Of the **109** total incidents that were logged on Toll Roads 147 and 540 over the past month, the longest average duration of an incident occurred for **Maintenance** on 540.

Incident Management

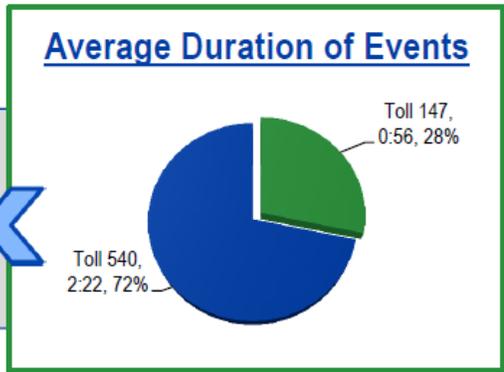


During the past month, Toll Roads 147 and 540 had a combined average of over **99.9%** availability. 100% availability occurs when all lanes of the roadway, for the entire length of the roadway, are open with no construction, accident, debris or maintenance blocking any lane or portion of any lane.



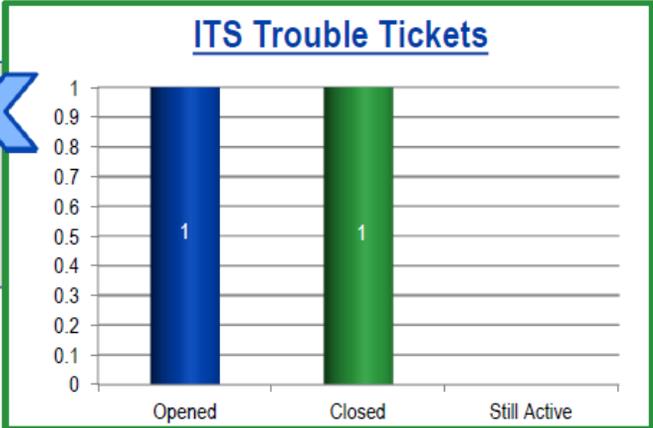
An incident duration is the time it takes to clear an incident, with traffic returning to normal conditions, once the incident has been detected. Out of the total **196** planned or unplanned incidents on both Toll Roads 147 and 540, **38** exceeded more than 2 hours.

Based on the average duration of incidents over the past month on Toll Roads 147 and 540, the incidents on 147 took an average of 23 more minutes to clear than the incidents on 540.



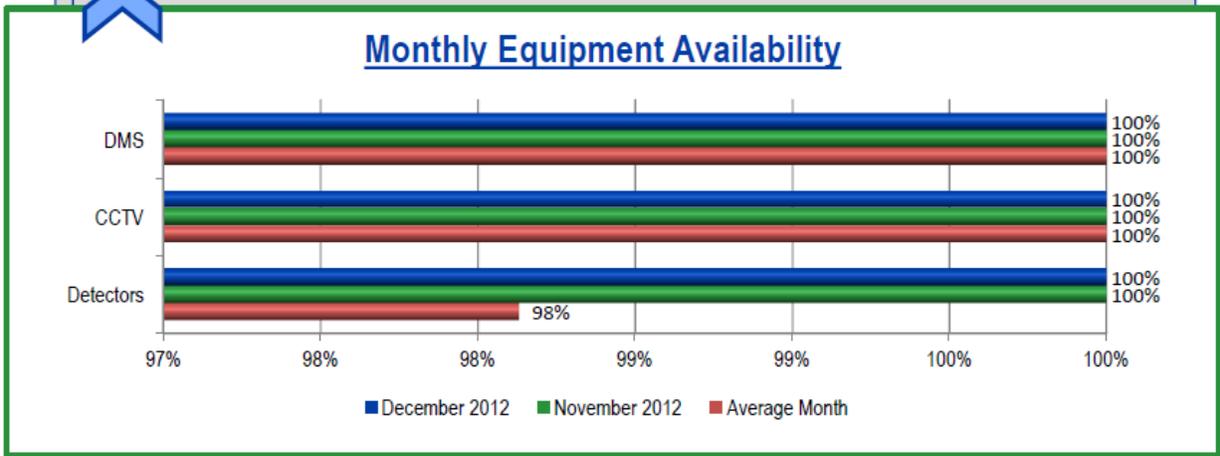
ITS Field Maintenance Page 6 of 7
December 2012

Trouble tickets are opened whenever the Intelligent Transportation System (ITS) equipment is not working properly. At the end of the month the amount of tickets that have been opened, closed and are still active are calculated.

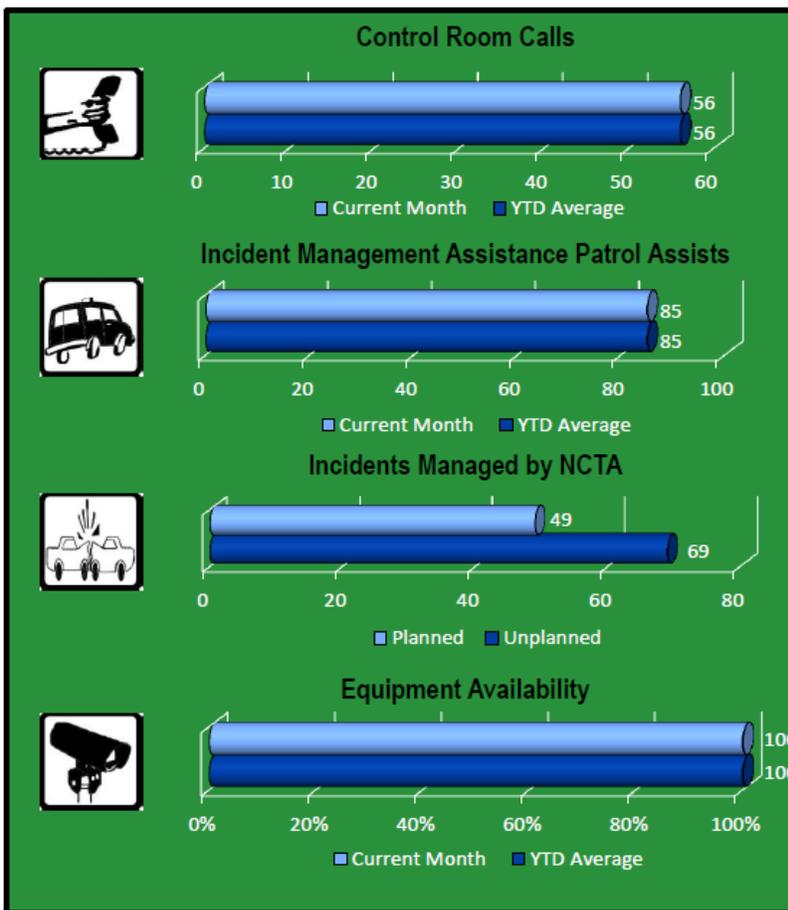


“Responsive” maintenance is that in which a field technician is assigned to complete a trouble ticket regarding non-operational equipment. “Preventive” maintenance is that in which the technicians perform routine cleaning, testing and calibrating of equipment to lessen the chances of the equipment failing in the future.

The equipment availability of Dynamic Message Signs (DMS), Closed Circuit Television (CCTV) cameras and detectors are tracked each month. Available equipment are those devices having no open trouble tickets.



North Carolina Turnpike Authority (NCTA)



January 2013

Operations Report

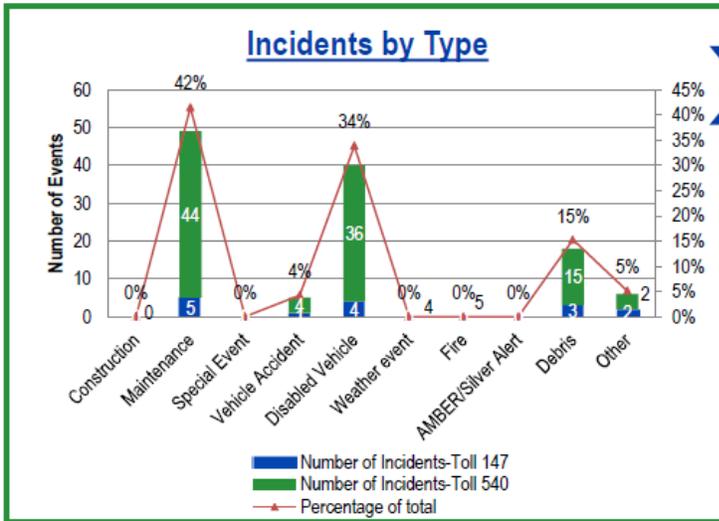
- Multiple factors contributed to the number of DMS messages in January being so great. This was the first reporting period that all 10 DMS's were available to the TMC for an entire calendar month. The winter storm on January 25 and the wind advisory on January 30 were also contributing factors.
- TMC Operators reviewed 29,046 toll images during the month of January.



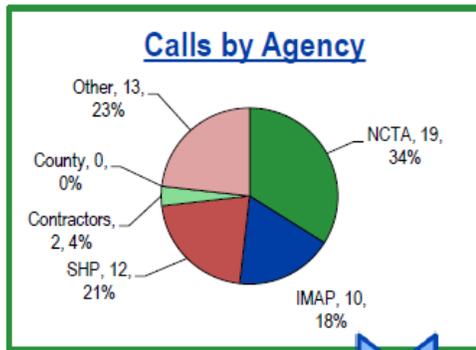
Brian Purvis
 Manager of Roadway Operations

North Carolina Turnpike Authority
 Transportation Management
 Center
 1636 Gold Star Road
 Raleigh, NC 27607
 919-825-2700

Control Room Activity

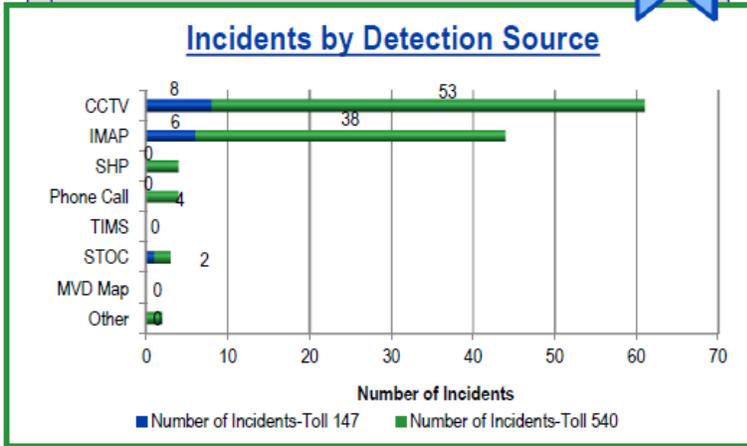


This month, Control Room Operators logged **118** incidents along Toll Roads 147 and 540. The top incident categories are shown in the chart and the "Other" category includes any event that doesn't fall within one of the categories, such as, "Media" or "System Problem."



Control Room Operators rely on various sources to detect events that occur along Toll Roads 147 and 540. When an incident is detected, the Operator is required to note which detection source was used. This not only ensures that the incident was detected by a reliable source, but also provides insight as to which sources are utilized most frequently.

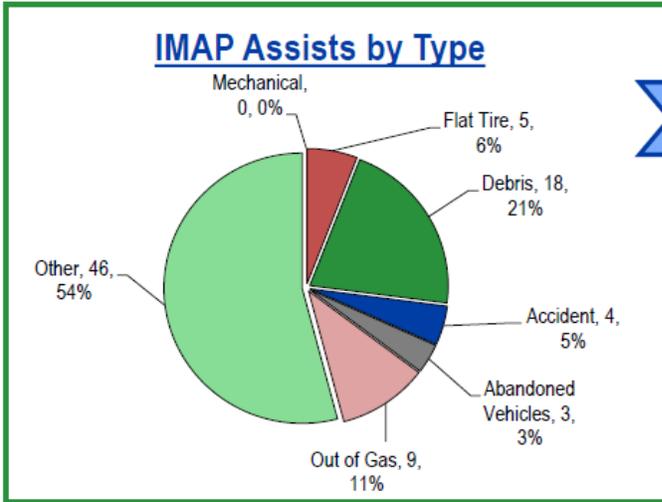
Control Room Operators managed **56** calls this month. More than half of those calls were between the Control Room and the **North Carolina Turnpike Authority (NCTA)**. The "Other" category includes Fire, Media, Special Event Venues and the City of Raleigh.



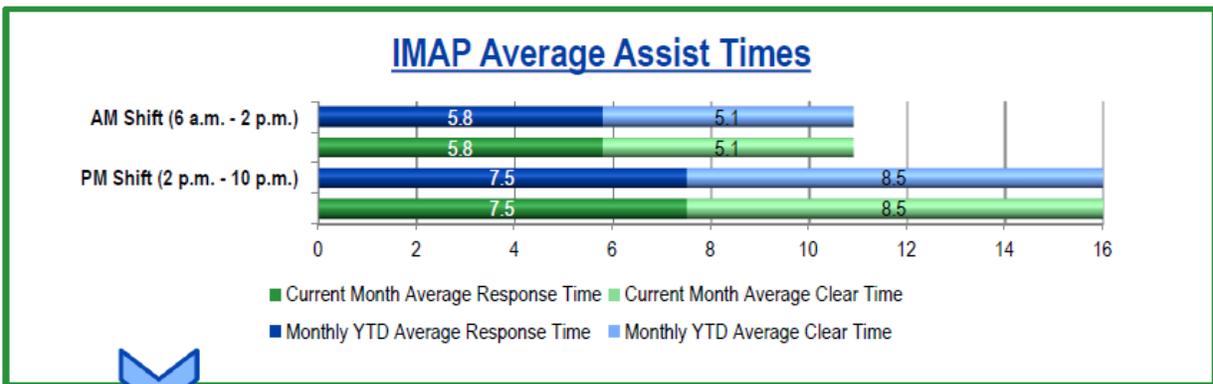
There were **563** unique messages displayed throughout the Dynamic Message Signs (DMS) system this month. A "unique message" may pertain to an incident, AMBER/Silver Alert, construction or special event message.



Incident Management Assistance Patrol

Page 3 of 6
January 2013


The Incident Management Assistance Patrol (IMAP) assists with stranded motorists and incident clearance, thereby maintaining the flow of traffic along the roadway. IMAP Drivers patrol the North Carolina Turnpike Authority (NCTA) Triangle Expressway as well as other major North Carolina Department of Transportation (NCDOT) freeways. This month IMAP had a total of **85** assists. The majority of the assists this month were related to debris. The "Other" category includes Traffic Control, Assist Other Unit, Secured Load, Called for Assistance, Directions, Transported, Unable to Locate and No Assistance.



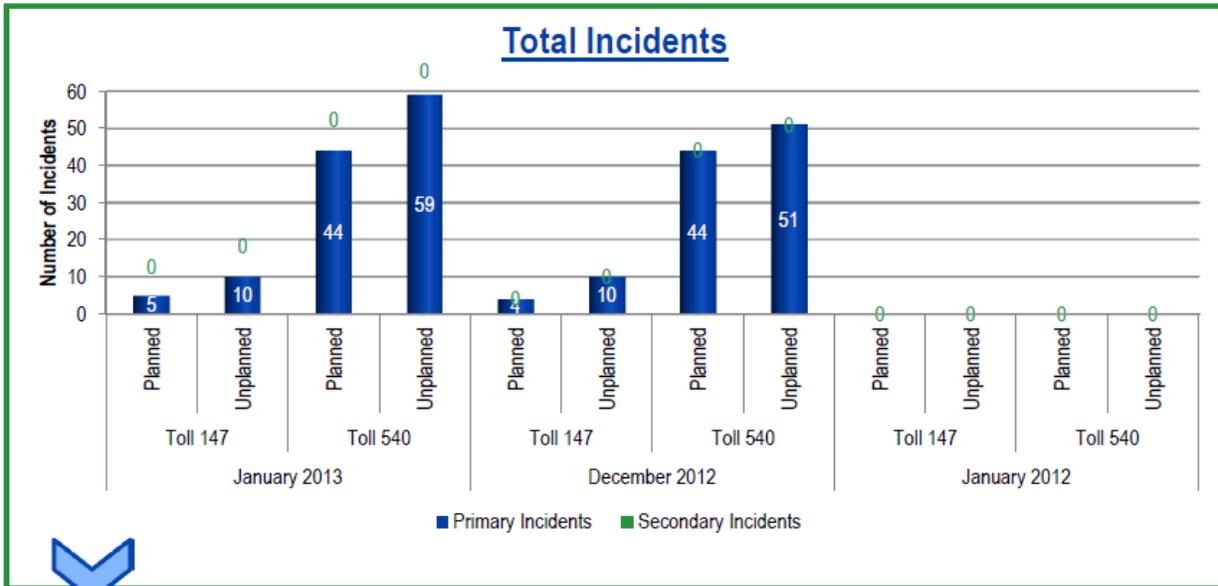
The response and clear times for all IMAP assists are logged by IMAP and provided to the NCTA. The average response and clear times for the current month are compared to the monthly year to date averages. Shift response times may differ due to the number of Drivers on duty and their coverage areas.

The State Highway Patrol (SHP) assists with crash investigations and patrols Toll Roads 147 and 540 for violations to aide in motorist safety.

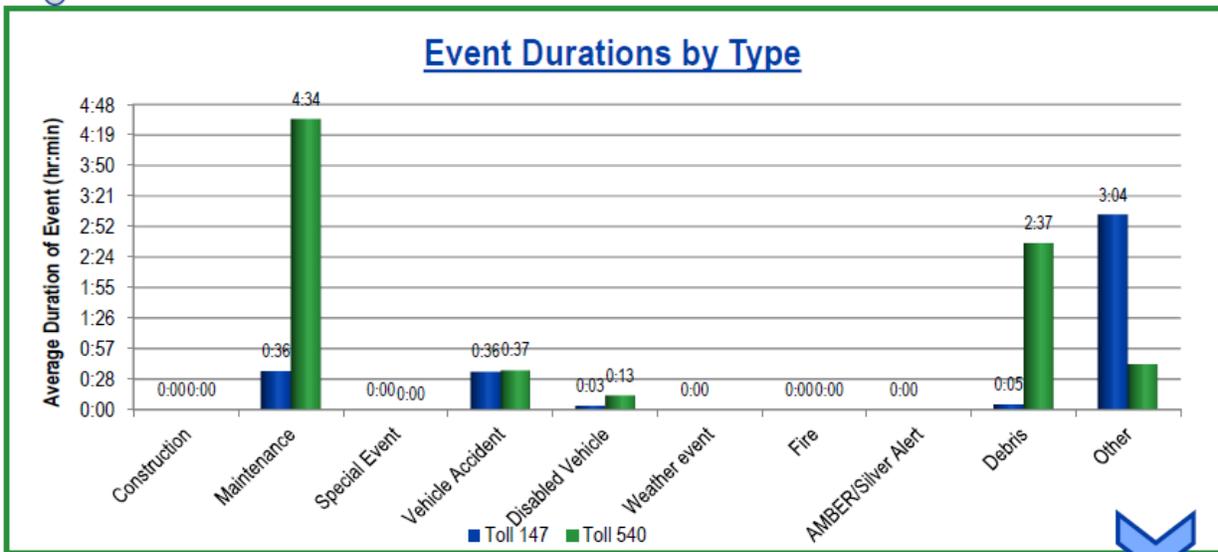
State Highway Patrol Activity

| | |
|----------------------------|-----|
| Crashes Investigated | 5 |
| Total Charges (Violations) | 155 |
| Total Warnings Issued | 125 |

Incident Management

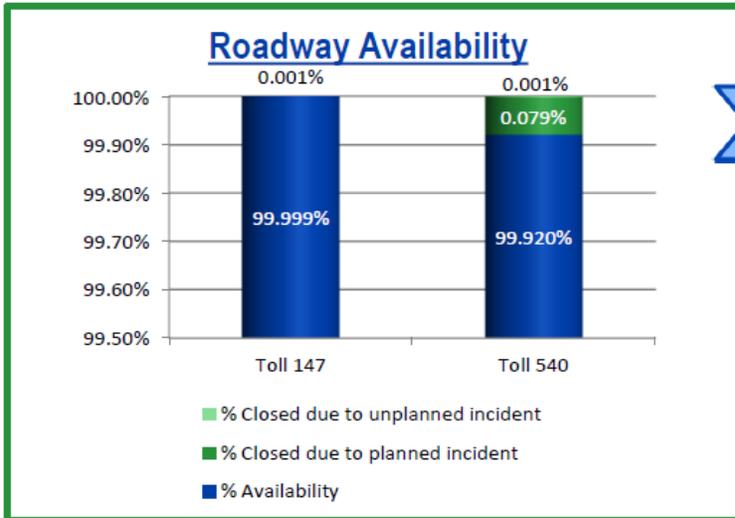


There were a total of **118** incidents this month, **0%** of which were secondary incidents. An incident is any situation on either Toll 147 or 540 that causes a disruption in the flow of traffic. These can be planned, as in roadway maintenance, construction or special event, or unplanned, as in an accident. A secondary incident is one that is a direct result of a primary event.

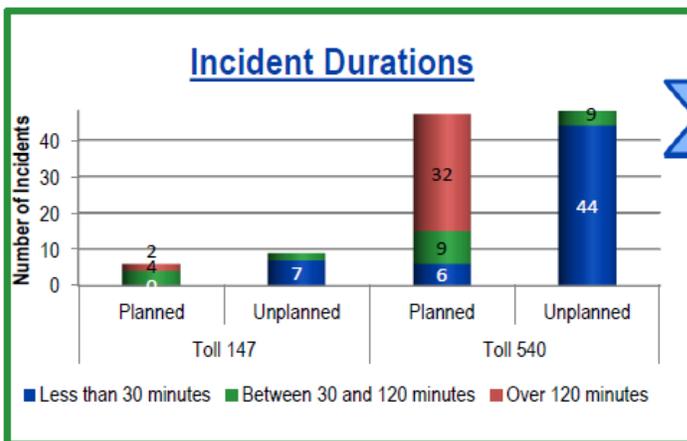


Of the **118** total incidents that were logged on Toll Roads 147 and 540 over the past month, the longest average duration of an incident occurred for **Maintenance** on 540.

Incident Management

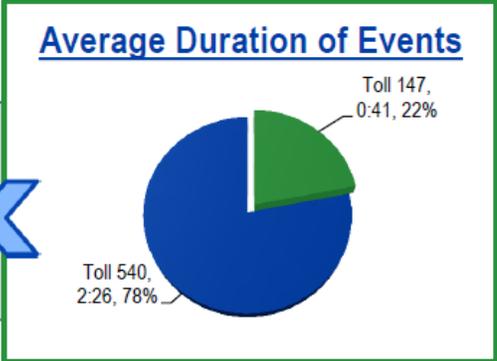


During the past month, Toll Roads 147 and 540 had a combined average of over **99.9%** availability. 100% availability occurs when all lanes of the roadway, for the entire length of the roadway, are open with no construction, accident, debris or maintenance blocking any lane or portion of any lane.



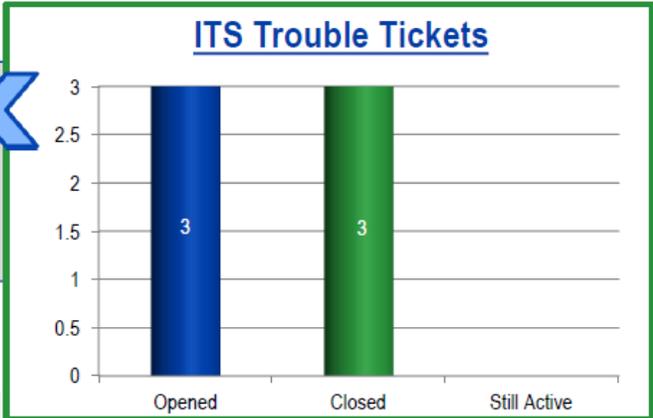
An incident duration is the time it takes to clear an incident, with traffic returning to normal conditions, once the incident has been detected. Out of the total **118** planned or unplanned incidents on both Toll Roads 147 and 540, **38** exceeded more than 2 hours.

Based on the average duration of incidents over the past month on Toll Roads 147 and 540, the incidents on 147 took an average of 23 more minutes to clear than the incidents on 540.



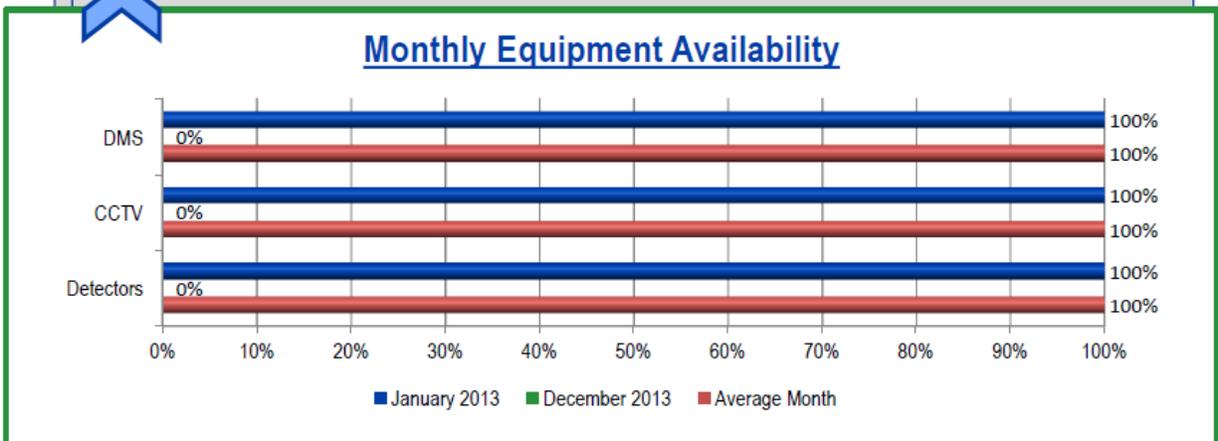
ITS Field Maintenance Page 6 of 6
January 2013

Trouble tickets are opened whenever the Intelligent Transportation System (ITS) equipment is not working properly. At the end of the month the amount of tickets that have been opened, closed and are still active are calculated.

