

# 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: 5**  
**Addendum Date: May 17, 2013**

### INSTRUCTIONS

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

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

- Bid has **not** been mailed. Any changes resulting from this Addendum #5 are included in our bid.
- Bid has already been mailed. No changes resulted from this Addendum #5.
- Bid has already been mailed. Changes resulting from this Addendum #5 are as follows.

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**Execute Addendum:**

**Bidder:** \_\_\_\_\_

**Authorized Signature:** \_\_\_\_\_

**Name and Title (Typed):** \_\_\_\_\_

**Date:** \_\_\_\_\_

## ADDENDUM NUMBER 5

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 #5:

- Subsections within the following Sections have been amended based on responses to questions:
  - Section I-Administration
  - Section IV-Price
  - Section V-Performance Specifications
- Appendices D and J have been amended to include additional information.
- Appendix E – Business Policies – Policy 4.8.1 has been modified, but not reposted.
- NCTA official responses to the second round of questions submitted on or before May 3, 2013.

### SECTION I-ADMINISTRATION

**5.3 Bonding Requirements** has the following language modified; first sentence in second paragraph, see below (strikethrough indicates deletion and bold new text).

“The proposing contractor shall submit with its Price Proposal a bid bond or bid deposit in the **fixed** amount of ~~\$100,000~~ **at least five percent (5%) of the amount of the Price Proposal.**”

### SECTION IV-PRICE

#### Price Sheet – Toll Operations – Base and Option Sheets

C. Other Costs: 1. Image Review:

Per transaction has been modified from 500,000 to **2,400,000**

### SECTION V-PERFORMANCE SPECIFICATIONS

**3.1 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 ~~100%~~ **80%** must be resolved within one (1) business day and **100% in three (3) business days.**”

### APPENDIX E-TOLL BUSINESS POLICIES

**Policy 4.8.1** First sentence in second paragraph has been deleted (see strikethrough below). A revised Appendix E is not posted in Addendum 5.

~~“The OWNER may contest the Informal Review determination by filing a petition for a contested case hearing from the Administrative Officer to be held at the NCTA Customer Service Center.”~~

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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
<b>Historical</b>							
# 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							
<b>Accounts</b>							
Open							
Closed							
<b>Call Center</b>							
Total calls							
Handled IVR							
% handled by IVR							
Calls Presented	947	2155	2120	2857	3332	3483	7183
<b>Calls Handled</b>	<b>945</b>	<b>2,142</b>	<b>2,104</b>	<b>2,811</b>	<b>3,271</b>	<b>3,455</b>	<b>7,001</b>
% 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
<b>Fulfillment</b>							
# 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
<b>Total # of Tags Fulfilled</b>	<b>2,738</b>	<b>1,324</b>	<b>993</b>	<b>1,012</b>	<b>954</b>	<b>902</b>	<b>3,872</b>
<b>Accounts</b>							
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
<b>Image Review</b>							
<b># of Transactions Reviewed</b>	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
<b>Payment Processing</b>							
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							
<b>Incoming mail</b>							
<b>Total Incoming Mail</b>	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
<b>Outgoing mail</b>							
# 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							
<b>Storefront</b>							
<b># of Visitors</b>	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
<b>Quality Control</b>							
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 - DECEMBER 2012 TOLL OPERATIONS SUMMARY

## Triangle Expressway

Category	Phase II Open					Year to Date Jan-Dec 2012
	Aug	Sep	Oct	Nov	Dec	
<b>Historical</b>						
# of Customer Accounts PTD	17,800	20,393	22,847	24,603	27,240	27,240
# Tags Sold PTD	34,328	39,200	43,729	47,072	52,297	52,297
Tags per acct				1.91	1.92	1.92
<b>Accounts</b>						
Open				1,539	3,038	4,577
Closed				11	13	24
<b>Call Center</b>						
Total calls				23,372	26,734	50,106
Handled IVR				14,622	16,526	31,148
% handled by IVR				63%	62%	62%
Calls Presented	9194