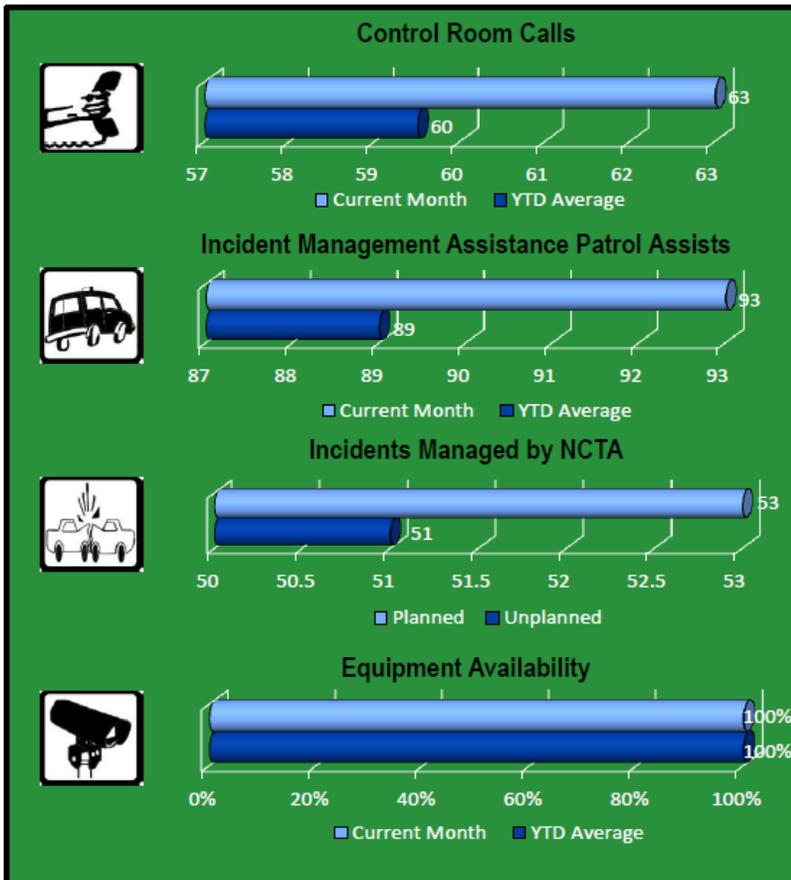


"Responsive" maintenance is that in which a field technician is assigned to complete a trouble ticket regarding non-operational equipment. "Preventive" maintenance is that in which the technicians perform routine cleaning, testing and calibrating of equipment to lessen the chances of the equipment failing in the future.

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North Carolina Turnpike Authority (NCTA)



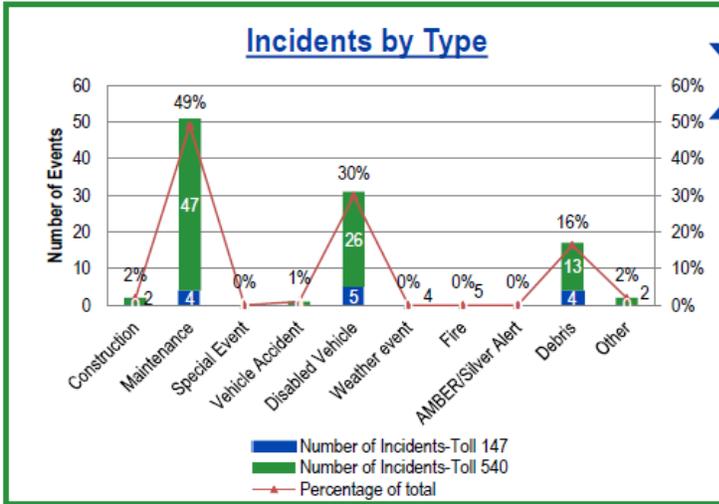
February 2013 Operations Report

- This report marks the first time that metrics covering the Roadway Weather Information System (RWIS) and image reviews performed by NCTA TMC Control Room Operators have been included in the monthly Operations Report.

Brian Purvis
 Manager of Roadway Operations

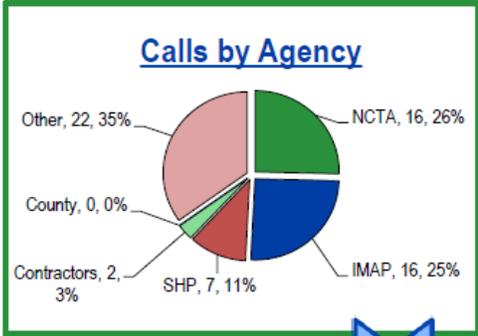
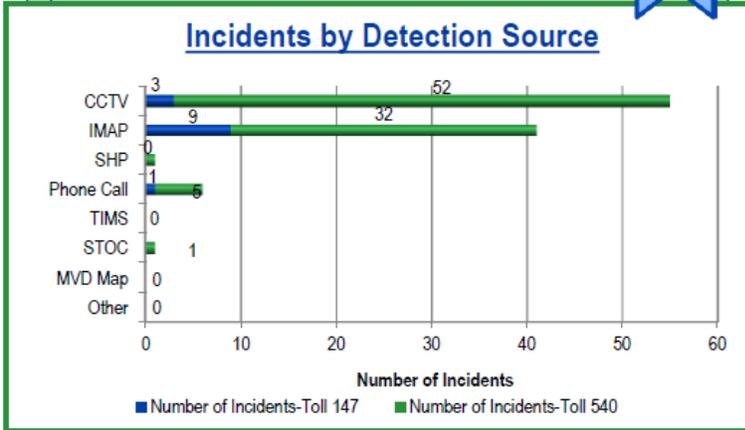
North Carolina Turnpike Authority
 Transportation Management Center
 1636 Gold Star Road
 Raleigh, NC 27607
 919-825-2700

Control Room Activity



This month, Control Room Operators logged **104** incidents along Toll Roads 147 and 540. The top incident categories are shown in the chart and the "Other" category includes any event that doesn't fall within one of the categories, such as, "Media" or "System Problem."

Control Room Operators rely on various sources to detect events that occur along Toll Roads 147 and 540. When an incident is detected, the Operator is required to note which detection source was used. This not only ensures that the incident was detected by a reliable source, but also provides insight as to which sources are utilized most frequently.

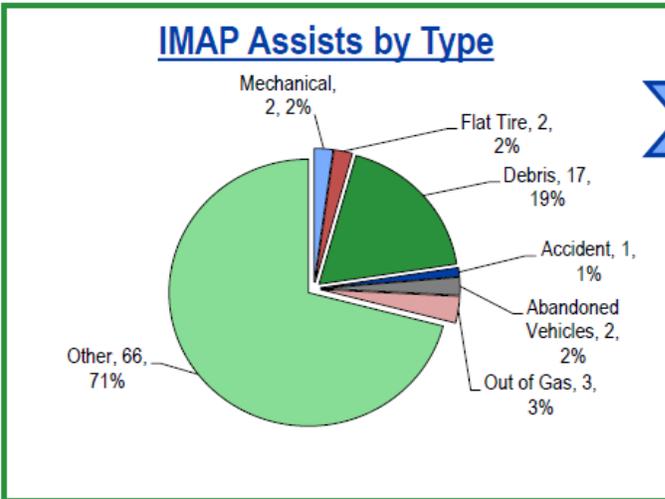


Control Room Operators managed **63** calls this month. More than half of those calls were between the Control Room and the **North Carolina Turnpike Authority (NCTA)**. The "Other" category includes Fire, Media, Special Event Venues and the City of Raleigh.

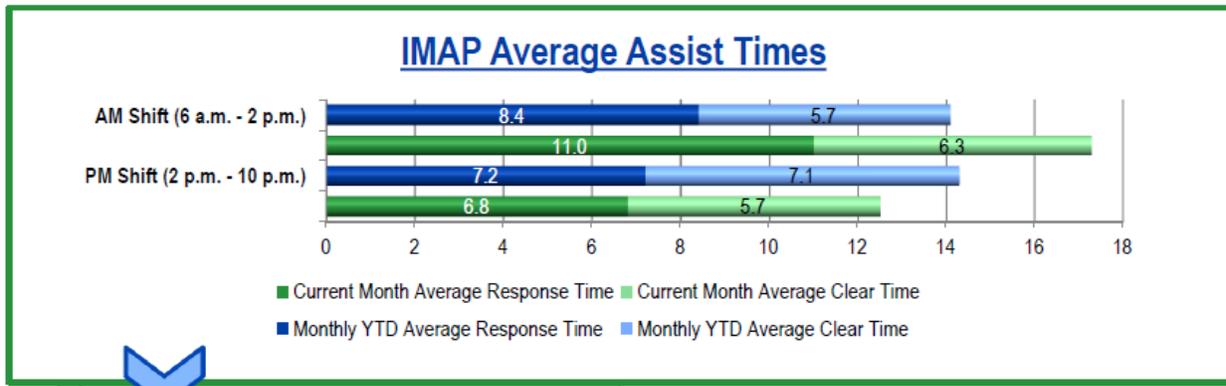
There were **339** unique messages displayed throughout the Dynamic Message Signs (DMS) system this month. A "unique message" may pertain to an incident, AMBER/Silver Alert, construction or special event message.



Incident Management Assistance Patrol



The Incident Management Assistance Patrol (IMAP) assists with stranded motorists and incident clearance, thereby maintaining the flow of traffic along the roadway. IMAP Drivers patrol the North Carolina Turnpike Authority (NCTA) Triangle Expressway as well as other major North Carolina Department of Transportation (NCDOT) freeways. This month IMAP had a total of **93** assists. The majority of the assists this month were related to debris. The "Other" category includes Traffic Control, Assist Other Unit, Secured Load, Called for Assistance, Directions, Transported, Unable to Locate and No Assistance.



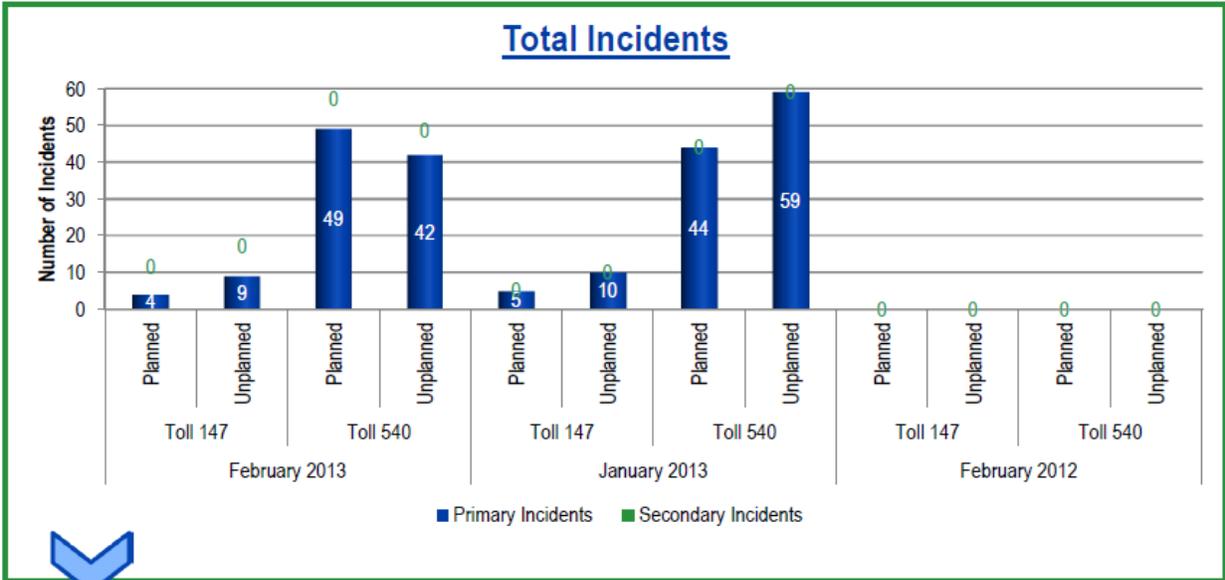
The response and clear times for all IMAP assists are logged by IMAP and provided to the NCTA. The average response and clear times for the current month are compared to the monthly year to date averages. Shift response times may differ due to the number of Drivers on duty and their coverage areas.

The State Highway Patrol (SHP) assists with crash investigations and patrols Toll Roads 147 and 540 for violations to aide in motorist safety.

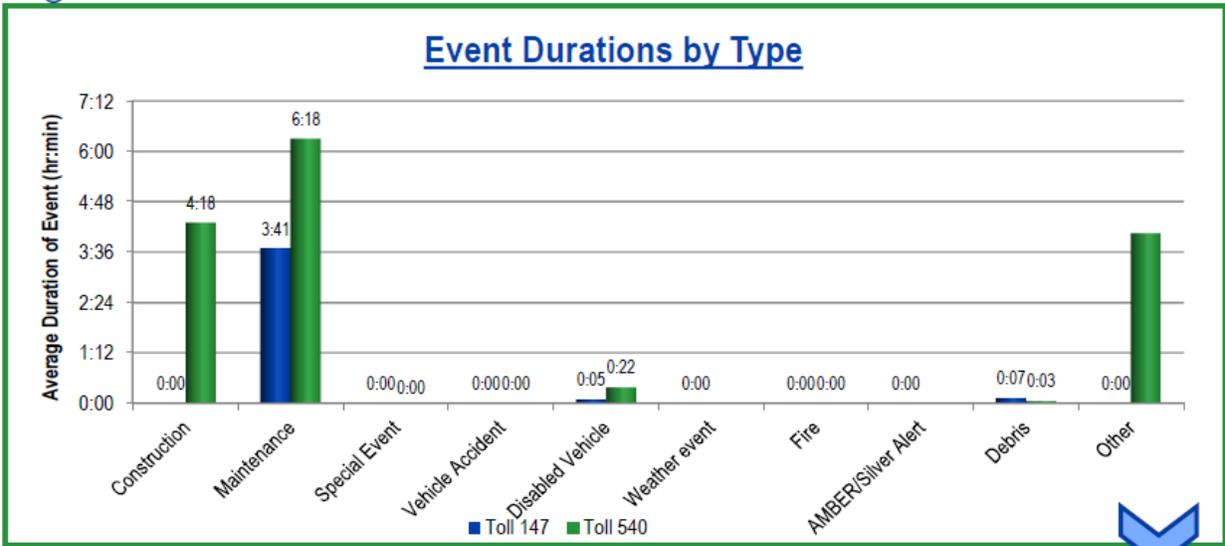
State Highway Patrol Activity

| Month of February 2013 | |
|----------------------------|-----|
| Crashes Investigated | 3 |
| Total Charges (Violations) | 192 |
| Total Warnings Issued | 127 |

Incident Management

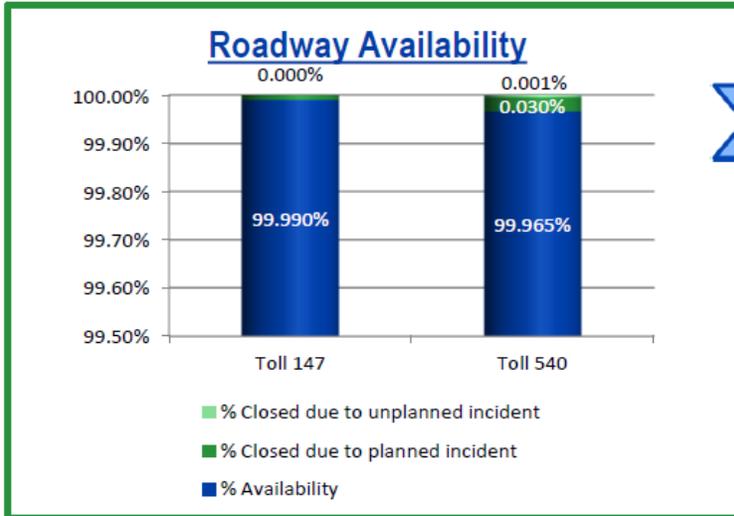


There were a total of **104** incidents this month, **0%** of which were secondary incidents. An incident is any situation on either Toll 147 or 540 that causes a disruption in the flow of traffic. These can be planned, as in roadway maintenance, construction or special event, or unplanned, as in an accident. A secondary incident is one that is a direct result of a primary event.

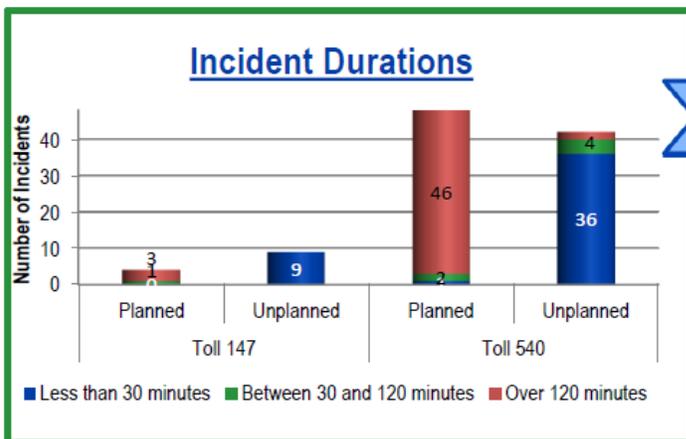


Of the **104** total incidents that were logged on Toll Roads 147 and 540 over the past month, the longest average duration of an incident occurred for **Maintenance** on 540.

Incident Management

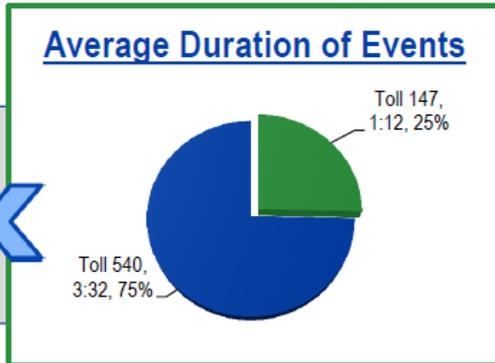


During the past month, Toll Roads 147 and 540 had a combined average of over **99.9%** availability. 100% availability occurs when all lanes of the roadway, for the entire length of the roadway, are open with no construction, accident, debris or maintenance blocking any lane or portion of any lane.



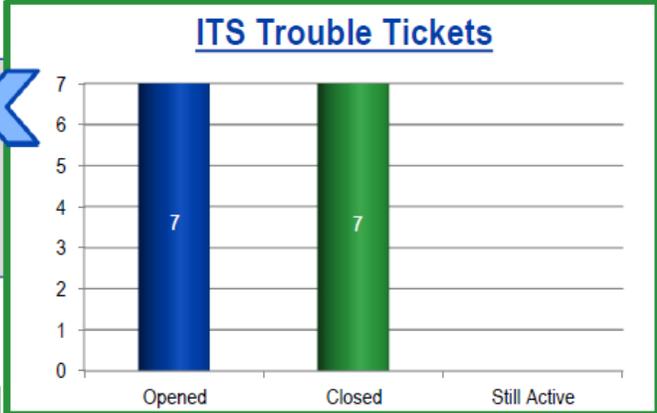
An incident duration is the time it takes to clear an incident, with traffic returning to normal conditions, once the incident has been detected. Out of the total **104** planned or unplanned incidents on both Toll Roads 147 and 540, **91** occurred on 540.

Based on the average duration of incidents over the past month on Toll Roads 147 and 540, the incidents on 147 took an average of 23 more minutes to clear than the incidents on 540.



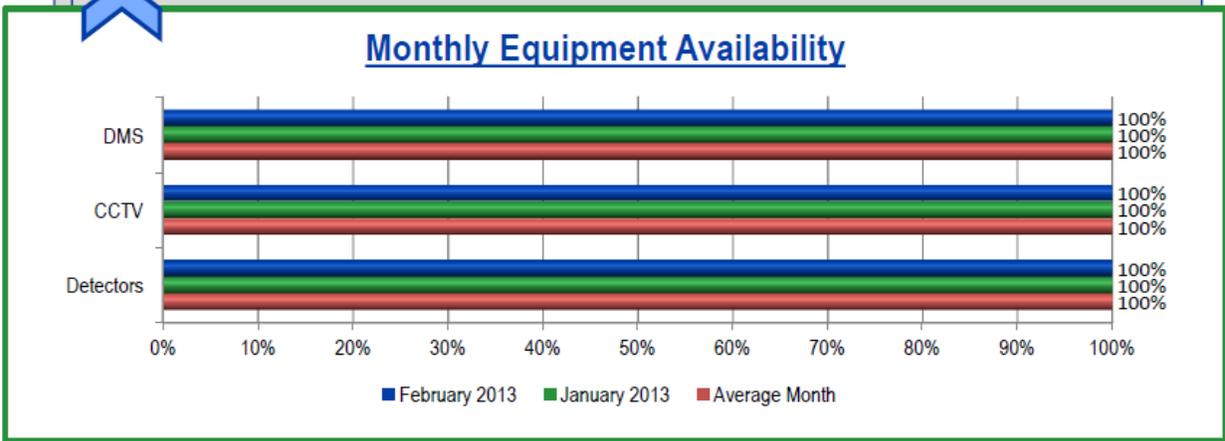
ITS Field Maintenance Page 6 of 7
February 2013

Trouble tickets are opened whenever the Intelligent Transportation System (ITS) equipment is not working properly. At the end of the month the amount of tickets that have been opened, closed and are still active are calculated.



“Responsive” maintenance is that in which a field technician is assigned to complete a trouble ticket regarding non-operational equipment. “Preventive” maintenance is that in which the technicians perform routine cleaning, testing and calibrating of equipment to lessen the chances of the equipment failing in the future.

The equipment availability of Dynamic Message Signs (DMS), Closed Circuit Television (CCTV) cameras and detectors are tracked each month. Available equipment are those devices having no open trouble tickets.



Compiled for:
NORTH CAROLINA Turnpike Authority

Compiled by:
URS

Incident Management Assistance Patrol Page 7 of 7
February 2013

Roadway Weather Information System (RWIS) Measureables

| Date | Minutes wind speed was in excess of 30 mi | Minutes of measureable precip | Minutes that precip was measured as "Heavy" | Minutes water thickness was in excess of 100 mm | Minutes Friction Index fell below .6 |
|--------------|---|-------------------------------|---|---|--------------------------------------|
| 2/1/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/2/2013 | N/A | 55 | 5 | N/A | N/A |
| 2/3/2013 | N/A | 20 | N/A | N/A | N/A |
| 2/4/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/5/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/6/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/7/2013 | N/A | 430 | N/A | 115 | N/A |
| 2/8/2013 | N/A | 350 | N/A | 205 | 75 |
| 2/9/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/10/2013 | N/A | 75 | N/A | N/A | N/A |
| 2/11/2013 | N/A | 175 | N/A | N/A | N/A |
| 2/12/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/13/2013 | N/A | 470 | 5 | 45 | N/A |
| 2/14/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/15/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/16/2013 | N/A | 685 | N/A | 25 | N/A |
| 2/17/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/18/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/19/2013 | N/A | 260 | N/A | 25 | N/A |
| 2/20/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/21/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/22/2013 | N/A | 765 | N/A | 95 | N/A |
| 2/23/2013 | N/A | 705 | 10 | 140 | 50 |
| 2/24/2013 | N/A | 90 | N/A | 20 | 5 |
| 2/25/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/26/2013 | N/A | 695 | 5 | 200 | 5 |
| 2/27/2013 | N/A | N/A | N/A | N/A | N/A |
| 2/28/2013 | N/A | N/A | N/A | N/A | N/A |
| Total | 0 | 4775 | 25 | 870 | 135 |

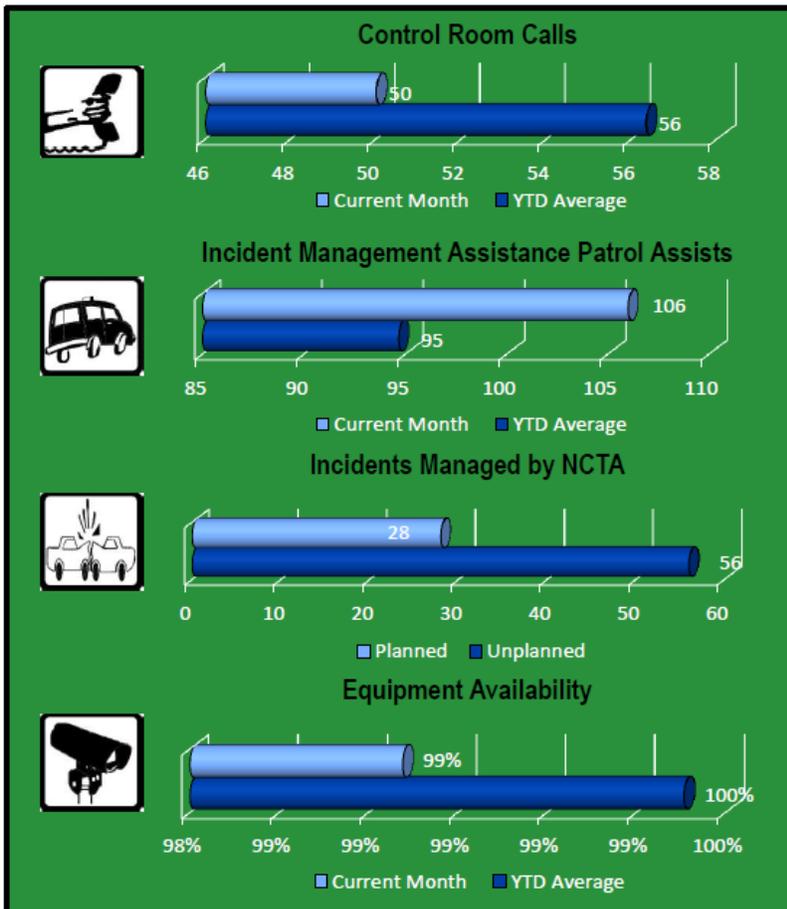
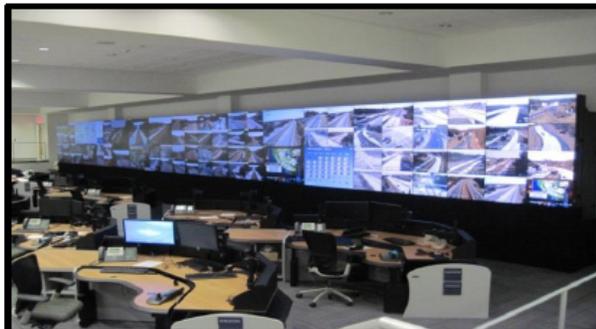
The Triangle Expressway's Roadway Weather Information System (RWIS) station is located at mile marker 64.2 on the southbound side of Toll 540. The Friction Index measured by the RWIS station is an indicator of how much grip the road has. Larger values closer to 1.0 indicate a higher level of grip while values below .6 represent a decreased level of grip that is potentially hazardous.

NCTA Control Room Operators assist with reviewing toll images that the system itself cannot process due to any number of reasons (missing license plate, brightness, etc.). This is a secondary function that Operators perform in addition to their core roadway management duties.

Control Room Image Review

| Month of February 2013 | |
|--------------------------|-------|
| Total Images Reviewed | 33457 |
| Daily Individual Average | 311 |
| Daily NCTA TMC Average | 1195 |

North Carolina Turnpike Authority (NCTA)



March 2013 Operations Report

- Total violations issued by SHP on the TriEx increased by 8% from February to March, with warnings increasing by 18% over the same time period.
- Planned incidents such as roadway maintenance saw a 47% decrease from February to March.
- TMC Operators increased their daily individual average of images reviewed from 311 in February to 360 in March.

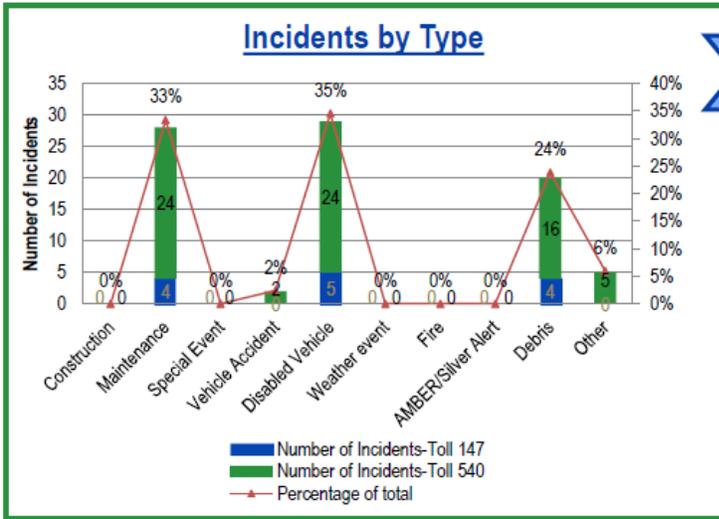


Brian Purvis
 Manager of Roadway Operations

North Carolina Turnpike Authority
 Transportation Management Center
 1636 Gold Star Road
 Raleigh, NC 27607
 919-825-2700

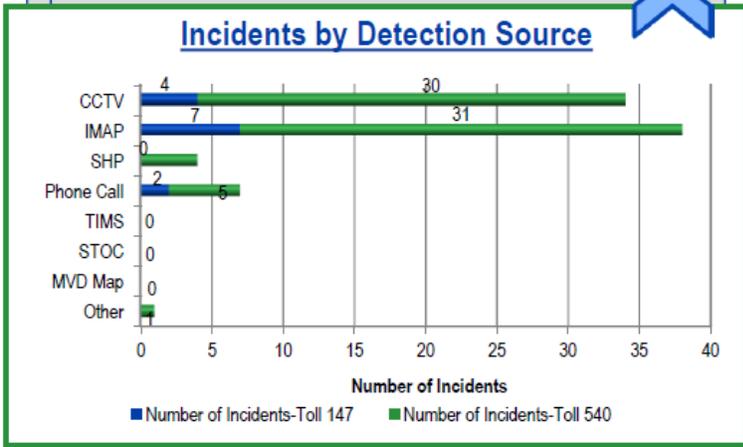
Control Room Activity

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March 2013

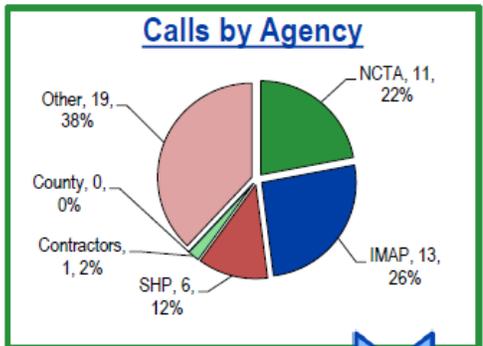


This month, Control Room Operators logged **84** incidents along Toll Roads 147 and 540. The top incident categories are shown in the chart and the "Other" category includes any event that doesn't fall within one of the categories, such as, "Media" or "System Problem."

Control Room Operators rely on various sources to detect events that occur along Toll Roads 147 and 540. When an incident is detected, the Operator is required to note which detection source was used. This not only ensures that the incident was detected by a reliable source, but also provides insight as to which sources are utilized most frequently.



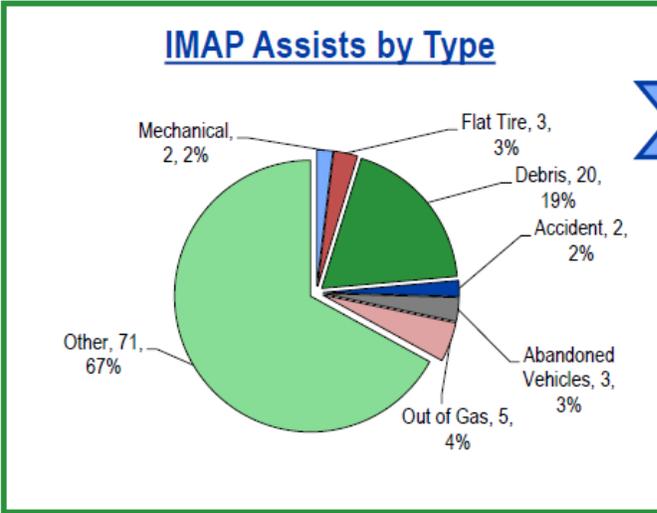
There were **313** unique messages displayed throughout the Dynamic Message Signs (DMS) system this month. A "unique message" may pertain to an incident, AMBER/Silver Alert, construction or special event message.



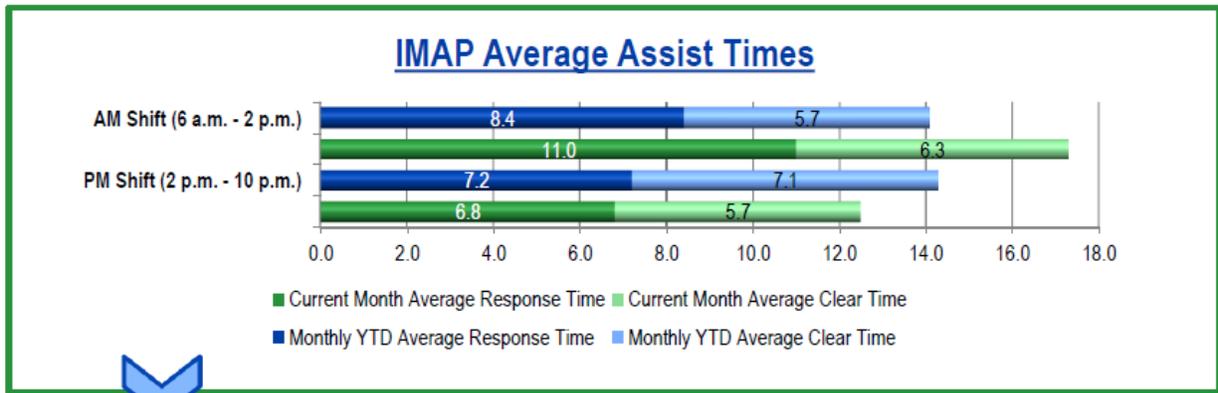
Control Room Operators managed **50** calls this month. A quarter of those calls were between the Control Room and IMAP patrollers on the TriEx. The "Other" category includes Fire, Media, Special Event Venues and the City of Raleigh.



Incident Management Assistance Patrol



The Incident Management Assistance Patrol (IMAP) assists with stranded motorists and incident clearance, thereby maintaining the flow of traffic along the roadway. IMAP Drivers patrol the North Carolina Turnpike Authority (NCTA) Triangle Expressway as well as other major North Carolina Department of Transportation (NCDOT) freeways. This month IMAP had a total of **106** assists. The majority of the assists this month were related to the "Other" category, which includes Traffic Control, Assist Other Unit, Secured Load, Called for Assistance, Directions, Transported, Unable to Locate and No Assistance. Of the 71 instances of "Other" in March, 40 were Assist Other Unit.



The response and clear times for all IMAP assists are logged by IMAP and provided to the NCTA. The average response and clear times for the current month are compared to the monthly year to date averages. Shift response times may differ due to the number of Drivers on duty and their coverage areas.

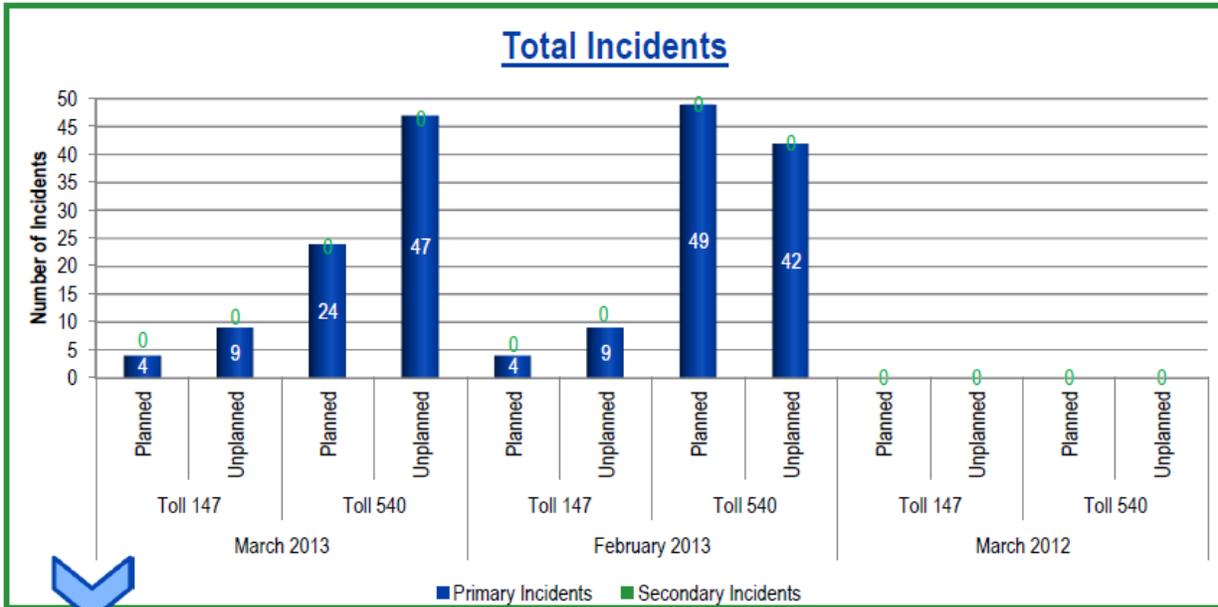
State Highway Patrol Activity

Month of March 2013

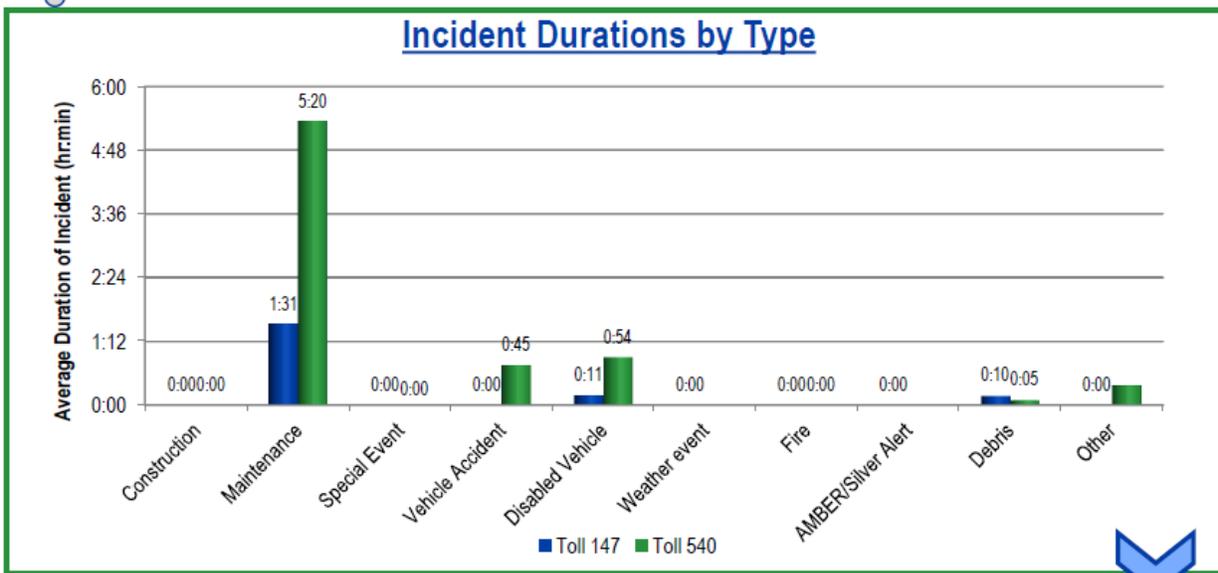
| | |
|----------------------------|-----|
| Crashes Investigated | 1 |
| Total Charges (Violations) | 207 |
| Total Warnings Issued | 150 |

The State Highway Patrol (SHP) assists with crash investigations and patrols Toll Roads 147 and 540 for violations to aid in motorist safety.

Incident Management

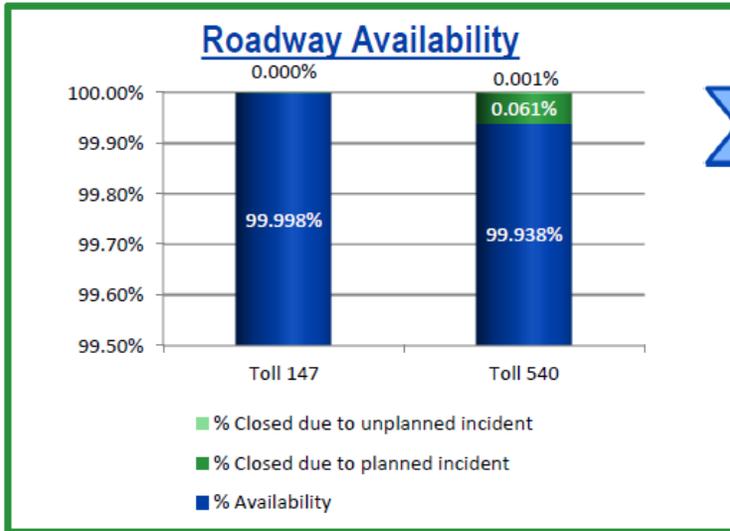


There were a total of 84 incidents this month, 0% of which were secondary incidents. An incident is any situation on either Toll 147 or 540 that causes a disruption in the flow of traffic. These can be planned, as in roadway maintenance, construction or a special event, or unplanned, as in an accident. A secondary incident is one that is a direct result of a primary event.

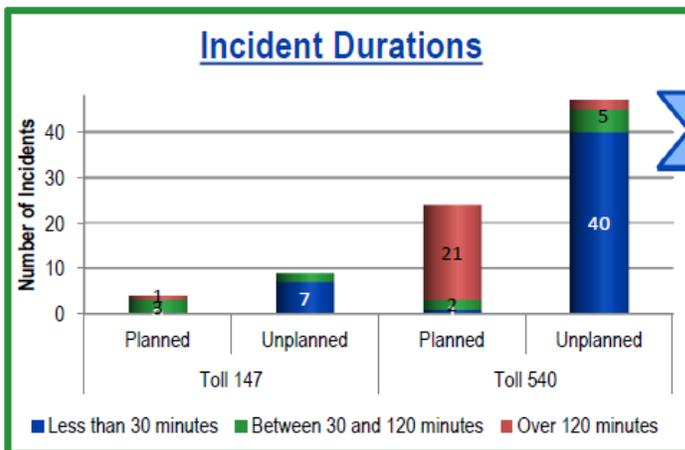


Of the 84 total incidents that were logged on Toll Roads 147 and 540 over the past month, the longest average duration of an incident occurred for **Maintenance** on 540.

Incident Management

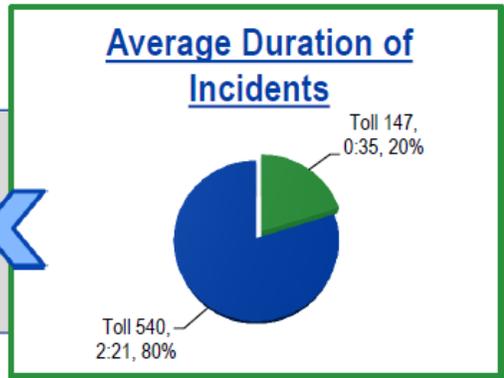


During the past month, Toll Roads 147 and 540 had a combined average of over **99.9%** availability. 100% availability occurs when all lanes of the roadway, for the entire length of the roadway, are open with no construction, accident, debris or maintenance blocking any lane or portion of any lane.



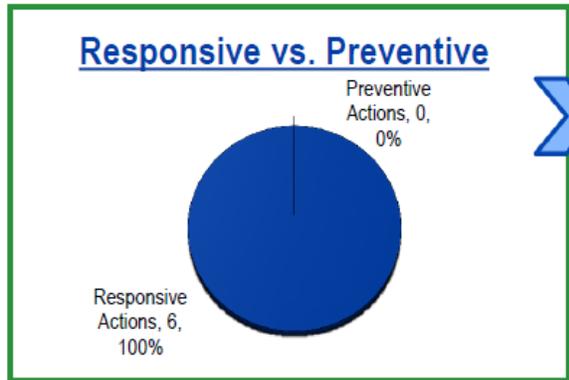
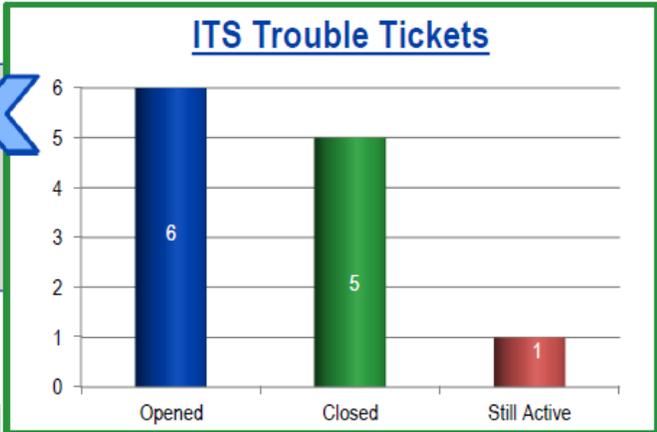
An incident duration is the time it takes to clear an incident, with traffic returning to normal conditions, once the incident has been detected. Out of the total **84** planned or unplanned incidents on both Toll Roads 147 and 540, **71** occurred on 540.

Based on the average duration of incidents over the past month on Toll Roads 147 and 540, the incidents on 147 took an average of 23 more minutes to clear than the incidents on 540.



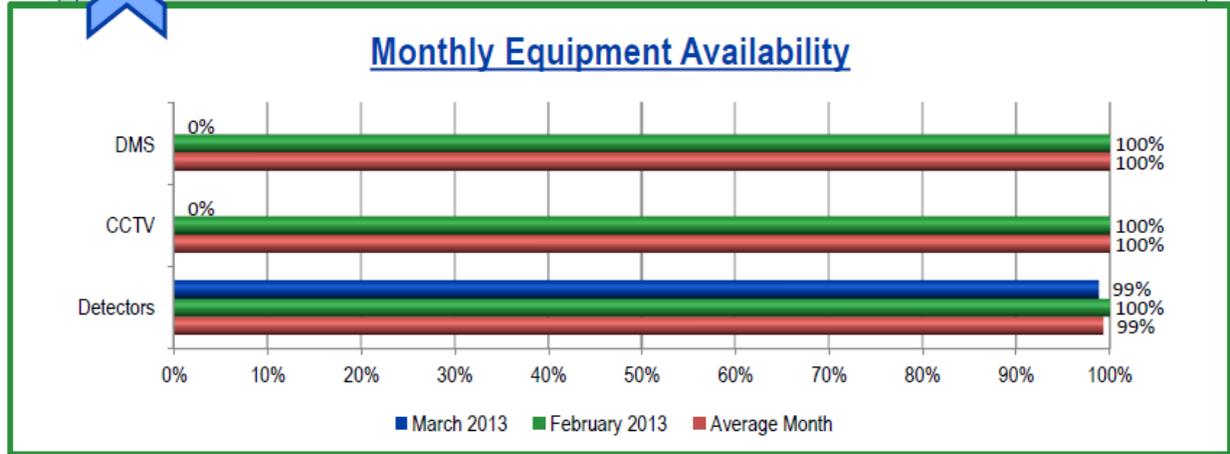
ITS Field Maintenance Page 6 of 7
March 2013

Trouble tickets are opened whenever the Intelligent Transportation System (ITS) equipment is not working properly. At the end of the month the amount of tickets that have been opened, closed and are still active are calculated.



“Responsive” maintenance is that in which a field technician is assigned to complete a trouble ticket regarding non-operational equipment. “Preventive” maintenance is that in which the technicians perform routine cleaning, testing and calibrating of equipment to lessen the chances of the equipment failing in the future.

The equipment availability of Dynamic Message Signs (DMS), Closed Circuit Television (CCTV) cameras and detectors are tracked each month. Available equipment are those devices having no open trouble tickets.



Incident Management Assistance Patrol

Roadway Weather Information System (RWIS) Measureables

| Date | Minutes wind speed was in excess of 30 mi | Minutes of measureable precip | Minutes that precip was measured as "Heavy" | Minutes water thickness was in excess of 100 mm | Minutes Friction Index fell below .6 |
|--------------|---|-------------------------------|---|---|--------------------------------------|
| 3/1/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/2/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/3/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/4/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/5/2013 | N/A | 435 | 20 | 50 | 25 |
| 3/6/2013 | N/A | 65 | N/A | N/A | N/A |
| 3/7/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/8/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/9/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/10/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/11/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/12/2013 | N/A | 485 | 15 | 125 | 20 |
| 3/13/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/14/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/15/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/16/2013 | N/A | 15 | N/A | N/A | N/A |
| 3/17/2013 | N/A | 35 | N/A | N/A | N/A |
| 3/18/2013 | N/A | 475 | 25 | 75 | 25 |
| 3/19/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/20/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/21/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/22/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/23/2013 | N/A | 15 | N/A | N/A | N/A |
| 3/24/2013 | N/A | 645 | 10 | 175 | 30 |
| 3/25/2013 | N/A | 20 | N/A | N/A | N/A |
| 3/26/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/27/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/28/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/29/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/30/2013 | N/A | N/A | N/A | N/A | N/A |
| 3/31/2013 | N/A | 340 | 35 | 245 | 40 |
| Total | 0 | 2190 | 70 | 375 | 75 |

The Triangle Expressway's Roadway Weather Information System (RWIS) station is located at mile marker 64.2 on the southbound side of Toll 540. The Friction Index measured by the RWIS station is an indicator of how much grip the road has. Larger values closer to 1.0 indicate a higher level of grip while values below .6 represent a decreased level of grip that is potentially hazardous.

NCTA Control Room Operators assist with reviewing toll images that the system itself cannot process due to any number of reasons (missing license plate, brightness, etc.). This is a secondary function that Operators perform in addition to their core roadway management duties.

Control Room Image Review

| Month of March 2013 | |
|---------------------------------|-------|
| <i>Total Images Reviewed</i> | 39203 |
| <i>Daily Individual Average</i> | 360 |
| <i>Daily NCTA TMC Average</i> | 1265 |

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FERRY CALL SUMMARY REPORTS

2012 FERRY CALL SUMMARY

| Type of Call | February | March | April | May | June | July | August | September | October | November | December |
|-----------------------------|---------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| General Information | 565 | 1929 | 2295 | 3057 | 2709 | 3028 | 2035 | 1949 | 1632 | 2305 | 599 |
| Reservations | 385 | 931 | 1797 | 2540 | 2723 | 2467 | 2084 | 2096 | 2040 | 1437 | 489 |
| Modify Reservations | 54 | 120 | 384 | 782 | 853 | 1000 | 741 | 549 | 719 | 731 | 159 |
| Cancellations | 37 | 56 | 142 | 360 | 225 | 211 | 187 | 172 | 252 | 599 | 104 |
| Dropped/Ghost Calls | 12 | 6 | 48 | 33 | 24 | 112 | 83 | 18 | 14 | 12 | 5 |
| Monthly Call Total | 1053 | 3042 | 4666 | 6772 | 6534 | 6818 | 5130 | 4784 | 4657 | 5084 | 1356 |
| Grand Total for 2012 | 49,896 | | | | | | | | | | |

2013 FERRY CALL SUMMARY

| Type of Call | January | February | March | April | May | June | July | August | September | October | November |
|-----------------------------|-------------|-------------|-------------|-------|-----|------|------|--------|-----------|---------|----------|
| General Information | 529 | 553 | 1268 | | | | | | | | |
| Reservations | 459 | 471 | 1249 | | | | | | | | |
| Modify Reservations | 167 | 129 | 281 | | | | | | | | |
| Cancellations | 59 | 39 | 128 | | | | | | | | |
| Dropped/Ghost Calls | 16 | 11 | 13 | | | | | | | | |
| Monthly Call Total | 1230 | 1203 | 2939 | | | | | | | | |
| Grand Total for 2013 | 2433 | | | | | | | | | | |

MONTHLY FERRY RESERVATION COUNT SHEETS



Month to Date Ferry Reservations Count Sheet January 2013

| Category | 6:00 | 7:00 | 8:00 | 9:00 | 10:00 | 11:00 | 12:00 | 13:00 | 14:00 | 15:00 | 16:00 | 17:00 | 18:00 | Total |
|----------------------|------|------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| General Information | 16 | 30 | 44 | 55 | 58 | 53 | 52 | 60 | 43 | 43 | 47 | 26 | 2 | 529 |
| Reservations | 6 | 20 | 36 | 49 | 50 | 44 | 52 | 41 | 51 | 48 | 37 | 25 | 0 | 459 |
| Modify Reservations | 4 | 7 | 9 | 21 | 22 | 22 | 14 | 16 | 20 | 20 | 8 | 4 | 0 | 167 |
| Cancel/ Refund | 0 | 2 | 7 | 13 | 8 | 6 | 5 | 2 | 8 | 4 | 3 | 1 | 0 | 59 |
| Dropped/Ghost Calls | 1 | 0 | 2 | 2 | 0 | 1 | 3 | 3 | 2 | 2 | 0 | 0 | 0 | 16 |
| Total Calls per Hour | 27 | 59 | 98 | 140 | 138 | 126 | 126 | 122 | 124 | 117 | 95 | 56 | 2 | 1230 |



Month to Date Ferry Reservations Count Sheet
February 2013

| Category | 6:00 | 7:00 | 8:00 | 9:00 | 10:00 | 11:00 | 12:00 | 13:00 | 14:00 | 15:00 | 16:00 | 17:00 | 18:00 | Total |
|----------------------|------|------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| General Information | 28 | 29 | 37 | 44 | 58 | 63 | 55 | 51 | 56 | 51 | 44 | 32 | 5 | 553 |
| Reservations | 9 | 20 | 35 | 41 | 66 | 46 | 59 | 43 | 55 | 41 | 39 | 14 | 3 | 471 |
| Modify Reservations | 0 | 9 | 18 | 6 | 9 | 9 | 13 | 12 | 12 | 15 | 18 | 4 | 4 | 129 |
| Cancel/ Refund | 0 | 2 | 7 | 7 | 4 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 0 | 39 |
| Dropped/Ghost Calls | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 0 | 11 |
| Total Calls per Hour | 37 | 60 | 97 | 99 | 138 | 122 | 131 | 110 | 127 | 111 | 105 | 54 | 12 | 1203 |



Month to Date Ferry Reservations Count Sheet
March 2013

| Category | 6:00 | 7:00 | 8:00 | 9:00 | 10:00 | 11:00 | 12:00 | 13:00 | 14:00 | 15:00 | 16:00 | 17:00 | 18:00 | Total |
|----------------------|------|------|------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| General Information | 35 | 63 | 92 | 133 | 137 | 146 | 118 | 132 | 118 | 116 | 97 | 76 | 5 | 1268 |
| Reservations | 42 | 64 | 111 | 112 | 138 | 138 | 129 | 109 | 133 | 94 | 98 | 79 | 2 | 1249 |
| Modify Reservations | 2 | 14 | 23 | 25 | 36 | 25 | 30 | 25 | 42 | 21 | 15 | 22 | 1 | 281 |
| Cancel/ Refund | 0 | 3 | 15 | 9 | 18 | 15 | 9 | 10 | 22 | 11 | 11 | 5 | 0 | 128 |
| Dropped Calls | 0 | 0 | 1 | 1 | 3 | 0 | 1 | 1 | 3 | 1 | 2 | 0 | 0 | 13 |
| Total Calls per Hour | 79 | 144 | 242 | 280 | 332 | 324 | 287 | 277 | 318 | 243 | 223 | 182 | 8 | 2939 |

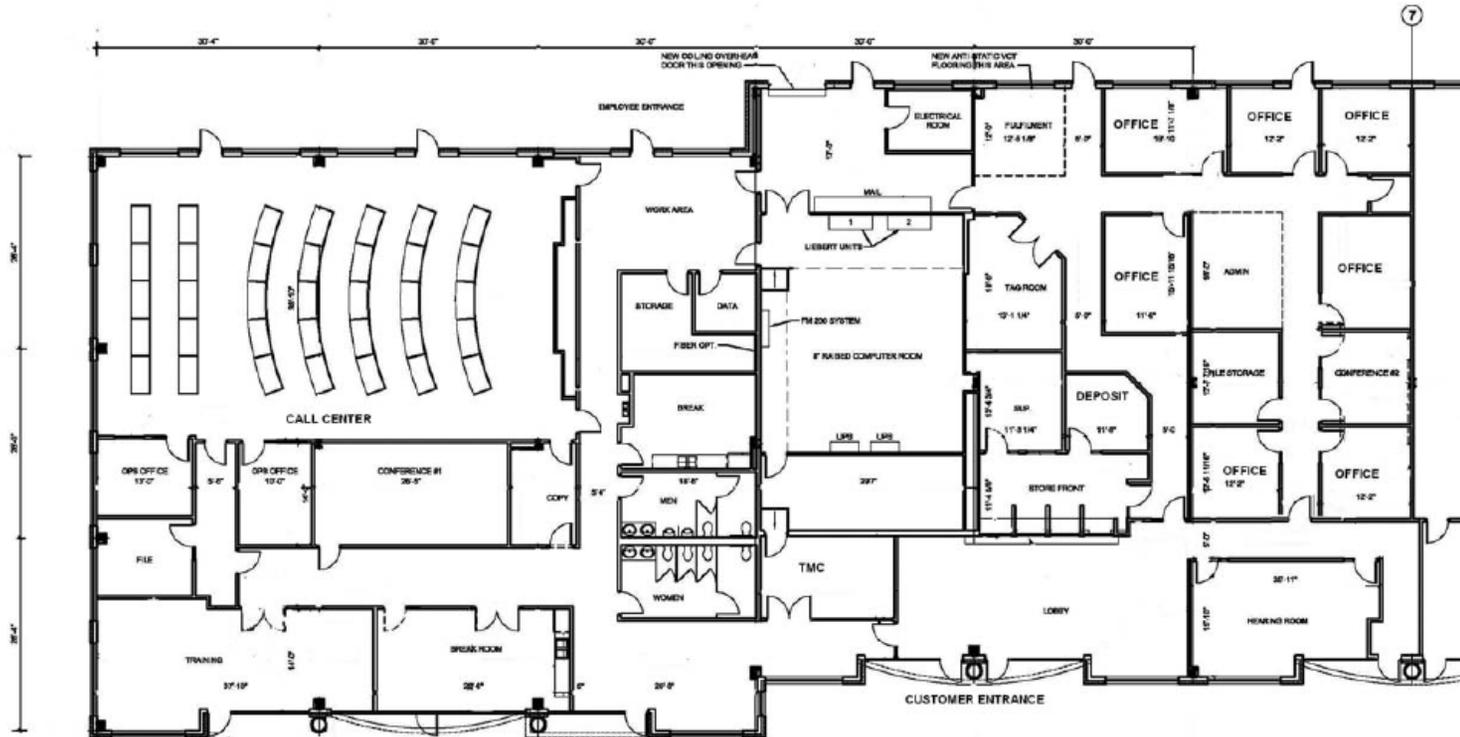
March 2013 Ferry Report v2

4:55 PM 4/5/2013
Keller Meldon

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CUSTOMER SERVICE CENTER FLOOR PLAN



PRELIMINARY FLOOR PLAN
 NCTA/URS
 CONCOURSE BUSINESS CENTER
 200 SORRELS GROVE ROAD, MORRISVILLE, NC

1/16" = 1'-0"
 MARCH 8, 2010



GONTRAM
 ARCHITECTURE, INC.
 2940 TRAWICK ROAD, SUITE 4
 RALEIGH, NC 27604
 PHONE: 919 876 8331
 FAX: 919 876 8978
 eod@gontramarchitecture.com
 www.gontramarchitecture.com

STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION
RALEIGH, NC

BID BOND

Principal: _____
Name of Principal Contractor

Surety: _____
Name of Surety

Contract Number: _____ County: _____

Date of Bid: _____

KNOW ALL MEN BY THESE PRESENTS, That we, the PRINCIPAL CONTRACTOR (hereafter, PRINCIPAL) and SURETY above named, are held and firmly bound unto the Department of Transportation in the full and just sum of five (5) percent of the total amount bid by the Principal for the project stated above, for the payment of which sum well and truly to be made, we bind ourselves, our heirs, executors, administrators, and successors, jointly and severally, firmly by these presents.

NOW, THEREFORE, the condition of this obligation is: the Principal shall not withdraw its bid within sixty (60) days after the opening of the bids, or within such other time period as may be provided in the proposal, and if the Board of Transportation shall award a contract to the Principal, the Principal shall, within fourteen (14) calendar days after written notice of award is received by him, provide bonds with good and sufficient surety, as required for the faithful performance of the contract and for the protection of all persons supplying labor, material, and equipment for the prosecution of the work. In the event the Principal requests permission to withdraw his bid due to mistake in accordance with the provisions of Article 103-3 of the *Standard Specifications for Roads and Structures*, the conditions and obligations of this Bid Bond shall remain in full force and effect until the Department of Transportation makes a final determination to either allow the bid to be withdrawn or to proceed with award of the contract. In the event a determination is made to award the contract, the Principal shall have fourteen (14) calendar days to comply with the requirements set forth above. In the event the Principal withdraws its bid after bids are opened except as provided in Article 103-3, or after award of the contract has been made fails to execute such additional documents as may be required and to provide the required bonds within the time period specified above, then the amount of the bid bond shall be immediately paid to the Department of Transportation as liquidated damages.

IN TESTIMONY WHEREOF, the Principal and Surety have caused these presents to be duly signed and sealed.

This the _____ day of _____, 20 _____

Surety

By _____
General Agent or Attorney-in-Fact Signature

Seal of Surety

Print or type Signer's Name

BID BOND

CORPORATION

SIGNATURE OF CONTRACTOR (Principal)

Full name of Corporation

Address as prequalified

By _____
Signature of **President, Vice President, Assistant Vice President**
Select appropriate title

Print or type Signer's name

Affix Corporate Seal

Attest _____
Signature of **Secretary, Assistant Secretary**
Select appropriate title

Print or type Signer's name

BID BOND

LIMITED LIABILITY COMPANY

SIGNATURE OF CONTRACTOR (Principal)

Name of Contractor

Full name of Firm

Address as prequalified

Signature of Member/
Manager/Authorized Agent

Individually

Print or type Signer's name

BID BOND

INDIVIDUAL DOING BUSINESS UNDER A FIRM NAME

SIGNATURE OF CONTRACTOR (Principal)

Name of Contractor

Individual Name

Trading and doing business as

Full name of Firm

Address as prequalified

Signature of Contractor

Individually

Print or type Signer's name

Signature of Witness

Print or type Signer's name

BID BOND

INDIVIDUAL DOING BUSINESS IN HIS OWN NAME

SIGNATURE OF CONTRACTOR (Principal)

Name of Contractor _____

Print or type Individual Name

Address as prequalified

Signature of Contractor _____

Individually

Print or type Signer's name

Signature of Witness

Print or type Signer's name

BID BOND

PARTNERSHIP

SIGNATURE OF CONTRACTOR (Principal)

Full name of Partnership

Address as prequalified

By

Signature of Partner

Print or type Signer's name

Signature of Witness

Print or type Signer's name

**BID BOND
JOINT VENTURE (2 or 3)**

SIGNATURE OF CONTRACTORS (Principal)

Instructions to Bidders: **2 Joint Ventures**, Fill in lines (1), (2) and (3) and execute. **3 Joint Venturers** Fill in lines (1), (2), (3), (4) and execute. Line (1), print or type the name of Joint Venture. On line (2), print or type the name of one of the joint venturers and execute below in the appropriate manner required by Article 102-8 of the *Specifications*. On Line (3), print or type the name of second joint venturer and execute below in the appropriate manner required by said article of the Specifications. On Line (4), print or type the name of the third joint venturer, if applicable and execute below in the appropriate manner required by said article of the Specifications. This form of execution must be strictly followed.

(1) _____
Name of Joint Venture

(2) _____
Name of Contractor

Address as prequalified

| | | |
|---|----|--------------------------------------|
| _____ Signature of Witness or Attest | By | _____ Signature of Contractor |
| _____ Print or type Signer's name | | _____ Print or type Signer's name |

If Corporation, affix Corporate Seal

and

(3) _____
Name of Contractor

Address as prequalified

| | | |
|---|----|--------------------------------------|
| _____ Signature of Witness or Attest | By | _____ Signature of Contractor |
| _____ Print or type Signer's name | | _____ Print or type Signer's name |

If Corporation, affix Corporate Seal

and

(4) _____
Name of Contractor *(for 3 Joint Venture only)*

Address as prequalified

| | | |
|---|----|--------------------------------------|
| _____ Signature of Witness or Attest | By | _____ Signature of Contractor |
| _____ Print or type Signer's name | | _____ Print or type Signer's name |

If Corporation, affix Corporate Seal

| REQUEST FOR PROPOSAL-RESPONSES TO QUESTIONS | | | | | | |
|---|--------|--------------------|-------------|--|--|---|
| Q # | Page # | RFP Section #/Name | Sub-Section | Reference Language | Vendor Question-Round 1 April 8, 2013 | NCTA Response-Round 1 April 22, 2013 |
| 1 | N.A. | General | N.A. | Federal Regulations | Will NCTA please confirm that all Contractors and their subcontractors must comply with the federally mandated health care reform, specifically the Affordable Care Act which becomes effective on January 1, 2014 and that pricing should reflect this requirement? | Per section 3.3.29 - The Contractor shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business, including those of federal, state, and local agencies having jurisdiction and/or authority. |
| 2 | N.A. | General | N.A. | Pre-Qualifications | Are all bidders required to go through NCTA/NCDOT's Pre-Qualification process ? | No |
| 3 | N.A. | General | N.A. | Hourly Rates | Minimum hourly rates are defined in the Price Schedule for the TMC agent. Is it possible to get the current wages / hourly rates for each category of staff ? | The only hourly rates to be provided were given for the TMC. No other rates shall be provided at this time. |
| 4 | N.A. | General | N.A. | NCTA CCS Floor Plan | Can NCTA provide a floor plan for the current Customer Service Center? | Appendix L has been added through Addendum 3 to include the Floor Plan for the CSC. |
| 5 | N.A. | General | N.A. | NCTA TMC Floor Plan | Can NCTA provide a floor plan for the current Traffic Management Center? | Appendix L has been added through Addendum 3 to include the Floor Plan for the TMC. |
| 6 | N.A. | General | N.A. | Current CSC, TMC and Ferry Reservations operations staffing. | Can NCTA provide the average staffing levels by FTE by month for the most recent three months available for each position (job title) in the CSC, TMC and Ferry Reservation operations along with the pay rates (or pay rate range by position)? | NCTA has provided the volume levels for each key area. It is NCTA's expectation that each vendor shall propose the optimum organizational structure and staffing levels to meet all performance requirements. |
| 7 | N.A. | General | N.A. | NCTA personnel at Customer Service Center | Are any NCTA staff members assigned to regular office hours at the Customer Service Center and, if so, what are the titles of these NCTA staff members and their scheduled hours at the Customer Service Center? | Currently 3 NCTA positions are located at the CSC facility: Director of Customer Service and Financial Control, Customer Service Liaison Specialist, and Technology Specialist. These positions follow normal state business hours. |
| 8 | N.A. | General | N.A. | NCTA traffic studies | Can NCTA provide projected transaction volumes by roadway by year for current operations and operations projected to be brought into operation during the term of the contract sought under this RFP? If so, can NCTA also provide the projected percentage split between transponder/sticker tag transactions and video billing transactions by year? | All information for the current tolling projects can be found on the NCTA website. Refer to Turnpike Library on the website for various project studies (e.g., Traffic & Revenue Studies, etc.) |
| 9 | N.A. | General | N.A. | Additional tolling operations | Can NCTA give a projected timeline for the addition of new tolling operations that will occur during the term of the contract sought under this RFP? | All information for the current tolling projects can be found on the NCTA website. Refer to Turnpike Projects on the website. |
| 10 | N.A. | General | N.A. | Special Events | Are there "Special Events" that would require the customer service center department to staff and market transponder sales? If so, is the Contractor required to provide vehicles for these type activities? | There are no special events planned at this time. Future events will be negotiated separately. |
| 11 | N.A. | General | N.A. | Bilingual Requirements | What are the requirements for bilingual staffing in the customer service center? Are there a specific number of bilingual CSR's that are required? | There are no requirements for bilingual staffing. |

REQUEST FOR PROPOSAL-RESPONSES TO QUESTIONS

| Q # | Page # | RFP Section #/Name | Sub-Section | Reference Language | Vendor Question-Round 1 April 8, 2013 | NCTA Response-Round 1 April 22, 2013 |
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| 12 | 1.3 | SECTION I ADMINISTRATION | 2.1 Schedule | 1st Round Questions due - April 8, 2013 Response to 1st Round - April 15, 2013 2nd Round Questions due - April 22, 2013 Response to 2nd Round - April 29, 2013 Proposals Submitted - May 24, 2013 | The current schedule provides for two rounds of questions which is extremely beneficial to both bidders as well as to NCTA. However, the current schedule provides only one week for NCTA to respond to questions and then only one more week for bidders to review NCTA responses and develop additional questions and then one additional week is provided to NCTA to respond. To ensure NCTA is afforded ample time to research and develop responses to questions and to ensure bidders are afforded adequate opportunity to consider all information provided by NCTA via response to questions or addenda, would the Authority please consider adjusting the proposal schedule as follows?: 1st Round Questions due - April 8, 2013 Response to 1st Round - April 18, 2013 2nd Round Questions due - April 29, 2013 Response to 2nd Round - May 10, 2013 Proposals Submitted - June 11, 2013 | The procurement schedule has been modified in Section I.2.1 and is defined within Addendum 3. |
| 13 | 1.4 | SECTION I ADMINISTRATION | 2.2.3 Procurement Information Posting | NCTA grants permission to use its logo on Proposal submittals. | Where can we download a high quality file of the NCTA logo? | NCTA, NCDOT and NCQP logos are posted on the procurement website as part of Addendum 3. |
| 14 | 1.4 | SECTION I ADMINISTRATION | 2.2.6 Proposer's Bid | ...agrees that the contractor's Technical Proposal and Price Proposal shall both remain effective 240 days after the deadline for submitting the proposal. | Could NCTA please clarify why the bid validity period is for 240 days when the timeline between the bid proposal deadline and the go live date is only 106 days? | The bid validity period is extended beyond the RFP timeline to protect against any changes that may have to be made to the procurement schedule. |
| 15 | 1.6 | SECTION I ADMINISTRATION | 2.2.17 Waivers | NCTA may waive minor informalities or irregularities in proposals received where such is merely a matter of form and not substance, and the correction or waive of which is not prejudicial to other proposing contractors. | Will all proposing contractors be notified on NCTA's website regarding any waivers given? | If any minor informalities are waived during the evaluation process, it will be documented in the final award recommendation which will become public record. Vendors will not be notified otherwise. |
| 16 | 1.8 | SECTION I ADMINISTRATION | 3.1.3 Project contact | Project Contact | Could NCTA please clarify if a North Carolina office address is required as well as what details are required regarding the background of the Principal in Charge ? | A North Carolina address is not required. The resume including all relevant experience of the Principal in Charge is required. |
| 17 | 1.8 | SECTION I ADMINISTRATION | 3.1.4 Subcontractors | ...'Major Subcontractor' is defined as the party performing any part of the contract that is either 15% or more of the total. | Do major subcontractors include the vendors responsible for the pass through costs listed in Section IV Price, item 4 "Pass through Costs"? | No, these entities would be vendors and not considered as a subcontractor. |
| 18 | 1.9 | SECTION I ADMINISTRATION | 3.1.7 Relevant Experience | The proposing contractor shall demonstrate at least three (3) prior successful projects of a similar responsibility level and contract value within the past five (5) years. | It appears that if Proposers respond to 3.1.5 and 3.1.6 the information requested in 3.1.7 will be covered. Will NCTA please clarify the difference between the project experience being requested in 3.1.7 vs. the experience being requested in 3.1.5 and 3.1.6? | Section 3.1.7 requirement has been deleted through Addendum 3. |

REQUEST FOR PROPOSAL-RESPONSES TO QUESTIONS

| Q # | Page # | RFP Section #/Name | Sub-Section | Reference Language | Vendor Question-Round 1 April 8, 2013 | NCTA Response-Round 1 April 22, 2013 |
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| 19 | I.10 | SECTION I ADMINISTRATION | 3.2.1 Key Personnel | ...must provide NCTA with the name and contact information of the designated Contractor Contract Administrator. | Does the designated Contractor Contract Administrator need to be the same person who is proposer's bid contact? | No, they do not need to be the same person. |
| 20 | I.10 | SECTION I ADMINISTRATION | 3.3.1 Adequate Financial Resources and 3.3.2 Financial Documentation | (3.3.1) Proposing prime contractors shall <i>furnish</i> NCTA with financial documentation <i>demonstrating that they possess adequate financial resource</i> necessary for this project, to include the <i>ability to finance and implement the project</i> , obtain the required bonding and provide proof of insurance. AND (3.3.2) All proposing contractors must <i>furnish NCTA with financial documentation demonstrating</i> that they possess adequate financial resource necessary for this project, to include <i>ability to gain bonding and proof of insurance</i> . | 1. Will NCTA please clarify the difference between the information being requested in 3.3.1 and 3.3.2? 2. If the requirements are the same please consider deleting either 3.3.1 or 3.3.2. | Section 3.3.1 requirement has been deleted through Addendum 3. |
| 21 | I.10 and I.11 | SECTION I ADMINISTRATION | 3.3.2 Financial Documentation | To this end, proposing prime contractors and major Toll, TMC & Ferry Operations RFP SECTION I-ADMINISTRATION North Carolina Turnpike Authority March 26, 2013 Page I.11 subcontractors shall provide most current audited financial statement (not more than twelve (12) months old) ... | Our company's certified financial statement is more than 200 pages long. Is it permissible to submit it on a separate CD instead of in the form of a printed copy? | Yes, however a hard copy may be required at a later date. |
| 22 | I.11 | SECTION I ADMINISTRATION | 3.3.3 SSAE 16 Audit | The successful Contractor will be required to submit a Service Auditor's Report (Type II) ... | Could NCTA please provide a style guide or control document to ensure that we are producing this type of report in the proper format? | Section 3.3.3 has been amended to clarify that the SSAE 16 Audit is not a proposal requirement but rather a requirement for each year after go-live. Please refer to RFP Section IV 1.1 |
| 23 | I.11 | SECTION I ADMINISTRATION | 3.3.3 SSAE 16 Audit | The successful Contractor will be required to submit a Service Auditor's Report (Type II) ... | Will NCTA share in the cost of this SSAE 16 Audit, and if so to what extent? | Section 3.3.3 has been amended to clarify that the SSAE 16 Audit is not a proposal requirement but rather a requirement for each year after go-live. Please refer to RFP Section IV 1.1. |
| 24 | I.11 | SECTION I ADMINISTRATION | 3.3.3 SSAE 16 Audit | The successful Contractor will be required to submit a Service Auditor's Report (Type II) ... | Within what timeframe from Notice to Proceed is this submission required? | Section 3.3.3 has been amended to clarify that the SSAE 16 Audit is not a proposal requirement but rather a requirement for each year after go-live. Please refer to Section IV 1.1 |
| 25 | I.11 | SECTION I ADMINISTRATION | 3.3.3 SSAE 16 Audit | The successful Contractor will be required to submit a Service Auditor's Report (Type II) ... | Will this be a regular submission requirement during the project contract? | The SSAE 16 Audit is an annual requirement unless waived by NCTA for a given year. Please refer to Section IV 1.1 |
| 26 | I.11 | SECTION I ADMINISTRATION | 3.3.3 SSAE 16 Audit | The successful Contractor will be required to submit a Service Auditor's Report (Type II) prepared in accordance with, and resulting from an audit according to Statement on Standards for Attestation Engagements No. 16 (SSAE 16), Reporting on Controls at a Service Level Organization. | Related to #1 above, will NCTA/NCDOT sign an NDA to receive a copy of a previous report? | Section 3.3.3 has been amended to clarify that the SSAE 16 Audit is not a proposal requirement but rather a requirement for each year after go-live. Please refer to Section IV 1.1. |

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| 27 | I.11 | SECTION I ADMINISTRATION | 3.3.3 SSAE 16 Audit | The successful Contractor will be required to submit a Service Auditor's Report (Type II) prepared in accordance with, and resulting from an audit according to Statement on Standards for Attestation Engagements No. 16 (SSAE 16), Reporting on Controls at a Service Level Organization. | Will the submittal occur at the completion of the first operational year, or is a prior report (from another project) expected to be delivered? | Section 3.3.3 has been amended to clarify that the SSAE 16 Audit is not a proposal requirement but rather a requirement for each year after go-live. Please refer to Section IV 1.1. |
| 28 | I.12 | SECTION I ADMINISTRATION | 3.5.4 Listing of Subconsultants | The participation of each SPSF shall be submitted on a separate Form RS-2. | The RS-2 Form has a revision date of 1/14/08 and 1/15/08 for the prime and sub versions, respectively. Are these the latest versions? | Yes |
| 29 | I.12 & VI.5 | SECTION I ADMINISTRATION and SECTION VI PROPOSAL CONTENT | 3.5.3 Participation & 2.3 Technical Proposal Requirement Descriptions | I.3.5.3 ""Participation" states: Specific project goals are not established for Professional Services agreements as identified in the scope of work for this Contract. and VI.2.3 Section III - Qualifications states:.....This section shall also include the discussion of attainment of SPSF goals . | 1. Will NCTA please clarify if this opportunity has an established goal? 2. If it does, will NCTA please provide that goal? | There is no goal requirement for this procurement. However, utilization is encouraged. |
| 30 | I.14 | SECTION I ADMINISTRATION | 4.1.2 source selection | 1. The Evaluation Committee may request clarifications, an interview with or presentation from any or all contractors. | Who comprises the Evaluation Committee? Do committee members change depending on the stage of the bid process? | Evaluation Committee members are not disclosed. Committee members may change but only due to changes in employment. |
| 31 | I.15 | SECTION I ADMINISTRATION | 4.1.3 BAFO | Failure to deliver a BAFO when requested shall disqualify the non-responsive contractor from further consideration. The State will evaluate BAFOs and add any additional weight to the contractors' respective proposals. | Should a BAFO be requested, what is the timeline required in which to return a BAFO proposal? What additional weight will be added that is not already listed in Table 1.2 Proposal Scoring (pg. I.16), or will a BAFO only change maximum possible price points initial score? | The time allowed for response to a request for BAFO will be specified in the request. No additional weight will be added but scoring may change if the subject of the BAFO is relevant to the scoring methodology. |
| 32 | I.17 | SECTION I ADMINISTRATION | 5.1 Award of Contract | Qualified proposals will be evaluated and acceptance may be made in accordance with Best Value procurement practices as defined by GS 143-135.9 and applicable administrative rules. | Could NCTA kindly provide a website link for the GS §143-135.9 reference. | http://www.ncleg.net/EnactedLegislation/Statutes/HTML/BySection/Chapter_143/GS_143-135.9.html |
| 33 | I.17 | SECTION I ADMINISTRATION | 5.3 Bonding Requirements | The Authority Bid Bond form is available on NCDOT website: https://connect.ncdot.gov/letting/Pages/Central-Letting-Forms.aspx . | The website given in this section does not contain any form for bid bond. It does contain forms for Performance and payment bonds. Please advise if a bid bond form will be issued by NCTA or the bidder can use their own form for this purpose. | The bid bond form is unavailable via link and is included in Addendum 3 as Appendix M. |

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| 34 | I.17 | SECTION I ADMINISTRATION | 5.3 Bonding Requirements | The proposing contractor shall submit with its Price Proposal a bid bond or bid deposit in the amount of at least five percent (5%) of the amount of the Price Proposal. | <p>The pricing construct for this procurement is somewhat unusual. If you look at the Price Forms under item number 4 Account Management, the fixed fee for every account level is added together to form the subtotal for Account Management. Understanding that it is highly unlikely in the early years of this Contract to reach a level of 250,000 ETC and Registered Video Accounts, the total price will be significantly overstated. This overstatement will affect the value of the bid bond quite considerably.</p> <p>1. In consideration of this artificially inflated contract value, will NCTA please consider setting a fixed value for the bid bond, i.e. \$75,000 or \$100,000?</p> <p>2. If not, should the pricing for the option years also be included in the value of the bid bond?</p> | The Bid Bond requirement is under review by NCTA. |
| 35 | I.17 | SECTION I ADMINISTRATION | 5.3 Bonding Requirements | The proposal contractor shall submit with its Price Proposal a bid bond or bid deposit in the amount of at least five percent (5%) of the amount of the Price Proposal. The bid bond is subject to full or partial forfeiture if the winning contractor fails to either execute the contract or provide the required performance and payment bonds. The proposing contractor shall submit evidence that it is capable of obtaining contract payment and performance bonds in an amount equal to one hundred percent (100%) of year one's Contract lump sum price. ... | Can the proposal contractor (service provider) issue the bid bond out of its parent company bonding facility in the USA? Note: If the proposal contractor (service provider) is the successful proponent, the intent is that the performance bond would then be issued by the service provider. | The Bid Bond requirement is under review by NCTA. |
| 36 | I.17 | SECTION I ADMINISTRATION | 5.3 Bonding Requirements | The proposal contractor shall submit with its Price Proposal a bid bond or bid deposit in the amount of at least five percent (5%) of the amount of the Price Proposal. The bid bond is subject to full or partial forfeiture if the winning contractor fails to either execute the contract or provide the required performance and payment bonds. The proposing contractor shall submit evidence that it is capable of obtaining contract payment and performance bonds in an amount equal to one hundred percent (100%) of year one's Contract lump sum price. ... | Approximately when would NCTA plan to return the bid bond to an unsuccessful but otherwise compliant proposal contractor? | The Bid Bond requirement is under review by NCTA. |

REQUEST FOR PROPOSAL-RESPONSES TO QUESTIONS

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|-----|--------|-----------------------------|-----------------------------|---|---|---|
| 37 | I.17 | SECTION I ADMINISTRATION | 5.3 Bonding Requirements | The proposal contractor shall submit with its Price Proposal a bid bond or bid deposit in the amount of at least five percent (5%) of the amount of the Price Proposal. The bid bond is subject to full or partial forfeiture if the winning contractor fails to either execute the contract or provide the required performance and payment bonds. The proposing contractor shall submit evidence that it is capable of obtaining contract payment and performance bonds in an amount equal to one hundred percent (100%) of year one's Contract lump sum price. ... | At which point in the contract award process will the successful bidder be asked to replace the bid bond with a performance bond? | The Bid Bond requirement is under review by NCTA. |
| 38 | I.17 | SECTION I ADMINISTRATION | 5.3 Bonding Requirements | The proposal contractor shall submit with its Price Proposal a bid bond or bid deposit in the amount of at least five percent (5%) of the amount of the Price Proposal. The bid bond is subject to full or partial forfeiture if the winning contractor fails to either execute the contract or provide the required performance and payment bonds. The proposing contractor shall submit evidence that it is capable of obtaining contract payment and performance bonds in an amount equal to one hundred percent (100%) of year one's Contract lump sum price. ... | Does the bid bond supplier need to be registered to do business in North Carolina? Or is the proposal contractor to be considered as the bid bond supplier? | The Bid Bond requirement is under review by NCTA. |
| 39 | I.17 | SECTION I ADMINISTRATION | 5.3 Bonding Requirements | The proposing contractor shall submit with its Price Proposal a bid bond or bid deposit in the amount of at least five percent (5%) of the amount of the Price Proposal | From the Price Sheet, we can assume that : 1) The "Total Annual Base Costs " defined in the worksheet "Summary" from the of each year ranging from Year 1 to Year 7 are included in the bid bond calculation; 2) the "Pass through" costs, as well as the cost for the Total Annual Option costs for Year 1 to Year 6 from the Price Sheet are both excluded from the calculation of the submitted bid bond. Could NTCA confirm the above two points ? | The Bid Bond requirement is under review by NCTA. |
| 40 | I.17 | SECTION I ADMINISTRATION | 5.3 Bonding Requirements | An annually renewable Payment and Performance (P&P) bond would be sufficient, Each year the performance bond shall be renewed in the amount of the subsequent year's lump sum Contract price. A surety letter submitted with the proposal is acceptable evidence of the bond requirement. | We assume that the payment and performance bond is equal to the value of one year lump sum Contract price, based on the "Total Annual Base Costs " defined in the worksheet "Summary" for the current year. Could NTCA confirm this point ? | The section has been amended to set the payment and performance bonds at a fixed \$1,500,000 each as found in Addendum 3. |

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| 41 | II.4 | SECTION II PROJECT BACKGROUND | 2.1 Toll Projects | Visit the Turnpike website for the status of each project at | Regarding the Triangle Expressway Southeast Extension, could NCTA please provide additional information regarding the 5 year estimated construction period for phase I? For example, has funding already been secured for the Cape Fear Skyway? Is the Mid-Currituck Bridge beginning construction as per the timeline in the FEIS fact sheet? | All available project information is on the Turnpike website. |
| 42 | II.5 | SECTION II PROJECT BACKGROUND | 2.2 Ferry Operations | Phase 2 is schedule for deployment July 2013 and includes the addition of cash fare collection to the following terminals: 1. Cherry Branch to Minnesott Beach 2. Bay View to Aurora (also referred to as Pamlico River) Phase 3 will involve upgrading the existing reservation system to an auditable automated fare collection system. | What is the contractors involvement in the potential expansion of the Ferry Operations described in section 2.2? What is the expected change to the scope of work for these services if any? | Contractor's involvement includes phone reservations as is in the current scope of work. There is no expected change to the scope of work in this RFP. |
| 43 | II.5 | SECTION II PROJECT BACKGROUND | 2.2 Ferry Operations | Phase 2 is schedule for deployment July 2013 and includes the addition of cash fare collection ... | Will the successful Contractor have any responsibility regarding the cash fare collection for these terminals? | No, the Contractor has no responsibility for cash fare collection as part of this RFP. |
| 44 | II.5 | SECTION II PROJECT BACKGROUND | 2.2 Ferry Operations | Phase 3 will involve upgrading the existing reservation system to an auditable automated fare collection system. | Does the scope of this RFP include reconciliation of the proposed automated fare collection system? | No, reconciliation of the proposed automated fare collection system is not part of this RFP's scope. |
| 45 | II.5 | SECTION II PROJECT BACKGROUND | 2.2 Ferry Operations | Phase 2 ... and includes the addition of cash fare collection ... Phase 3 will involve upgrading the existing reservation system to an auditable automated fare collection system | Are Bayview to Aurora and cherry Branch to Minnesolt Beach new routes? Advance ticket sales are currently offered on Cedar Island/Ocracoke and Swan Quarter/Ocracoke routes. Are more advance sales offerings being planned? Or is pre-payment a function of Phase 3? | Bayview/Aurora and out Cherry/Minnesott are currently free routes. These are to be tolled as of July 1st. A new toll booth is being added on the Aurora side that will use the same software/collection structure as current tolled routes. These routes are not allowing advanced sales, they are walk up first come first serve. Phase 3 is currently only in discussions with no plan of action currently. |

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| 46 | III.2 | III. SCOPE OF WORK - OPERATIONS OVERVIEW | 1.1 Toll Operations | 2nd to last bullet: quality control, revenue collection through a collection agency | 1. Will NCTA please confirm that these are two separate requirements? i.e. 1) quality control and 2) revenue collection through a collection agency? 2. Will the successful Contractor be required to subcontract to a collection agency or will the agency be provided by NCTA or via subcontract of another party? | Section III.1.1 is modified through Addendum 3 to reflect two separate requirements: "Quality Control" and "Revenue collection through a collection agency" (NCTA will contract directly with the collection agency through a statewide contract). |
| 47 | III.2 | III. SCOPE OF WORK - OPERATIONS OVERVIEW | 1.1 Toll Operations | All system generated correspondence (statements, invoices, notices, etc.) is processed through a third party mail house. | As all correspondence is being processed through the mail house, could NCTA please confirm that they is no other correspondence requiring local printing, including (but not limited to) Bill by Mail, welcome letters, marketing campaign and so on ? | Transponder kit profile letters (Welcome letters) are generated by the system and printed on a local printer in the fulfillment room. In addition, fee dispute letters (about 30 per day) are printed locally through a mail merge process. |
| 48 | III.2 | III. SCOPE OF WORK - OPERATIONS OVERVIEW | 1.1 Toll Operations | The Contractor will be responsible for reviewing samples of all outgoing correspondence to assure accuracy... | What is the current percentage (%) of outgoing correspondence that is being monitored? Is this the same as the current 15% of invoices being monitored? | 10% of outgoing correspondence goes through the QC process. |
| 49 | III.4 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2. SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS | These modifications must be finalized within thirty (30) calendar days of NCTA's approval. | Will NCTA please change this to quarterly document updates to allow for a more reasonable timeframe to ensure the appropriate level of quality reviews and to minimize cost of reprinting and redistribution? | The 30 calendar day requirement will not be changed. |
| 50 | III.4 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.1 CSC/Storefront Lease | CSC Facility Maintenance/Asset Management | The contractor is not responsible for maintenance of the NCTA Customer Service Center, such as generators, landscaping, electrical/HVAC maintenance, correct? No preventative maintenance scheduling? | Contractor is responsible for maintenance associated contracts and lease agreement costs which are reimbursed as a pass through cost. |
| 51 | III.4 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.1.1 Lease | The Contractor shall assume the current unexpired lease of the CSC ... | What is the duration period for the current lease at the CSC? | Lease was effective October 2010 for a 6 year period. |
| 52 | III.4 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.1.2 CSC Expansions Store Fronts | Payments for office space expenses such as the lease payments and utilities shall be invoiced as pass through direct costs with no markup or administrative fees. | Are additional data/voice communications costs part of the "pass through direct costs"? | All data and voice communications are thru the BOS contractor, with the exception of the Fire & Security lines that are pass through with the operations contractor. |

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| 53 | III.4 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.1.2 CSC Expansions Store Fronts | The Contractor shall be responsible for site selection, design and build-out of an CSC expansion or new storefront locations. This shall include, but is not limited to, any modifications or build out to workstation layout, furniture, office equipment cubicles, file cabinets, office supplies, furnishings and fixtures for workstations, and coordination with the BOS contractor to support provision of the system and workstations themselves. | Will the leasehold rights and improvements, including all assets therein, accrue to NCTA after project contract is completed? | Yes, all assets and equipment will become NCTA property upon contract completion or termination. |
| 54 | III.5 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.3 ETC/ Registered Video Customer Account Services | These accounts will encompass revenue collection for at a minimum existing All Electronic Tolling (AET), and future managed/high occupancy toll (HOT) lane, ferry, parking, and transit transactions. | Is it anticipated that the addition of the "Future" transaction types will be part of a NEW system, or an upgrade of the existing system? | They will be part of the Back Office System in use at the time of any future projects. |
| 55 | III.5 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.3.1 Functions | Table III.1 Customer Services Summary | Is the fax/mail request for establishing accounts handled at the CSC? Is Transponder Issuance only from the over the counter / retail outlets? | The fax/mail request for establishing accounts is handled at the CSC. Transponder issuance may be handled at the store front counter or through the fulfillment department. Currently, we do not have any retail agreements for tag issuance. |
| 56 | III.5 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.3.1 Functions | Table III.1 Customer Services Summary | Could NCTA please clarify what it means by 'Transfer of Responsibility' and what Transfer of Responsibility entails? | Transfer of Responsibility (TOR) is removing a transaction from an account and transferring responsibility for the transaction to another account or resending it through video processing. To transfer a transaction to another account go into the account toll history screen and select the Dispute check box next to the toll to be transferred. On the Dispute Toll Receivables view select TOR from the Dispute Reason Code drop down menu. Click New on the TOR Details applet and type in the account number to transfer the toll to, press ctrl-S then click transfer of Responsibility. To transfer to a non-account the process is the same but rather than entering the account number to transfer to you enter the name and address to transfer to. |
| 57 | III.5 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.3.1 Functions | Table III.1 Customer Services Summary | Could NCTA please clarify what it means by 'Account Reinstatement' and what Account Reinstatement' entails? | Account Reinstatement is reestablishing an ETC account after it has gone negative and converted to a Bill by Mail account. The process is basically just ensuring all past due amounts are paid and the proper prepaid balances are established. |

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| 58 | III.5 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.3.1 Functions | Table III.1 Customer Services Summary | Are Bill by Mail accounts essentially non-registered accounts? | Yes. |
| 59 | III.5 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.3.1 Functions | Table III.1 Customer Services Summary | What is the existing average turnaround time for every CSC staff-assisted customer interaction in the table? | All CSC functions are consistent with industry averages. |
| 60 | III.5 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.3.1 Functions | Table III.1 Customer Services Summary | Sec. 1, Sub-section 1.1. Toll Operations states that the 'CSC handles customer communications (email and letter)' however this table also mentions fax and mail. Please confirm if the Contractor is required to have the capability of handling all three: email, fax and mail communications. | Yes, the Contractor will be responsible for handling all three forms. |
| 61 | III.5 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.3.1 Functions | Table III.1 Customer Services Summary | Please confirm if web and IVR system maintenance falls under the Contractor's responsibilities. | Web and IVR system maintenance do not fall under this scope. |
| 62 | III.5&6 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.3.1 Functions | In addition to the services provided above the Contractor is also responsible for managing all account related materials such as The Contractor is responsible for assuring adequate inventory levels of all customer related materials. Refer to Appendix F for sample account management materials. | This section indicates the Contractor is responsible for managing account related materials and ensuring adequate inventory levels for those materials. It does not indicate that the Contractor is required to purchase/supply these materials. 1. Will NCTA please clarify whether Contractor's are to include the cost of these items within their bid price? 2. If not to be included in bid price, will NCTA please explain whether NCTA will purchase the items directly or if they are to be purchased by Contractor on a pass-through basis? | The cost for these materials should be included in the bid price. |
| 63 | III.7 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.3.1 Functions | The Contractor is responsible for assuring adequate inventory levels of all customer related materials. | Are the cost of additional materials the responsibility of the contractor or NCTA (as a pass through)? | The Contractor is responsible for the cost of these items. |
| 64 | III.6 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.4 Mailroom Operations | It is also the Contractor's responsibility to track and monitor postage amounts and usage for both the CSC and mail-house | Could NCTA indicate who is paying all postage costs, including those related to the welcome letter, customer correspondences, invoices, tag fulfillment? | All postage will be paid by the Contractor and invoiced as a pass through cost to NCTA. |

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| 65 | III.6 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.4.2 Functions | Functions. Mail room services shall be completed daily with no backlog before close of the mail room. | Does NCTA require that Mailroom Operations follow the Hours of Operation of the CSC indicated under Sec. 2, Sub-section 2.2? | The hours for the CSC as presented in this RFP are for the call center and store fronts. All other functions that do not interface directly with the public may be scheduled at any time desired by the Contractor. |
| 66 | III.6 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.4.2 Functions | Inbound Mail 2. Open mail and sort into proper scanning queues. | Does NCTA require that all mail be scanned. What is NCTA's data and document retention policy? | Yes, all items will be scanned. Document retention policy to be determined. |
| 67 | III.6 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.4.2 Functions | Inbound Mail 4. The Contractor shall [...] File all hard copies according to NCTA retention policies. | Could NCTA confirm, as per section 2.11.4 Document Storage, that paper documents shall be annually archived for three (3) years and then destroyed ? | Document retention policy to be determined. |
| 68 | III.6 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.4.2 Functions | Inbound Mail 5. Batch Nixies for processing | Would NCTA please clarify what 'Batch Nixies' mean and entail? | Mail returned because of a bad address are to be batched and sent for processing. Forwarding address will be updated and if no address provided the account will be flagged as a NIXIE so that no further items are mailed. |
| 69 | III.6 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.4.2 Functions | Inbound Mail 5. Batch Nixies for processing. | What are 'Nixies'? | Nixie has been added to Section I.7 Definitions as part of Addendum 3. NIXIE is any piece of mail that is unable to be forwarded because it is illegibly or incorrectly addressed. |
| 70 | III.6 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.4.2 Functions | It is also the Contractor's responsibility to track and monitor postage amounts and usage for both the CSC and mail-house. | For the CSC, does NCTA require that the Contractor use registered U.S. postage machines for outbound mail correspondence, tag kits for mail-out, etc.? | Yes, postage machines are required. |
| 71 | III.7 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.5.3 Inventory Management | ...responsible for transporting transponders ... and other storage locations. | What is the number and geographical spread of all the different locations ? | At this time there is one other storage location outside of the CSC. Additional storage is located in two rooms, within the STOC located at 1636 Goldstar Drive, Raleigh, NC 27607 |
| 72 | III.7 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.5.4 Inventory Counts | The Contractor shall perform a monthly physical count of transponder inventory, and shall be responsible for inventory reconciliation against the BOS reports every month... | Will NCTA please provide samples of the mentioned BOS reports related to transponder inventory management? | Actual BOS reports are proprietary and cannot be given out as part of this RFP. However, there are BOS reports containing information necessary to complete this function. |
| 73 | III.7 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.5.4 Inventory Counts | The Contractor is responsible for monitoring inventory levels and notifying NCTA when additional orders are necessary to ensure that there is no shortage of transponders. | Does NCTA require that a minimum stock inventory level be maintained at any given time? | Yes. Contractor must keep a minimum level of all transponder types that will support four months of operations. Monthly average usage for the prior three months shall be used to estimate transponder usage needs. |

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| 74 | III.7 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.5.5 Transponder Sales Kits | Transponder Sales Kits | Please provide the following specifications: Transponders - weight in ounces; width, length and depth in inches for each transponder type (i.e. interior, exterior) Transponder boxes – quantity per box; width, length and depth in inches for each box by type (i.e. interior, exterior) | Actual Transponders: Sticker: Weight: 0.07 ounces Size: 3.1 length x 2.6 width x 0.05 depth in inches Hardcase: Weight: 3.5 ounces Size: 4.3 x 2.9 x 0.8 inches Exterior: Weight: 3.8 ounces Size: 1.5 x 8.5 x 0.85 inches Transponder Boxes (not shipping boxes but individual storage boxes): Sticker: Quantity in box: 150 Size: 5.5 x 3.5 x 3 inches Hardcase: Quantity in box: 24 18 x 12 x 3.5 inches Exterior: Quantity in box: about 24 Size: 12.5 x 9.5 x 8.5 inches |
| 75 | III.7 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.5.5 Transponder Sales Kits | The Contractor shall keep these kits in inventory and include them with transponders distributed over-the-counter, via mail, or through retail outlets. The kits may include such items as a Radio Frequency (RF) bag, welcome letter, mounting instructions and terms & conditions. The Contractor shall be responsible to maintain an adequate inventory of mailer kits. | This section obligates the contractor to manage usage and to maintain adequate inventory but it is not clear whether the contract is required to purchase the items directly or if they will be considered pass-through. Will NCTA please clarify whether the contractor is to include these items in their bid price? | These items are to be included in the bid price. |
| 76 | III.7 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.5.5 Transponder Sales Kits | Transponder Sales Kits [...] The kits may include such items as a Radio Frequency (RF) bag, welcome letter, mounting instructions and terms & conditions. | Could NTCA confirm that the Transponder Sales Kits will be made available to the Contractor staff already assembled and packaged, and therefore ready to deliver to the end-customer via the walk-in center or mail ?If not, could NTCA provide information on the type of manual assembling or packing operations being expected from the Contractor? | It is the responsibility of the Contractor to obtain all material and assemble the tag kits. How they are assembled is up to the Contractor. |
| 77 | III.7 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.5.5 Transponder Sales Kits | The Contractor shall be responsible to maintain an adequate inventory of mailer kits. | Does NCTA require that a minimum stock inventory level be maintained at any given time? | Yes. Contractor must keep a minimum level of transponder sales kits that will support four months of operations. Monthly average usage for the prior three months shall be used to estimate sales kit usage needs. |

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| 78 | III.7 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.5.6 Retail packaging | NCTA does not currently offer retail transponder sales. Should NCTA implement this retail transponder sales program, Contractor shall assist in the development of the retail packaging to be used, at which time the Contractor shall either a) keep pre-packaged transponders in inventory until distributed to retail partners (if applicable), or b) acquire the retail packaging materials and package the transponders and sales kits. In this latter case, the Contractor shall be responsible to maintain an adequate inventory of retail packaging items. | Given that the retail packaging has not been designed/developed, it will be very difficult for bidders to estimate the cost. However, item "b" appears to indicate that the Contractor is responsible for acquisition of the packaging. Will NCTA please stipulate whether the Contractor is required to include the purchase of retail packaging in its bid price, or if the item will be provided by others, or purchased by Contractor with reimbursement being a pass-through item. | Packaging for retail tag kits will be reimbursed as a pass through item. |
| 79 | III.7 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.5.6 Retail packaging | NCTA does not currently offer retail transponder sales. Should NCTA implement this retail transponder sales program, Contractor shall either a) keep pre-packaged transponders in inventory until distributed to retail partners Or b) acquire the retail packaging materials and package the transponders and sales kits. In this latter case, the Contractor shall be responsible to maintain an adequate inventory of retail packaging items | Would NCTA please provide an estimated timeline for implementing this service? | It is not anticipated that this service will be implemented until another project is opened that is not in this general location. Please see the project information on the NCTA website for project schedules. |
| 80 | III.8 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.6 Video Image Review Operations | Image entry is currently a double entry function utilizing an ROI (region of interest) and front and rear images to determine license plate information. | With regard to image review, could NCTA define the meaning of "double entry" and provide information on the related image review process ? For example, does "double entry" refer to a primary, then secondary review by two different operators or is it only applicable for the rejected images ? | Double entry is the same reviewer entering the information twice. If the two entries match it is processed. If they do not match they will make additional entries until the last two match. |
| 81 | III.8 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.6 Video Image Review Operations | Image entry is currently a double entry function utilizing an ROI (region of interest) and front and rear images to determine license plate information. | How many images do the image review agents have access to? Are the images in color or black & white? Would NCTA allow access to the existing transaction management logic during this bid process? | For each transaction there is one front and rear image and one ROI. The images are in color. Please clarify what is meant by "transaction management logic" in the next round of questions. |
| 82 | III.8 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.6 Video Image Review Operations | Monitoring of image batches through BOS reports to assure images are flowing through the system properly in a timely manner. | Will NCTA please provide sample BOS reports that the contractor can use in meeting this requirement? | Actual BOS reports are proprietary and cannot be given out as part of this RFP. However, there are BOS reports containing information necessary to complete this function. |
| 83 | III.8 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.6 Video Image Review Operations | Provide monthly image review reports that include at a minimum: Total images reviewed both manual and system processed; Total rejects with percentages. | Will NCTA please provide sample BOS reports that the contractor can use in meeting this requirement? | Actual BOS reports are proprietary and cannot be given out as part of this RFP. However, there are BOS reports containing information necessary to complete this function. |

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| 84 | III.8 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.7.1 Invoice Quality Control | The current invoicing system has an online QC tool from the mail house that allows invoices to be QC'd before being printed.[...]. The current QC sample is fifteen percent (15%) | Could NCTA elaborate on what is the base 100% and indicate the typical volumes of invoices and statement for : - Local printing -Printing at the mail-house - Invoices posted via Email | Appendix D provides data on outgoing mail (local printing). All invoices are printed and mailed at the mail house. Invoices cannot be emailed. Per NC law, all invoices must be sent first class mail. 2013 monthly invoice volumes are as follows: Jan 105,364 / Feb 105,362 / Mar 78,201 thru 25th |
| 85 | III.8 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.7.2 Toll Dispute Process /Informal Review | Customers have thirty (30) days from the date of the invoice to dispute a toll. All disputes must be submitted in writing. The Contractor is responsible for investigating all disputes and resolving them appropriately. Upon receipt of the dispute, the account is credited the amount of the disputed tolls until the Contractor can thoroughly review the account and images. After completion of informal review, a letter is generated through the BOS and sent to the customer informing them of the determination. If the dispute is denied the account is immediately debited for the proper toll amount. | This section discusses the first level dispute requirements however there is no mention of an appeal process beyond the CSC. 1. Are there any other levels of dispute that the Contractor must support? 2. If additional appeal avenues exist, please identify the process and define the requirement placed on the Contractor | Refer to Appendix E-Toll Business Policies. Policy 4.7 Request for Informal Review process and Policy 4.8 Administrative Hearing & Judicial Review. |
| 86 | III.8 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.7.2 Toll Dispute Process/ Informal Review | Upon receipt of the dispute, the account is credited the amount of the disputed tolls until the Contractor can thoroughly review the account and images. After completion of informal review, a letter is generated through the BOS and sent to the customer informing them of the determination. If the dispute is denied the account is immediately debited for the proper toll amount. | If the dispute is reviewed then accepted, could NCTA confirm that the BOS application provide automated functions to bring up to date the account balance, trip list, next invoice , to take into account the adjustment or reversal of each and every transaction subject to the disputes ? | Yes, the BOS provides a dispute adjustment functionality to bring the account up to date. |
| 87 | III.9 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.8.1 Functions | NCTA is currently interoperable with E-ZPass® Group agencies. The Contractor shall manage the reciprocity and settlement process as defined by E-ZPass® Group for current E-ZPass® Group agencies and those accepted into the program in the future. | Could NCTA provide information related to current volumes of toll transactions performed on NCT with transponders issued by E-ZPass Group agencies ? | Percent of transactions for away agencies is as follows: Jan 2013 = 5.2% Feb 2013 = 6.2% Mar 2013 = 6.9% |
| 88 | III.9 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE | 2.8.1 Functions | The Contractor shall manage reciprocity and settlement process as defined by E-Zpass Group.... | Would NCTA please provide more details about the settlement process which is being used at present? | NCTA follows reciprocity policies and procedure established by E-ZPass Group. These policies and procedures can be viewed through the E-ZPass Group website. |
| 89 | III.9 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.8.1 Functions | NCTA anticipates being interoperable with Florida in the summer of 2013 using procedures similar to current interoperability/reciprocity processes. The Contractor is required to participate in any interoperability/reciprocity testing with Florida and any other future states/programs, and all interoperability/reciprocity processes as defined above. | Does NCTA anticipate that additional contractor staff will be required for each additional "future" interoperable set of processes added? | NCTA does not anticipate that additional staff will be necessary to manage the FL reciprocity. FL and NC will be using the E-ZPass specifications and business rules. FL will just be added as another agency on the IAG Reports and will be part of the normal reciprocity reconciliation. As other agencies are added staffing levels will have to be addressed at that time. |

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| 90 | III.9 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.8.1 Functions | NCTA anticipates being interoperable with Florida in the summer of 2013.... | Would NCTA please provide more information about the Interoperability /reciprocity process with Florida? | FL and NC will be using the E-ZPass specifications and business rules. FL will just be added as another agency on the IAG Reports and will be part of the normal reciprocity reconciliation. |
| 91 | III.9 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.8.1 Functions | The Contractor is required to participate in any interoperability/reciprocity testing with Florida | Would NCTA please clarify the expected duration of this testing? | The current schedule has reciprocity testing for a duration of 30 days. |
| 92 | III.9 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.9.1 General | In most cases, payments will be automatic and the Contractor's function shall be to ensure this automated system works as designed for as many transactions as possible. | Would NCTA please clarify the nature of this automated system requirement? | Automated in this section is referring to payment via credit card either through automated replenishment or one time payments over the Web or IVR without CSR intervention. |
| 93 | III.9 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.9.1 General | ... Contractor's function shall be to ensure that this automated system works as designed for as many transactions possible. | Will NCTA please provide further detail and clarification as to the Contractor's specific responsibilities regarding this requirement? | Contractor is responsible for monitoring the system and system reports to assure the automated processes are performing as required. This includes daily financial reconciliations and trend reporting. |
| 94 | III.9 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.9.2 Armored Car Services | It is the option of the Contractor whether or not to use an armored car service. | Would the selection of an armored car service provider require prior approval from NCTA? | No since this is NOT a pass through expense. |
| 95 | III.9 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.9.3 Inbound Payment Processing & Toll Deposit Account | For all check payments received the Contractor is responsible for processing through the NCTA remote check imaging system. | Would NCTA please clarify if this remote check imaging system interfaces with the existing CRM application and other banking system applications (if applicable), and if so, how. | The check imaging system is separate from the BOS and interfaces directly with Wells Fargo for check deposits. |
| 96 | III.9 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.9.3 Inbound Payment Processing & Toll Deposit Account | For all check payments received the Contractor is responsible for processing through the NCTA remote check imaging system. | Would NCTA confirm if foreign check payments (including travelers checks) are accepted as valid account payments? If so, would NCTA please clarify if this remote check imaging system also covers such foreign check payments? | NCTA does accept both foreign check payments and travelers checks as valid payments for accounts. Any foreign payments must be deposited at the bank directly. |
| 97 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.9.7 Reports | General | Will NCTA please provide the required frequency of each report described here? | Financial reporting and reconciliation is to be performed daily. |
| 98 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.9.7 Reports | Accounting and Reconciliation Reports shall include at a minimum | What reports are currently available from the existing system to support the reconciliations required? | The BOS provides detailed daily reports for CSR close outs, payment and adjustment detailed and summary reports, interoperability reconciliation reports, billing summary and aging reports. |

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| 99 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.9.7 Reports | Accounting and Reconciliation Reports shall include at a minimum: | Would NCTA please clarify the specific application currently used for all reporting and reconciliation activities and requirements, and which other systems such application is interfacing with? | The BOS provides detailed daily reports for CSR close outs, payment and adjustment detailed and summary reports, interoperability reconciliation reports, billing summary and aging reports. It is up to the Contractor which application to use for internal reporting and summarizations and analysis outside of the BOS. |
| 100 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.9.7 Reports | "Accounting and Reconciliation Reports shall include at a minimum: (List a. through h.)" | How much of the reporting information required in this section is provided through automated system reports and how much is required to be manually prepared from data extracted from the system and other sources? | The daily detailed and summary reports are provided through the BOS. The Contractor will be responsible for utilizing these reports for analysis and trending in whatever format preferred. |
| 101 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.9.7 Reports | Accounting and Reconciliation Reports shall include at a minimum: Items a.-h. | To satisfy the Accounting and Reconciliation reporting requirements the contractor needs to understand the system reporting capabilities and which reports will be provided to the contractor from the system. 1. Will NCTA please provide samples of all available systems reports? 2. Will the contractor have access to a report writing utility that will allow contractor to query the database for the purpose of adhoc reporting? | 1. Actual reports are proprietary and will not be given out as part of this procurement. 2. Yes, the BOS provides a reporting database with a Crystal Reports front end that can be accessed by the Contractor. |
| 102 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.9.7 Reports | e. Recommended Funds transfers, deposits, and withdrawals | Will NCTA please provide further detail and clarification as to the Contractor's specific responsibilities regarding this requirement? | This section has been amended as part of Addendum 3 to delete these requirements as these functions are performed by NCDOT accounting. |
| 103 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.10 Hot-List Notification to NCTA & Law Enforcement Officials | The Contractor shall support immediate notification of hot-list vehicles received from NCTA and/or law enforcement officials in accordance with approved business policies and procedures. | Would NCTA please clarify how the hot-list notification is currently implemented? What is the application specifically used at present to carry out this service? | Hot List Alerts are managed through the BOS and RTCS. The alerts are entered through the BOS by selecting the Hot List tab and using a drop down menu to select the alert type and then entered the plate number. Once the alert is created the RTCS is accessed and alert is selected and the email distribution list is typed into the system. Alerts can be entered by authorized Operations Contractor, NCTA, BOS and RTCS personnel. |
| 104 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.10 Hot-List Notification to NCTA & Law Enforcement Officials | The Contractor shall support immediate notification of hot-list vehicles received from NCTA and/or law enforcement officials in accordance with approved business policies and procedures. Hot-list vehicles may include amber alerts, silver alerts, habitual violators or other vehicles identified by law enforcement. It will be the Contractor's responsibility to follow HOT list procedures including entering the appropriate license plate(s) and email distribution into the BOS and Roadside Toll Collection Systems (RTCS). | Does the existing system currently support automated hot list notification? | Yes |

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| 105 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.11 Document Control | The Contractor is responsible for full compliance with Payment Card Industry (PCI) standards on all operational functions outside the BOS such as data privacy and information security. | Could NCTA indicate who is paying the costs of the PCI external audits and testing undertaken by QSA (Qualified Security Auditor) and where applicable ASV (Approved Scanning Vendor) ? | System audits are paid as part of the BOS contract. Operational audits are paid by the Contractor as indicated in Section IV 1.1. |
| 106 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.11 Document Control | The Contractor is responsible for full compliance with Payment Card Industry (PCI) standards on all operational functions outside the BOS such as data privacy and information security. | Could NCTA indicate what is the current certification level achieved for the project, i.e. level ranging from Level 1 to Level 4 with regard to PCI-DSS standards ? | NCTA does not have a certified PCI level at this time. Credit card volumes will be provided in Response to Questions Round 2. |
| 107 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.11.1 General | General | 1. Will the Contractor have access to the NCTA Document Control database, i.e. Constructware? 2. If so, will electronic storage on Constructware satisfy the requirement for secure storage of electronic information deemed confidential, and for shared access to other documents such as SOP's (understanding that hard copies of the information would need to be secured via other means)? | 1. Yes 2. Constructware is only utilized for contractual submittals and not document retention. |
| 108 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.11.1 General | All project documents (e.g. SOPs, training plan, customer information, tag kits, etc.) shall be updated within thirty (30) days of any and all changes to operations are implemented. | Will NCTA please describe the document submittal and approval process that will be followed as part of this requirement? | Section III 2.11.1 has been modified to include the following language as part of Addendum 3. "Contractor shall submit electronically a redline of proposed changes to NCTA within 30 calendar days or sooner of the operational change. NCTA will respond back to Contractor within one week. Contractor will have one week from receipt of comments to finalize document(s)." |
| 109 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.11.1 General | All project documents (e.g. SOPs, training plan, customer information, tag kits, etc.) shall be updated within thirty (30) days of any and all changes to operations are implemented. | Will NCTA please change this to quarterly document updates to allow for a more reasonable timeframe to ensure the appropriate level of quality reviews and to minimize cost of reprinting and redistribution? | The 30 calendar day requirement will not be changed. Up to date documentation is critical for accurate operations. |
| 110 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.11.3 Data Storage | Contractor shall be responsible for securely transporting transaction tapes and any other data/information as required by NCTA to and from the STOC or any other location designated by and on a schedule established by NCTA. | 1. What is the expected or required frequency of the transfers? 2. As stated, the requirement allows the NCTA to direct the contractor to transport items without providing limits with respect to distance or frequency. This will make pricing this effort very difficult. Will NCTA please provide reasonable limits on the distance the contractor is required to transport items? | 1. Twice a week 2.Current distance is within a 10 mile radius |
| 111 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.11.3 Data Storage | "Contractor shall be responsible for securely transporting transaction tapes and any other data/information as required by NCTA to and from the STOC and any other location designated by and on a schedule established by NCTA." | What is the current frequency and mileage associated with this obligation? Does NCTA provide a vehicle for this work or is the contractor required to furnish the vehicle? | Frequency-Twice a week Distance-Current distance is within a 10 mile radius 3. NCTA does not provide a vehicle. |

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| 112 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.11.4 Document Storage | Paper documents shall be annually archived for three (3) years and then destroyed. | Would NCTA please confirm if 'paper documents' pertain to customer-related documentation, and do not cover financial records, audit reports, forms, or other internally generated documentation? | Yes |
| 113 | III.10 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.11.4 Document Storage | Paper documents shall be annually archived for three (3) years and then destroyed. | Will NCTA please clarify who is responsible for the cost to destroy aged documents? | Contractor is responsible for destroying aged documents. |
| 114 | | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.12 Reporting | The Contractor is responsible for all program reporting including CSC operations, phone statistics, invoicing, receivables, collections and other reports requested by NCTA. Some reports are directly generated by the BOS while others may need to be generated outside the system. | <p>Could NCTA indicate what are the production or replication data-warehouse databases, data extraction tools which are in place for the purpose of generating the reports e.g. :</p> <ul style="list-style-type: none"> - SQL client; - Report builder; - and so on; <p>More generally what are the possible interface gateways with the BOS, data-format in place for the purpose of statistical analysis and elaboration of reports generated outside the BOS ?</p> | All BOS reports may be run in PDF, Excel or data only formats. In addition, the BOS has a reporting database which may be utilized by the Contractor with a Crystal Reports front end. |
| 115 | III.11 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.12 Reporting | The Contractor is responsible for all program reporting including CSC operations, phone statistics, invoicing, receivables, collections and other reports requested by NCTA. Some reports are directly generated by the BOS while others may need to be generated outside the system. | <p>1. Will NCTA please clarify whether Contractor will have the ability to access and use Crystal Reports to draw data from the system and create ad hoc reports?</p> <p>2. Will NCTA please provide a comprehensive list of the available system reports and samples of each?</p> <p>3. Can NCTA please provide a list of the required reports that must be generated outside the system?</p> | 1. Contractor will have access to BOS reports and has the ability to use Crystal Reports for ad hoc reporting. 2. Section III.2.12 has been modified as part of Addendum 3 to include a list of BOS reports. Samples are not available as the BOS reports are proprietary. 3. Section III.2.12 in RFP provides a list of weekly and month reports that are not generated by the BOS, but are required to be generated by this Contractor through their own resources. |
| 116 | III.11 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.12 Reporting | The Contractor is responsible for all program reporting including CSC operations, phone statistics, invoicing, receivables, collections and other reports requested by NCTA. Some reports are directly generated by the BOS while others may need to be generated outside the system. The following weekly and monthly reports, which are not generated by the BOS, represent a minimum sample of what is expected. Additional reports maybe required by NCTA throughout the Contract period. All reports created and/or used by the Contractor for this project are the property of NCTA. This includes all data and report formats. | What is the expected reporting format (or system) - Microsoft Word, Microsoft Excel, Crystal Reports? | Reporting format may vary based on report type. Format will be developed in conjunction with NCTA. |

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| 117 | III.11 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.12 Reporting | The Contractor is responsible for all program reporting include CSC operations, phone statistics, invoicing ... | Would NCTA please clarify the specific application currently used for all reporting and reconciliation activities and requirements, and which other systems such application is interfacing with? Is this specific reporting application capable of producing customized reports on demand? | All BOS reports may be run in PDF, Excel or data only formats. In addition, the BOS has a reporting database which may be utilized by the Contractor with a Crystal Reports front end. It is the Contractor's decision which application to use for all other reporting outside of the system. Currently Excel is the application used. |
| 118 | III.11 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.12 Reporting | The Contractor is responsible for all program reporting include CSC operations, phone statistics, invoicing ... | Does NCTA currently have any on-demand reporting through VPN? | No |
| 119 | III.11 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 2.13 Quality Control | The Contractor shall take following measures to set appropriate quality control standards. | In addition to the PCI-DSS standard, what other certified measures are currently in place? | The Contractor is responsible developing the standards for the QC program and presenting to NCTA for review and approval. |
| 120 | III.16 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 5. CONTRACTOR EQUIPMENT, HARDWARE & SOFTWARE | The NCTA shall provide all equipment and software as related to the BOS. In addition, there is a wireless network available to the Contractor at the CSC which is independent from the BOS for security purposes. The Contractor is responsible for providing all hardware, software and/or any other equipment outside the BOS for the Contractor's internal or program use purposes. This includes, but is not limited to, supervisor and management computers, internal software programs, third party programs such as MS Office, internal company email applications, any types of shared drives or repositories, etc. The BOS equipment and network shall not be used for these purposes. | Is a network diagram available? Are there assigned IP address ranges for this additional equipment? Is it anticipated that staff will require two computers to perform their functions - one to access BOS, and one to perform analysis and reporting, etc. | A network diagram will not be provided as part of this procurement. The separate Café Network is DHCP based. There are currently 9 BOS workstations that also have Microsoft Office on them for reporting and analysis purposes. However, no BOS workstations may have email capabilities. |
| 121 | III.16 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 5. CONTRACTOR EQUIPMENT, HARDWARE & SOFTWARE | ... The Contractor is responsible for providing all hardware, software and/or any other equipment outside the BOS for the Contractor's internal or program use purposes. ... | <p>1. Will the NCTA provide NCTA personnel with their own office equipment (copiers, faxes, etc.) and office supplies (paper, toner, pens, etc.)?</p> <p>2. If not, does the successful Contractor need to supply these items and include in their price proposal or will it be considered a pass-through expense?</p> | NCTA utilizes resources from the CSC. Contractor will supply these items and include them in the price proposal. Currently this amount is averaging \$800 per month. |

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| 122 | III.16 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 5. CONTRACTOR EQUIPMENT, HARDWARE & SOFTWARE | The Contractor is responsible for providing all hardware, software and/or any other equipment outside the BOS for the Contractor's internal or program use purposes. This includes, but is not limited to, supervisor and management computers, internal software programs, third party programs such as MS Office, internal company email applications, any types of shared drives or repositories, etc. The BOS equipment and network shall not be used for these purposes. | Could NCTA confirm that the following equipment is part of the BOS, and therefore not provided by the Contractor : - phone system; - local area network and broadband Internet; - all PC based workstations for account management and image review application, excepted those defined as management computers; - printers for invoices, welcome letters and other correspondence issued at CSC level ; - printers for the production of reports; scanning machines; -fax machines | All equipment listed with the exception of fax machines are provided by BOS contractor. |
| 123 | III.18 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 5. CONTRACTOR EQUIPMENT, HARDWARE & SOFTWARE | The NCTA shall provide all equipment and software as related to the BOS. | Does this include the software management system for customer records/account management? | Yes |
| 124 | III.18 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 5. CONTRACTOR EQUIPMENT, HARDWARE & SOFTWARE | This includes, but is not limited to, supervisor and management computers, internal software programs, third party programs, The BOS equipment and network shall not be used for these purposes. | Does that mean that a CSC team supervisor cannot access the BOS from a workstation not provided by BCTA or the BOS contractor ? | Yes |
| 125 | III.18 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 5. CONTRACTOR EQUIPMENT, HARDWARE & SOFTWARE | Contractor Equipment, Hardware & Software | How are Contractor management and non-operational staff able to consult operations data if they are not on the same network ? | Contractor has access to all operations data. |
| 126 | III.18 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 5. CONTRACTOR EQUIPMENT, HARDWARE & SOFTWARE | Contractor Equipment, Hardware & Software | Would NCTA please provide details on current IT infrastructure (LAN, HW, SW, ...) for the BOS, Phone System and any other operations-related system (including the provider of each sub-system) | NCTA will not provide details on the IT structure for the BOS or any sub-system. |
| 127 | III.18 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 5. CONTRACTOR EQUIPMENT, HARDWARE & SOFTWARE | Contractor Equipment, Hardware & Software | Is there a possibility to integrate additional tools in the CSC - BOS infrastructure so that a CSR may access these tools while performance CSR duties (call handling, account maintenance ?) | Any proposed "tools" would have to be analyzed by the BOS contractor for potential impact to the BOS and system security. |
| 128 | III.18 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 5. CONTRACTOR EQUIPMENT, HARDWARE & SOFTWARE | Contractor Equipment, Hardware & Software | Is it possible to get the actual specifications of the BOS, TMC and Ferry booking systems ? | No these are proprietary systems |

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| 129 | III.18 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 5. CONTRACTOR EQUIPMENT, HARDWARE & SOFTWARE | Contractor Equipment, Hardware & Software | What is the current number of workstations allocated to CSR work? | 45 CSR workstations |
| 130 | III.17 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 7.6.2 Human Resource Plan | 1. HR Policies 2. Security Policies/Procedures 3. Job Descriptions, full-time and part-time 4. Employment Hiring/Performance Review/Disciplinary Policy/Termination 5. Employee Training 6. Employee Retention | 1. Are there any minimum requirements for benefits, wages, vacation time, holiday pay, employee incentives and bonuses for CSC and Ferry Operations Personnel? 2. Are there any minimum education requirements, such as a high school diploma or GED for personnel? | There are no specific minimum requirements. However, it is the expectation of NCTA that the Contractor will provide an adequate package and incentives for all staff to minimize turnover. |
| 131 | III.17 & 18 | III. SCOPE OF WORK - TOLL CUSTOMER SERVICE OPERATIONS | 7.6.2 Human Resource Plan and 7.6.6 Quality Control Plan | These sections indicate that the Human Resource Plan and the Quality Control Plan must be submitted within 60 days of NTP. | Based on the schedule provided in the RFP the Transition period is 60 days which would allow the assumption of operations to occur prior to submittal and approval of these plans. Will NCTA either change the timing of submittal requirements or consider a longer transition period so that all required plans are submitted, reviewed, and approved prior to taking over the operations? | Section III.7.6.2 has been modified through Addendum 3 to reflect thirty (30) and NOT sixty (60) days to coincide with the SOP and Training Manual Updates. |

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| 132A | III.14 | III. SCOPE OF WORK - FERRY PHONE RESERVATION OPERATIONS | 4.1 Hours of Operation | <p>Hours of Operations</p> <p>Pricing is based on a fee per call.</p> <p><i>This question exceeded the allowable number of characters per cell. Therefore, the question has been split into two cells. Use caution when cutting and pasting.</i></p> | <p>The Contractor's compensation for Ferry Operations is based upon a fee for each call handled. This is very difficult for a Contractor to price for numerous reasons. For example, during hours of operation when the Toll CSC is open, CSRs can be shared between the two operations. However, there are nearly 40 hours per week when the Tolls CSC is closed as well as numerous holidays. During these hours Ferry specific personnel including supervision will be required to work. To complicate matters further, there are massive seasonal swings in the volume of ferry reservation calls. The high seasonal swing requires significantly more personnel during those hours the tolls CSC is closed. Without a full understanding of those swings, bidders may unknowingly underprice the required effort to support them.</p> | <p>Ferry call volumes and hours have been provided to determine pricing. It is expected that the bidders will compare the Toll and Ferry schedules to determine where staff may be overlapped and price accordingly. The pricing sheets provide scales to accommodate changes in call volumes.</p> |
| 132B | | III. SCOPE OF WORK - FERRY PHONE RESERVATION OPERATIONS | 4.1 Hours of Operation | <p><i>Question continued:</i></p> <p><i>This question exceeded the allowable number of characters per cell. Therefore, the question has been split into two cells. Use caution when cutting and pasting.</i></p> | <p>In consideration of the factors described above, will NCTA consider an alternate pricing methodology for this particular scope, i.e. lump sum, hourly labor unit rate for hours when the CSC is closed, or variable depending on whether toll CSC is open or not and whether it is off season or peak season?</p> | <p>There will be no changes to the pricing structure.</p> |
| 133 | III.14 Price Forms | III. SCOPE OF WORK - FERRY PHONE RESERVATION OPERATIONS | 4.2 Phone Reservations | <p>6. Reschedule customer reservations if a ferry will not operate in accordance with the advertised schedule. This service will require CSRs to make outbound calls to reschedule reservations. In special circumstances the Contractor may be required to reschedule ferry reservations not only during normal reservation center operating hours but also outside normal business hours.</p> | <p>1. Will NCTA please clarify if the contractor will be compensated for outbound calls? 2. Will NCTA please provide the basis of compensation?</p> | <p>1. Call volumes will include inbound and outbound calls. 2. Refer to price sheets for Ferry Reservations for compensation.</p> |
| 134 | III.14 | III. SCOPE OF WORK - FERRY PHONE RESERVATION OPERATIONS | 4.2 Phone Reservations | <p>6. Reschedule customer reservations if a ferry will not operate in accordance with the advertised schedule. This service will require CSRs to make outbound calls to reschedule reservations. In special circumstances the Contractor may be required to reschedule ferry reservations not only during normal reservation center operating hours but also outside normal business hours.</p> | <p>Please provide the annual frequency of all such calls for the last three years.</p> | <p>Data not available</p> |

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| 135 | III.14 | III. SCOPE OF WORK - FERRY PHONE RESERVATION OPERATIONS | 4.2; Phone Reservations | 6. Reschedule customer reservations if a ferry will not operate in accordance with the advertised schedule. This service will require CSRs to make outbound calls to reschedule reservations. In special circumstances the Contractor may be required to reschedule ferry reservations not only during normal reservation center operating hours but also outside normal business hours. | Please provide the annual frequency of such calls outside normal business hours for the last three years. | Data not available |
| 136 | III.14 | III. SCOPE OF WORK - FERRY PHONE RESERVATION OPERATIONS | 4.2 Phone Reservations | 6. Reschedule customer reservations if a ferry will not operate in accordance with the advertised schedule. This service will require CSRs to make outbound calls to reschedule reservations. In special circumstances the Contractor may be required to reschedule ferry reservations not only during normal reservation center operating hours but also outside normal business hours. | Please provide the average call volume per occurrence of this type of event. | Data not available |
| 137 | III.16 | III. SCOPE OF WORK - FERRY PHONE RESERVATION OPERATIONS | 4.2 Phone Reservations | 6. Reschedule customer reservations if a ferry will not operated in accordance with the advertised schedules. | Could NCTA provide the historical data on occurrence ? Is the rescheduling automated? | No occurrence data is available at this time. Rescheduling is currently not automated and there are no plans at this time for automation. |

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| 138 | III.12 | III. SCOPE OF WORK - TRAFFIC MANAGEMENT CENTER | 3. SCOPE OF WORK-TRAFFIC MANAGEMENT CENTER | General | Area additional meeting required with public safety agencies for TMC or is it only a weekly ops meeting as stated in 7.2 Meetings? | Additional meetings with public safety agencies for TMC staff is not required. Only weekly OPS meetings with NCTA staff and other contractors, such as the ITS equipment maintenance contractor, is required. |
| 139 | III.12 | III. SCOPE OF WORK - TRAFFIC MANAGEMENT CENTER | 3. SCOPE OF WORK-TRAFFIC MANAGEMENT CENTER | General | Is CCTV video stored? Will it need to be reproduced or viewed after events/incidents for any reason? Who does this for NCDOT? | NCTA has the ability to store CCTV pictures and video (up to four inputs at one time). Video is stored on an as requested basis only and is used for training purposes only. It will be retrieved or reviewed as requested by the TMC operation staff, but will typically be retrieved after events/incidents. STOC staff performs this work for the rest of the state under a separate contract. |
| 140 | III.12 | III. SCOPE OF WORK - TRAFFIC MANAGEMENT CENTER | 3.1.1 Current Operations | "Dispatch and document activities of the IMAP, maintenance, highway patrol and other agencies" | Is there a current tracking system? What is used currently to track? | IMAP dispatch is tracked in the NCDOT IMAP Incident Report central database. Most information is manually tracked by summarizing operator shift summary reports on a monthly basis. |
| 141 | III.12 | III. SCOPE OF WORK - TRAFFIC MANAGEMENT CENTER | 3.1.1 Current Operations | Dispatch and document Intelligent Transportation System (ITS) maintenance activities of the roadside contractor | Is there a current tracking system? What is used currently to track? | The current tracking system is provided by the ITS maintenance contractor, Xerox, and can be used for documentation of ITS maintenance activities. |
| 142 | III.12 | III. SCOPE OF WORK - TRAFFIC MANAGEMENT CENTER | 3.1.1 Current Operations | Input appropriate data into the 511/Traveler Information Management System (TIMS) database, and other traveler information systems | How is this implemented? Who is the current NC 511 provider? Will they train or is this sufficiently covered in the Ops procedures? | TMC Operator input of data into 511/TIMS database and other traveler information systems will be trained by current staff during the transition phase. Current 511 contract is provided by Atkins under a separate contact. Training is covered under Ops procedures. Additional training is available by NCTA staff if requested. |
| 143 | III.12 | III. SCOPE OF WORK - TRAFFIC MANAGEMENT CENTER | 3.1.1 Current Operations | The Contractor shall Monitor and coordinate toll, ITS, roadway and facility maintenance. Verify proper working condition of ITS devices and roadway toll collection system equipment | <p>Could NTCA confirm that roadway and facility maintenance are performed by third parties, and therefore that the Contractor only provides coordination and overall monitoring from the TMC ?</p> <p>Could NTCA confirm that the contractor is not required to attend, inspect nor witness the ITS equipment and roadway maintenance works ?</p> <p>Could NTCA elaborate on the roadway and facility maintenance coordination works expected to be performed the Contractor ?</p> | NCTA confirms that roadway and facility maintenance is performed by third parties and the TMC operations staff only provides coordination and overall monitoring from the TMC. The TMC staff is only required to test ITS and Toll system equipment to verify that it is in working condition or that the third party maintenance contractor has performed appropriate repairs to put equipment back into proper working condition. The TMC staff is only required to visually verify that roadway maintenance work has been performed or verify through coordination with NCTA, IMAP or Highway Patrol contracted staff. The TMC operations is only required to notify appropriate maintenance personnel of maintenance issues and verify through equipment status checks and visual inspection and coordination from the TMC on roadway maintenance issues. |

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| 144 | III.12 | III. SCOPE OF WORK - TRAFFIC MANAGEMENT CENTER | 3.1.1 Current Operations | Verify proper working condition of ITS devices and roadway toll collection system equipment | Along with the ATMS and roadway monitoring, TMC operators are to monitor roadway system equipment status as well? Who is alerted if issues arise? Is this tracked by TMC or roadway system contractor? | TMC Operators are required to monitor roadway system equipment. TMC Operators are to alert the equipment maintenance contractor via the provided maintenance database, via email and/or via phone communication as provided in standard operating procedures. Issues are tracked in the provided system maintenance database provided by the maintenance contractor. |
| 145 | III.12 | III. SCOPE OF WORK - TRAFFIC MANAGEMENT CENTER | 3.2.1 Current Staffing | Currently the TMC has six (6) full time employees (FTE) and one (1) part-time operator totaling 6.2 operators | Please provide current staffing schedule for the 6.2 FTEs. This staffing includes the operation manager and supervisor? | Current Operation days/times is as follows: Monday thru Friday: First Shift = 6am to 2pm, Second Shift = 2pm to 10pm, 3rd shift = 10pm to 6am. Saturday and Sunday: First Shift = 6am to 6pm, Second Shift = 6pm to 6am. This staffing includes 2 full time shift supervisors, 4 full time operators and 1 part time operator who covers one 8 hour shift and fills in on an as needed basis. |
| 146 | III.12 | III. SCOPE OF WORK - TRAFFIC MANAGEMENT CENTER | 3.1 TMC Responsibilities | "TMC Responsibilities" | The detailed list of TMC responsibilities in Section 3.1 does not include video toll license plate image processing which is referenced in other sections, including Section 1.5 on Page IV.3: "Since the NCTA TMC also performs image review on a regular basis and those operators are paid for on an hourly basis, any image review that the TMC operators perform will be deducted from the total monthly images reviewed and will not be charged the per transaction rate defined in the pricing table." What is NCTA's expectation regarding license plate images processing in the TMC and how many were processed by the TMC in total and on average by TMC operator during the last three most recent months? | Current operations is approximately 1200 image reviews a day. The expectation is that a minimum of 600 images should be reviewed each day. March 39203 (1265/day), February 33457 (1195/day), January (not currently available). |
| 147 | III.13 | III. SCOPE OF WORK - TRAFFIC MANAGEMENT CENTER | 3.4 Quality Control | Section heading appears but there is no written requirement | Will NCTA please confirm that this section was intended to be blank? | Section III.3.4 has been modified through Addendum 3 to include the following language prior to Section 3.4.1. The Contractor is responsible for establishing QC through a formal QC plan that shall be developed and approved by NCTA. QC shall be completed and monthly QC reports submitted to NCTA. " |
| 148 | III.13 | III. SCOPE OF WORK - TRAFFIC MANAGEMENT CENTER | 3.4.1 Current Operations | "industry leading standards" | Section VII- Contract terms and Conditions, section 3.1.6 - Contractors Representation defines the standard of care to be warranted by the contractor. Will NCTA please delete "industry leading standards" from Section III, 3.4.1 and replace the requirement with the warranted standard of care defined in SECTION VII Contract terms and Conditions 3.1.6 so that a uniform standard of care is required for the services being provided? | No change to RFP |
| 149 | III.13 | III. SCOPE OF WORK - TRAFFIC MANAGEMENT CENTER | 3.4.1 Current Operations | The Contractor Shall [...]. Perform CCTV camera scan tours of the facility every thirty (30) minutes to monitor for incidents. | Could NCTA indicate the total amount of cameras and confirm that the CCTV camera scan is solely performed from the TMC building (without going to the field) ? | There are 19 CCTV cameras on the Triangle Expressway project. The CCTV camera scan is solely performed from the TMC building without going to the field. |

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| 150 | III.13 | III. SCOPE OF WORK - TRAFFIC MANAGEMENT CENTER | 3.4.1 Current Operations | The Contractor Shall [...]. Provide MVD manual review counts at seventy-four (74) locations to verify proper operations on a monthly basis. | <p>Could NTCA indicate if some field operations are expected to be performed by the Contractor (e.g. manual counts from the live traffic) or if this review is solely based upon the counts ?</p> <p>If traffic counts are performed to be performed on the field, what are the durations of those manual counts ?</p> | Field counts of MVDs are not required by the TMC operations staff. TMC staff is to either monitor and count live traffic from the TMC or is allowed to record CCTV video and manually count at a later time, again from the TMC. |
| 151 | III.13 | III. SCOPE OF WORK - TRAFFIC MANAGEMENT CENTER | 3.4.1 Current Operations | 7. Perform ITS (MVD, CCTV, DMS, Roadway Weather Information System (RWIS), Activu Monitor Wall, 800 mHz Radio, etc...) system status checks at the beginning of each shift and dispatch issues to maintenance personnel as needed. | Could NTCA confirm than no routine inspection on the field, nor on-road status check at the level of the field equipment is expected from the Contractor, as those verifications will use the central equipment of the TMC ? | TMC staff is only required to perform routine inspection of equipment from the TMC. No field inspections are required. TMC staff will utilize central equipment located at the TMC to perform equipment inspections. |

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| 152 | IV.2 | SECTION IV PRICE | Introduction | ...The NCTA is exempt from Sales Taxes. | Will the Contractor be able to rely upon NCTA tax exemption status for any purchases made by the Contractor as part of this Contract? | No |
| 153 | IV.2 | SECTION IV PRICE | 1.1 Mobilization and Annual Requirements | Project Start-Up/Transition Period - Includes all costs from NTP to go-live. These include but are not limited to: <ul style="list-style-type: none"> • Key personnel relocation • Recruiting • Orientation • Training (Includes BOS training) • Start up materials • Transition costs • Uniforms (Where applicable) | Are uniforms required for all employees or just those customer facing employees in the Storefront? The RFP does not specify uniform type is this selection up to the Contractor to make recommendations? | Those positions that have direct face-to-face contact with customers will be required to wear uniforms. Contractor may select type of uniform subject to NCTA approval. |
| 154 | IV.2 | SECTION IV PRICE | 1.1 Mobilization and Annual Requirements | Uniforms (Where applicable) | Where will uniforms be needed? | Those positions that have direct face-to-face contact with customers will be required to wear uniforms. Contractor may select type of uniform subject to NCTA approval. |
| 155 | IV.3 | SECTION IV PRICE | 1.4 Account Management | "Example: If there are 90,000 active accounts the price is equal to IV.A.1 + IV.A.2." | What does the reference to 'IV.A.1 + IV.A.2' mean? | Addendum 3 will modify language to read: Price Sheet for Toll Operations Base Years: Management for A. ETC/Registered Video Accounts 1. fixed fee for 0-75,000 accounts. IV.A.2=IV.Account Management for A. ETC/Registered Video Accounts 2. fixed fee for 75,001-100,000 accounts. Example Refer to IV.A.1 =IV.Account Management for A. ETC/Registered Video Accounts 1. fixed fee for 0-75,000 accounts. IV.A.2=IV.Account Management for A. ETC/Registered Video Accounts 2. fixed fee for 75,001-100,000 accounts. |
| 156 | IV.3 | SECTION IV PRICE | 1.4 Account Management | Video Invoicing/Bill by Mail Accounts: Account management will be invoiced as a one-time fixed fee for each new account created by the BOS in a given month. Management is for all functions as described in Section III.2.7 Video Invoicing Services/Bill by Mail with the exception of invoice QC which will be paid separately under the Other Costs Section. | There are a number of tasks required to maintain video bill accounts. Many customers choose not to convert to ETC and continue to use the roadway. It will be extremely difficult for a bidder to estimate the effort required for the on-going activities required to maintain these accounts in perpetuity and then summarize that into a one-time fee. Additionally, NCTA currently has in excess of 400,000 unregistered video accounts for which the Contractor will be responsible, but no fee will apply. We believe the majority of CSC calls (approximately 75%) will be in regard to unregistered accounts and the compensation method does not allow the contractor any recurring fee on these accounts. 1. Will NCTA please consider modifying this price item to reflect something that provides the Contractor some form of ongoing compensation for management and administration of the unregistered accounts? 2. Will NCTA please provide information showing the number of new video accounts created each month for each of the last 12 months? | 1) A large number of video accounts become dormant with no interaction with the account holder and the number of these accounts will grow over time as NCDOT does not write any balances off. Therefore, NCTA does not want to create a line item where they continue to pay for these dormant accounts. 2)From April 2012 to March 2013 the following numbers of unregistered video accounts were added per month: 28,464; 28,751; 29,424; 24,988; 22,963; 20,367; 21,543; 19,041; 25,541; 22,120; 20,214; 24,015 for an average of 23,953 per month. |

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| 157 | IV.3 | SECTION IV PRICE | 2. Price Sheet-TMC | In situations where this position is vacant, the fixed monthly fee will be prorated based on the number of working days the position is on the project. | If the scheduled staffing is not met, reducing the payment makes sense, not if the position is simply vacant. If the position is vacant for any reason, it will need to be staffed by someone temporarily. The contractor should be paid. | The TMC Manager position is a key position priced on a monthly basis. Contractor will either have to designate temporary manager for key positions (NCTA approval required) until the position can be filled to be eligible for prorated monthly payment. |
| 158 | IV.3 | SECTION IV PRICE | 2. Price Sheet-TMC | NCTA shall reimburse the Contractor for supervisors and operators on an hourly basis in accordance with established hourly rates | This seems to contradict the "fixed monthly fee" mentioned previously. Is this a hourly rate staffing or fixed fee pricing? | The fixed monthly fee only applies to the TMC Manager. Remaining TMC staff are hourly employees. |
| 159 | IV.3 | SECTION IV PRICE | 2. Price Sheet-TMC | No overtime premium will be paid to the Contractor for these hourly charges. | Is this true even in the event NCDOT/NCTA requires support. | Since the expectation is to have the standard shifts covered as shown in the RFP, no overtime will be allowed to cover these basic times with the proposed operators (such as when an operator calls in sick and another operator works extra time to cover, NCTA should not be billed for that operators overtime to cover for the sick operator). If additional time is requested to support NCTA/NCDOT operations, then overtime may be approved by NCTA (ie, during adverse weather or special events when additional support is requested from existing staff). NCTA reserves the right to move operators schedules to cover situations given proper advance notice is given to not cause undue harm to the contract staff. |
| 160 | IV.3 | SECTION IV PRICE | 3. Price Sheet-Ferry Phone Reservation Operations | Calls responded to will be invoiced as a fixed monthly fee based on the number of calls handled by a CSR documented by the phone system. | To allow contractor to understand how to accommodate reporting requirements and invoice generation, will NCTA please provide all phone system reports that will be available to the Contractor? | Reports available provide all information necessary for reporting and invoicing. |
| 161 | IV.3 | SECTION IV PRICE | 3. Price Sheet-Ferry Phone Reservation Operations | "Example: If there are 2,000 calls the price is equal to VI.1 + VI.2." | What does the reference to 'VI.1 + VI.2' mean? | Addendum 3 will modify language to read: Example Refer to Price Sheet for Ferry Reservations Base Years: VI.1 =VI.Calls responded to 1. fixed fee for 0-1,500 calls. VI.2 =VI.Calls responded to 2. fixed fee for 1,501-3,000 calls. |
| 162 | IV.4 | SECTION IV PRICE | 4 Pass through Costs | Pass through Costs - Indicates lease, lease CAM, janitorial and utilities, etc. are all paid directly by the Contractor and are reimbursed by NCTA as a pass through with no mark-up or overhead applied. | Is the Contractor responsible for other costs associated with the building such as facility management, landscaping, trash pick-up, pest control, etc. that would also be paid by the Contractor and reimbursed as a pass through? Is the Contractor responsible for these items at all locations (main building, storefronts, etc.)? | Contractor is responsible for maintenance associated contracts and lease agreement costs which are reimbursed as a pass through cost. |

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| 163 | Page V.1 thru V.7 | SECTION V PERFORMANCE SPECIFICATIONS | N.A. | All | How do the performance specifications contained within this section differ in comparison to those being used by the current contract or any amendments thereto? Will NCDOT provide historical data indicating actual historical performance as measured against the specifications being used by the current contract? | Performance specifications have been slightly modified from current operations based on experience since the opening of the Tri-Ex. Historical performance measures will not be shared. |
| 164 | V.2 | SECTION V PERFORMANCE SPECIFICATIONS | 1.1 Call Center | #2 - Calls shall be handled in a professional and courteous manner 100% of the time | What is the specific criteria for "professional and courteous"? What resolution process is available to resolve disputes with NCTA random checks? | Exhibiting a courteous, conscientious, and generally businesslike manner toward customers. NCTA will review with Contractor any customer interaction that is counted against this standard. |
| 165 | V.2 | SECTION V PERFORMANCE SPECIFICATIONS | 1.1 Call Center | #2 - Calls shall be handled in a professional and courteous manner 100% of the time. | Would NCTA please clarify its definition of "Professional and Courteous", and how this is currently measured? | Exhibiting a courteous, conscientious, and generally businesslike manner toward customers. This is currently measured by random NCTA monitoring. |
| 166 | V.2 | SECTION V PERFORMANCE SPECIFICATIONS | 1.1 Call Center | #3 - For escalations that cannot be handled on the initial call 100% must be resolved within one (1) business day The Measurement column states that all escalations that cannot be addressed while the customer is on the phone shall be opened as a Service Request and tracked through the Service Request reporting system. | When an escalation requires a call back from a supervisor, it is quite common for the customer to not be immediately available which requires a call-back from the customer. 1. Will NCTA please consider changing the requirement to 80% within two (2) business days and 100% within five (5) business days? 2. What is the business policy/rule regarding the time frame for processing Service Requests? | This requirement will be amended to reflect 80% within one business day and 100% within 3 business days. 2) SRs are covered based on type of request in Section V.1. |
| 167 | V.2 | SECTION V PERFORMANCE SPECIFICATIONS | 1.1 Call Center | #3 - Measurement: All escalations that cannot be addressed while the customer is on the phone shall be opened as a Service Request (SR) and tracked through the SR reporting system. SR Reports will be reviewed on a monthly basis. | Would NCTA please clarify the name of this application, its scope and system interfaces, at present? Who has access to it and how is it used? | Service Requests (SRs) are tracked through the BOS system. The Contractor will have access to SR reports. It is used to track outstanding SRs and backlogs |
| 168 | V.2 | SECTION V PERFORMANCE SPECIFICATIONS | 1.1 Call Center | #4 - 99% of customer queries related to standard products services and policies accurately answered on first contact. | Would NCTA please clarify how customer queries are collected, analyzed and measured at present? What application tool is also currently used and what is its scope? | Customer queries will be collected through customer surveys conducted periodically by NCTA. To date no surveys have been performed. |
| 169 | V.2 | SECTION V PERFORMANCE SPECIFICATIONS | 1.2 Customer Account Maintenance | #7 - Average accuracy for all items processed on a monthly basis shall exceed 98% | This requirement could result in the contractor being subject to double jeopardy since a penalty may be assessed for both the specific deficient performance area(s) that caused the average to be under 98% and the penalty for falling under the 98% threshold. 1. Will NCTA please consider deleting this performance requirement? 2. If not, will NCTA consider narrowing the applicable performance requirement to a subset of "all" and provide a list of specific items that will be used in calculating the average? | 1. No. 2. Items based on RFP SOW. |

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| 170 | V.3 | SECTION V PERFORMANCE SPECIFICATIONS | 1.2 Customer Account Maintenance | #8 - Correct assignment of all transponders to accounts - 99.95% correctly assigned | The current specification allows for no more than 1/2 of an error for every 1,000 transponder assignments. Will NCTA please consider changing the specification to 99.80% which would allow only two errors per 1,000 transponders? | No |
| 171 | V.3 | SECTION V PERFORMANCE SPECIFICATIONS | 1.4 Customer Satisfaction | #11 - Measurement - Periodic formal surveys as requested | There is no discussion within the RFP documents regarding these periodic formal surveys. If Contractor involvement is required as part of developing and sending out the surveys, will NCTA please provide a description of the scope of this work and any cost items the Contractor may have to include in the price proposal? | Surveys will be conducted by NCTA not Contractor |
| 172 | V3 | SECTION V PERFORMANCE SPECIFICATIONS | 1.5 Video Image Review | #12 - 100% must be reviewed within two (2) business days from the receipt of the image batches into the BOS. | There are a number of factors that could impact a Contractor's ability to complete 100% of all images within two business days, i.e. system issues, holidays, traffic anomalies, etc. Will NCTA please consider revising this requirement to 75% in two business days and 100% in five (5) business days? | Any significant anomalies shall be reported to NCTA in writing immediately in order to receive a temporary waiver to this performance measure. |
| 173 | V.4 | SECTION V PERFORMANCE SPECIFICATIONS | 1.6 Operational Reporting | #15 - 100%. All operational reports shall be error free when submitted. This includes any worksheet formulas as well as data entry. | Certain performance measures that require a 100% achievement to fulfill the requirement and are likely unachievable in the long term and could be considered unreasonable. For example Item 15 requires 100% of all reports be error free. In this case, one typographical error could result in the assessment of a \$2,000 penalty. Will NCTA please consider modifying this performance requirement to reflect something that maintains a high standard and that is reasonably achievable? | NCTA is focused on data and calculation accuracy not typographical errors. It is at NCTA's discretion to apply penalties. |
| 174 | V.6 | SECTION V PERFORMANCE SPECIFICATIONS | 2.2 | "Provide camera tours every thirty (60) minutes of the entire NCDOT system and respond to incidents accordingly" | Can NCDOT clarify whether the required timeframe is 30 minutes or 60 minutes? | This performance specification was deleted in Addendum #2: "2.2 Response Time- Expanded TMC section has been deleted in its entirety." |

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| 175 | V.6 | SECTION V PERFORMANCE SPECIFICATIONS | 3.1 Call Center | <p>#3 Requirement Every effort shall be made to resolve escalations related to standard products, services and policies while the customer is on the telephone without a call-back required. For escalations that cannot be handled on the initial call 100% must be resolved within one (1) business day</p> <p>#3 Measurement All escalations that cannot be addressed while the customer is on the phone shall be opened as a Service Request (SR) and tracked through the SR reporting system. Requirement evaluated on an average monthly basis.</p> | Is the Service Request (SR) process in the Ferry reservation software automated or manual? | Currently manual process |

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| 176 | VI.4 | SECTION VI PROPOSAL CONTENT | 2.2 Technical Proposal Outline | Section III Qualifications #2.4 RS-2 Forms (RS-2 may be accessed on the website at: http://apps.dot.state.nc.us/quickforms/forms/Default.aspx | The link provided in the RFP does not seem to lead to the RS-2 form. Please provide an updated link. | https://connect.ncdot.gov/business/Turnpike/Documents/Form%20RS-2%20Subcontract.pdf |
| 177 | VI.4 | SECTION VI PROPOSAL CONTENT | 2.2 Technical Proposal Outline | Section III Qualifications; #6. Completed Federal Aid Requirement Forms | We cannot find these forms in the RFP. Can you please provide these forms or point us to a link on your website? | The Federal Aid Requirement forms are not required for the OPS RFP. This item has been removed as part of Addendum 3. |
| 178 | VI.4 | SECTION VI PROPOSAL CONTENT | 2.2 Technical Proposal Outline | Section III Qualifications; #6. Completed Federal Aid Requirement Forms | Will NCTA please provide the required forms? | The Federal Aid Requirement forms are not required for the OPS RFP. This item has been removed as part of Addendum 3. |
| 179 | VI.4&5 | SECTION VI PROPOSAL CONTENT | 2.2 Technical Proposal Outline | Section V Technical Response to SOW | Observation: It appears that SOW 5 "Contractor Equipment, Hardware & Software" are not included in the Proposal Outline. | Revised Section V-Technical Response to Scope of Work: 1. Toll customer service operations; 2. Traffic Management Center Operations; 3. Ferry Phone Reservation Operations; 4. Contractor Equipment, Hardware & Software; 5. Data Ownership and Security; 6. Transition; 7. Reporting; 8. QA/QC. No additional pages will be added to the limit of 50 pages. |

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| 180 | VII.3 | SECTION VII CONTRACT TERMS AND CONDITIONS | 1.2 General Payment Terms and Conditions | 1. Payment terms are Net 30 days after receipt of correct invoice or acceptance of the Deliverables, whichever is later: unless a period of more than thirty (30) days is required by NCTA. | Will NCTA modify the language that allows NCTA to require a longer time period than 30 days to pay as follows: Payment terms are Net 30 days after receipt of correct invoice or, in the event a payment milestone is based on acceptance of Deliverables, acceptance of the Deliverables, whichever is later. | No change to RFP |
| 181 | VII.3 | SECTION VII CONTRACT TERMS AND CONDITIONS | 1.2 General Payment Terms and Conditions | 1. See proposed additional language. | Contractor requests that the following be added at the end of Section 1.2 #1: "In the event any past due payment is not received within sixty (60) calendar days from the date of a correct invoice for such payment, Contractor may, at its sole discretion, terminate its performance of the work and remaining obligations under this Contract and immediately recover all monies earned to date, including but not limited to any expenses incurred associated with any suspension and/or termination and any and all costs associated with cancellation of Contractor's vendors and subcontractors." | No change to RFP |
| 182 | VII.4 | SECTION VII CONTRACT TERMS AND CONDITIONS | 1.4.3 Audit and Examination of Records | a. NCTA reserves and is granted the right (at any time and from time to time. for any reason whatsoever) to review, audit, copy, examine and investigate in any manner, any Contract Records (as herein defined) or Proposal Records (as hereinafter defined) of the Contractor or any subcontractor. By submitting a response to the Request for Proposal, the Contractor or any subcontractor submits to and agree to comply with the provisions of this section. | Will NCTA add the following language at the end of Section 1.4.3.a in order to allow Contractor to comply with its obligations to its employees: "Provided, however; to ensure that Contractor complies with its legal obligations of confidentiality of employee records, NCTA shall allow Contractor to obtain necessary Employee releases prior to the dissemination of such Employee records. Further, information related to Contractor's make up of overhead or profit are not subject to audit without cause." Note: 1.4.3.a (second subparagraph a - the paragraphs are lettered as a, b, a, b, c, d). | State law requires the State Auditor to have ready access to all documents pertaining to this contract (G.S. 147-64.7.) |
| 183 | VII.4 | SECTION VII CONTRACT TERMS AND CONDITIONS | 1.4.3 Audit and Examination of Records | a. NCTA reserves and is granted the right (at any time and from time to time. for any reason whatsoever) to review, audit, copy, examine and investigate in any manner, any Contract Records (as herein defined) or Proposal Records (as hereinafter defined) of the Contractor or any subcontractor. By submitting a response to the Request for Proposal, the Contractor or any subcontractor submits to and agree to comply with the provisions of this section. | Given the Contract is not a cost-reimbursement contract, the rights to audit all records, including profit contingencies, at any time is not applicable. Contractor suggests that the audit right be available only in those circumstances in which Contractor has filed a claim for additional compensation. Contractor requests the deletion of "at any time and from time to time for any reason whatsoever". Note: 1.4.3.a (second subparagraph a - the paragraphs are lettered as a, b, a, b, c, d). | No language shall be deleted: Refer to GS 147-64.7(2). State Auditor shall have ready access to all persons and documents of in possession of individual, private corporation which pertain to amount received under contract with State. |

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| 184 | VII.6 | SECTION VII CONTRACT TERMS AND CONDITIONS | 2.1 General | i.a. Change Orders — The NCTA anticipates using Change Orders to address variances in the original quantities tabulated pursuant to the RFP. | Contractor requests that the following language be added to clarify that any change in applicable law or regulation that requires additional or different quantities or creates additional costs will be a basis for a Change Order: "Change Orders — The NCTA anticipates using Change Orders to address variances in the original quantities tabulated pursuant to the RFP and additional quantities, items, or process to account for any change in applicable law or regulation arising after the commencement of the Contract." | No change to RFP |
| 185 | VII.7 | SECTION VII CONTRACT TERMS AND CONDITIONS | 2.6.1 Termination General Requirements; | See proposed additional language. | Will NCTA add the following clarification as a new Section 2.6.1.7 regarding the assumption of leases: "In the event this Contract is terminated early, Contractor may terminate all leases entered into by Contractor to meet its obligations contained in this Contract. Upon any such termination, NCTA agrees to reimburse Contractor for Contractor's actual costs for the termination of any and all such leases."? | No change to RFP |
| 186 | VII.8 | SECTION VII CONTRACT TERMS AND CONDITIONS | 2.6.2 Termination for Cause | 2. b. Failure to fulfill the requirements of any Maintenance Agreements 2. c. Failure to provide an adequate supply of spare and replacement parts, components and equipment | Contractor requests deletion of these clauses. Alternatively, as these requirements are basis for termination for cause, Contractor request clarification of: b. the specific Maintenance Agreements to which this provision is applicable, and; c. the specific spare and replacement parts, components and equipment being referenced in the provision. | Addendum 3 clarifies Maintenance agreement as referring to any agreements for the upkeep and the maintenance of the CSC and NC Quick Pass facility. These agreements may include, but are not limited to, generator, landscaping, HVAC, janitorial, fire, security, surveillance. Addendum 3 also removes requirement c. the specific spare and replacement parts, components and equipment being referenced in the provision. |
| 187 | VII.8 | SECTION VII CONTRACT TERMS AND CONDITIONS | 2.6.2 Termination for Cause | #4 Termination Without Notice of Cure/Warning. If the NCTA has issued two notices of cure/warning to the Contractor, upon the issuance of the third or subsequent notice the NCTA reserves the right to terminate the Contract without further notice. The failure of the NCTA to exercise this right on any occasion shall not be deemed a waiver of any future right. | Will NCTA modify the first sentence of 2.6.2.4 to read as follows for clarification and consistency with the current operations contract: "If the NCTA has issued two notices of cure/warning to the Contractor, within 150 days for the same type of deviation of services, upon the issuance of a third or subsequent notice for the same type of deviation of services within the 150 day period, the NCTA reserves the right to terminate the Contract(s) without further notice." | No change to RFP |

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| 188 | VII.9 | SECTION VII CONTRACT TERMS AND CONDITIONS | 2.7 Succession and Transition Plan | 2 Cost. Phase-out period costs shall be born completely by the Contractor regardless of the reason for Contract termination. | <p>The language would seem appropriate in the event of a termination for cause, but not in the event of a termination for convenience. In the event of a termination for convenience, Contractor will incur significant phase-out costs for which no revenue has been earned.</p> <p>Contractor requests the following modifications to Section 2.7.2: "In the event of a termination for cause, phase-out costs shall be born completely by the Contractor. In the event of a termination for convenience, NCTA shall reimburse Contractor for all costs incurred related to severance payments (including contributions required by then-current federal, state, and local law) and costs associated with early termination of subcontracts, leases, and purchase orders. Contractor will make reasonable attempts to minimize these costs."</p> | No change to RFP |
| 189 | VII.10 | SECTION VII CONTRACT TERMS AND CONDITIONS | 3.1.1 Standards | 3 Specifications. The apparent silence of the specifications as to any detail, or the apparent omission of detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and only material and workmanship of the first quality may be used. | Will NCTA modify the first sentence of 3.1.1.3 to clarify that services are to be performed in accordance with the standard of care indicated in section 3.1.6: "The apparent silence of the specifications as to any detail, or apparent omission of detailed description concerning any point, shall be regarded as meaning that the Contractor shall comply with the required standard of care described in Section 3.1.6.1 of this Agreement."? | No change to RFP |
| 190 | VII.11 | SECTION VII CONTRACT TERMS AND CONDITIONS | 3.1.4 Personnel | 2. NCTA reserves the right to assess a penalty of twenty thousand dollars (\$20,000.00) for any key personnel that are changed within the first twelve (12) months following go-live should the personnel remain with the Contractor's organization in any form. A penalty of ten thousand dollars (\$10,000.00) may be assessed for any key personnel that are changed during the second year following go-live should the personnel remain with the Contractor's organization in any form. These penalties are on a per occurrence basis. | <p>1. Contractor requests that the liquidated damages related to removal of key personnel be assessed only in the instance where Contractor does not provide adequate overlap between the outgoing employee and incoming replacement to properly transition the role.</p> <p>2. Contractor requests that the "liquidated damages" be re-named "penalties" to be consistent with the language relating to the performance requirements.</p> <p>3. Will NCTA add language to clarify that the penalty related to a change in key personnel is NCTA's sole and exclusive remedy for such change?</p> | 1. No change to RFP 2. The term "liquidated damages" will replace the term "penalty(ies)" 3. No change to RFP |
| 191 | VII.11 | SECTION VII CONTRACT TERMS AND CONDITIONS | 3.1.5 Subcontracting | Any contracts made by the Contractor with a subcontractor shall include an affirmative statement that NCTA is an intended third party beneficiary of the contract; that the subcontractor has no agreement with NCTA; and that NCTA shall be indemnified by the Contractor for any claim presented by the subcontractor. | <p>Inserting a clause within the subcontract indicating that Contractor will indemnify NCTA for all subcontractor claims can lead to frivolous suits.</p> <p>Will NCTA please delete the sentence/requirement?</p> | No change to RFP |
| 192 | VII.15 | SECTION VII CONTRACT TERMS AND CONDITIONS | 3.3.7 Deliverables | See proposed additional language. | Will NCTA add the following at the end of Section 3.3.7 for clarification and consistency with the current operations contract: "Such deliverables are not intended or represented by the Contractor to be suitable for re-use on modifications of the project or on any other project."? | No change to RFP |

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| 193 | VII.16 | SECTION VII CONTRACT TERMS AND CONDITIONS | 3.3.10 Assignment | Contractor shall provide reasonable notice of not less than thirty (30) days prior to any consolidation, acquisition, or merger. | Contractor requests that NCTA modify "prior to" to "following". | No change to RFP |
| 194 | VII.16 | SECTION VII CONTRACT TERMS AND CONDITIONS | 3.3.11 Insurance Coverage | a. Worker's Compensation - The Contractor shall provide and maintain Worker's Compensation Insurance, as required by the laws of North Carolina, as well as employer's liability coverage with minimum limits of \$100,000.00, covering all of Contractor's employees who are engaged in any work under the Contract. If any work is sublet, the Contractor shall require the subcontractor to provide the same coverage for any of his employees engaged in any work under the Contract. b. Commercial General Liability Policy -Combined Single Limits: \$1,000,000.00 per person, \$3,000,000.00 per occurrence The Commercial General Liability Policy shall include contractual liability coverage and must be on an "occurrence" basis. A Comprehensive General Liability Policy may be substituted for the Commercial General Liability Policy if the Comprehensive General Liability Policy has been endorsed to insure contractual liability, broad form property damage, and personal injury liability. c. Business Automobile Liability Policy - to include liability coverage covering all owned, hired and non-owned vehicles used in connection with the Contract. Combined Single Limits: \$1,000,000.00 per person \$3,000,000.00 per occurrence | Contractor requests the following modifications: Section 3.3.11.1.b, Replace "Combined Single Limits: \$1,000,000.00 per person, \$3,000,000.00 per occurrence" with "Combined Single Limits: \$3,000,000.00 per occurrence". Section 2.2.11.1.b, Replace "Combined Single Limits: \$1,000,000.00 per person \$3,000,000.00 per occurrence" with "Combined Single Limits: \$3,000,000.00 per occurrence". NOTE: Insurance policies for General Liability and Auto Liability do not have dedicated limits per person. | No change to RFP |
| 195 | VII.17 | SECTION VII CONTRACT TERMS AND CONDITIONS | 3.3.13 Default | Proposed new 3.3.13.9 | Will NCTA add a new paragraph clarifying that: Except for NCTA's right to terminate this Contract as described in this Contract, the liquidated damages and penalties are NCTA's sole and exclusive remedy with regard to damages for occurrences of non-compliance with performance standards? | No change to RFP |

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| 196 | VII.17 | SECTION VII CONTRACT TERMS AND CONDITIONS | 3.3.13. Default | 6. Contractor is responsible for compliance with all performance standards as defined in Section V Performance Specifications of the RFP. For each occurrence of non-compliance NCTA reserves the right to assess liquidated damages in the amount of two thousand dollars (\$2000.00). These liquidated damages will be in the form of a reduction in payment of the next invoice in the amount of the damages assessed. Liquidated damages will not be assessed for any non-compliance outside of Contractor's control, as determined by NCTA. | 1. Contractor requests that NCTA clarify how an "occurrence" and measurement of liquidated damages are determined for each performance standard. 2. Contractor suggests including a total limit on the amount of liquidated damages and a monthly limit on penalties (related to Section V Performance Specifications) incurred under the Contract. | 1. Occurrence refers to any situation a standard is not met per the measurement as defined. 2. No change to RFP |
| 197 | VII.18 | SECTION VII CONTRACT TERMS AND CONDITIONS | 3.3.15. Limitation of Contractor's Liability; #4 | 3. The foregoing limitation of liability shall not apply to the payment of costs and damage awards referred to in the Paragraph entitled "Patent, Copyright, and Trade Secret Protection", to claims covered by other specific provisions calling for liquidated damages or specifying a different limit of liability, or to claims for injury to persons or damage to property caused by Contractor's negligence or willful or wanton conduct. This limitation of liability does not apply to the receipt of court costs or attorney's fees that might be awarded by a court in addition to damages after litigation based on this Contract. | Contractor requests that the language be modified to reflect a more typical risk allocation and minimize contingency pricing: "The foregoing limitation of liability shall not apply to the payment of costs and damage awards referred to in the Paragraph entitled "Patent, Copyright, and Trade Secret Protection" or to claims for injury to persons or damage to property caused by Contractor's willful or wanton conduct." | No change to RFP |
| 198 | VII.18 | SECTION VII CONTRACT TERMS AND CONDITIONS | 3.3.15. Limitation of Contractor's Liability | See proposed additional language as #4. | Contractor proposes additional language to clarify that Contractor is not responsible for the consequential damages of NCTA: "Notwithstanding any other provisions contained elsewhere in this Contract to the contrary, neither Contractor nor its affiliates, consultants, agents, subcontractors, or suppliers of any tier, nor any employees, officers, or directors of any of the foregoing, shall be liable for any special, indirect, incidental, punitive, consequential or exemplary damages of any kind or nature whatsoever, or damages arising from or in connection with NCTA's or any other party's loss of actual or anticipated profits or revenues, loss by reason of shutdown, non-operation, or increased expense of manufacturing or operation, increased cost of construction, loss of use, cost of capital, damage to or loss of property or equipment of NCTA, or claims of customers of the NCTA, regardless of whether due to or based upon delay, breach of contract, warranty, tort, negligence, strict liability, error or omission, indemnity, or any other cause whatsoever." | No change to RFP |

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| 199 | VII.19 | SECTION VII CONTRACT TERMS AND CONDITIONS | 3.3.17 General Indemnity; #1 | The Contractor shall hold and save NCTA, its officers, agents and employees, harmless from liability of any kind, including all claims and losses, with the exception of consequential damage, accruing or resulting to any other person, firm or corporation furnishing or supplying work, services, materials or supplies in connection with the performance of this Contract. | Contractor requests deletion of section 3.3.17 given it requires Contractor to indemnify for losses of any kind regardless of the fault or negligence of NCTA or any other party. | No change to RFP |
| 200 | VII.19 | SECTION VII CONTRACT TERMS AND CONDITIONS | New addition to 3.3.17 General Indemnity to be entitled "Environmental Indemnity" | See proposed additional language for new Section 3.3.18. This question exceeded the allowable number of characters per cell. Therefore, the question has been split into two cells. Use caution when cutting and pasting. | Contractor may be responsible for build-out of additional storefront locations and facilities. Contractor cannot be responsible for hazardous materials associated with new construction and suggests the addition of the following: "Notwithstanding any other provisions contained elsewhere in this Contract to the contrary, NCTA shall protect, defend, indemnify, and hold harmless Contractor and its affiliates, consultants, agents, subcontractors, and suppliers of any tier, and any and all employees, officers, directors of any of the foregoing, if any, from and against any and all claims (including, without limitation, all penalties, attorney's fees, fines and administrative or civil sanctions arising out of or related to such claim), losses, costs, expenses, judgments, damages (including incidental, consequential, indirect and special damages), penalties, and liabilities of any kind or nature whatsoever (collectively "Losses") | No change to RFP |
| 201 | | SECTION VII CONTRACT TERMS AND CONDITIONS | | <i>Question continued:</i> <i>This question exceeded the allowable number of characters per cell. Therefore, the question has been split into two cells. Use caution when cutting and pasting.</i> | suffered as a result of, or arising out of, or in connection with, the performance of the Contract and relating to the regulation and/or protection of the environment, including, without limitation, Losses incurred in connection with characterization, handling, transportation, storage, removal, remediation, disturbance, or disposal of radioactive, hazardous, polluted, toxic, or contaminated substances and materials, whether above or below ground and not introduced to the site by Contractor. | see response above |
| 202 | VII.19 | SECTION VII CONTRACT TERMS AND CONDITIONS | 3.3.19 Time is of the Essence | 1. Time is of the essence in the performance of this Contract. Contractor and NCTA will mutually develop and agree to a schedule of implementation, testing, maintenance, etc. Contractor and subcontractors will be required to adhere to the approved schedule. | Contractor requests the addition of the following to clarify that the "time is of the essence" provision applies only to the performance measures which have specific remedies/penalties: "Notwithstanding the foregoing, the "time is of the essence" provision above in this Section 3.3.19 shall only apply to those performance measures for which this Contract prescribes performance criteria and penalties." | No change to RFP |

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| 203 | VII.19 | SECTION VII CONTRACT TERMS AND CONDITIONS | 3.3.20 Date and Time Warranty | 1. The Contractor warrants that any Deliverable, whether hardware, firmware, middleware, custom or commercial software, or internal components. subroutines, and interface therein which performs any date and/or time data recognition function, calculation, or sequencing, will provide accurate date/time data and leap year calculations. This warranty shall survive termination or expiration of the Contract unless otherwise specified in the negotiated contract. | Contractor requests that the language be modified to clarify the length of the warranty period: "The Contractor warrants that any Deliverable, whether hardware, firmware, middleware, custom or commercial software, or internal components. subroutines, and interface therein which performs any date and/or time data recognition function, calculation, or sequencing, will provide accurate date/time data and leap year calculations. This warranty shall survive termination or expiration of the Contract for a period of one year." | No change to RFP |
| 204 | VII.20 | SECTION VII CONTRACT TERMS AND CONDITIONS | 3.3.27 Governing Laws, Jurisdiction, and Venue | 2. Except to the extent the provisions of the Contract are clearly inconsistent therewith, the applicable provisions of the Uniform Commercial Code as modified and adopted in North Carolina shall govern this Contract. To the extent the Contract entails both the supply of "goods" and "services," such shall be deemed "goods" within the meaning of the Uniform Commercial Code, except when deeming such services as "goods" would result in a clearly unreasonable interpretation. | Given the Contract is a contract predominantly for services, the UCC should not apply to any portions except for items that are clearly defined as goods in the UCC. Contractor suggests, consistent with the current operations contract, the replacement of 3.3.27.2 with "The Uniform Commercial Code as modified and adopted in North Carolina ("NCUCC") shall govern this Contract for the supply of "goods", when applicable, as the term is defined in NCUCC." | No change to RFP |

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| 205 | C.15 | APPENDIX C-PROCUREMENT POLICY | Historically Underutilized Business, Minority Business, Small Business & Disadvantaged Business | The NCTA will comply with the State's goals to purchase recycled content paper and paper products as established in G.S. 143-58.3. | Could NTCA indicate who is paying the costs of the paper materials, envelopes for letters mailed, faxes, and ink cartridges for any consumables for printout jobs performed at CSC level or mail-house ? | Contractor is responsible for all these materials at the CSC level. All materials of the mail house are under the BOS contract. |
| 206 | D.2 | APPENDIX D-HISTORICAL DATA | Toll Operations Summary | "# of Customer Accounts PTD" and "# of Tags Sold PTD" | What does the acronym 'PTD' stand for? | PTD has been added to Section I.6 Abbreviations PTD = Project to Date |
| 207 | D.3 & D.5 | APPENDIX D-HISTORICAL DATA | Toll Operations Summary | "# of Transactions Reviewed...Accepted...Rejected" | Why did the number of transactions reviewed drop significantly after June 2012 and why did the rejected transactions as a percent of 'total transactions reviewed' increase significantly at the same time? | Prior to June 2012 the percentage of images automatically processed by the system was running below 50%. In July of 2012 a change was implemented in the BOS that increased the automation to over 85% thus lowering the number of images processed manually. Because of this significant increase in automation most of the higher quality images are now processed by the system leaving the lower quality images for human review. As a result, the percentage of rejects during manual review has increased. |
| 208 | D.2 thru D.6 | APPENDIX D-HISTORICAL DATA | Traffic Summary | Toll operations summary tables | The toll operations summary tables appear to have a number of historical data fields missing, at least through October of 2012. This occurs across many of the rows including tags per acct, accounts open, accounts closed, total calls, calls handled by IVR, enrollments, returned correspondence, disputes, transponders returned, correspondence remailed, nixies remailed. This information would be useful to see how the operation ramped up over the progression of phased openings. Is this information simply unavailable? If so, was this information not tracked until October of 2012? | Where there is no data available the information is left blank in the Toll Operations Summary tables. |
| 209 | D.6 | APPENDIX D-HISTORICAL DATA | Traffic Summary | Traffic summary [...] Class 1, Class 2, Class 3 | Could NTCA provide the definition of Vehicle Class 1 to Class 3 ? | Class 1 = 2 Axles Class 2 = 3 Axles Class 3 = 4+ Axles |
| 210 | D.6 | APPENDIX D-HISTORICAL DATA | Traffic Summary | "Traffic Summary July 2012-February 2012 (FY 2013)" | What is the current Vtoll rate, i.e., of the percentage of transactions that are classified as ETC transactions associated with transponder or sticker tag accounts, what percentage are posted to accounts via license plate image review because no transponder or sticker tag was detected at the time the transaction occurred? | Appendix D, pages D.6 and D.7 Traffic Summary tables have been modified to include I-Toll %. |
| 211 | E.12 | APPENDIX E- TOLL SERVICE OPERATIONS BUSINESS POLICIES | 1.9.1 Transponder Options | NCTA provides transponder options of sticker tag and hard case. | Does NCTA plan to continue offering both types of tags or will you ultimately move strictly to the sticker tag transponders? | NCTA has no plans on modifying transponder types at this time. |

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| 212 | I.20 | APPENDIX I- FERRY SCHEDULE-RULES-POLICIES | 10. End of Day Reconciliation and Close Out Procedures | 1. At the end of the day each Ferry Ticket Location must run the end of day reconciliation report which requires the operators to count and record the actual cash on hand at the end of the day. 2. They must enter the Actual Cash into the GL 3. They must enter any overage or shortage into the GL 4. The next morning they will deposit the actual cash and staple the deposit slip to the end of day reconciliation report 5. File the End of day reconciliation report and deposit slip for use in future audits | There is no reference to an end of day reconciliation for the Call Center Reservations Agents. Is there online reporting for payment and refund transactions? | On line reporting is currently not available but is anticipated to be in place at the time of contract go live |
| 213 | K.2 | APPENDIX K- DISPUTE REVIEW BOARD | D. Scope | A Three-Party Agreement among the NCTA, Design-Build Team, and the selected DRB members will formalize creation of the DRB and establish the scope of is services and the rights and responsibility of the Design-Build Team and the NCTA. | Will NCTA modify the second sentence of Section D to include the words "mutually agreed upon" in order to clarify that the form of agreement must yet be agreed upon even though NCTA will provide the initial form of agreement. Contractor suggests "A mutually agreed upon Three-Party Agreement among the NCTA, Design-Build Team and the selected DRB members will formalize creation of the DRB....." | No change to RFP |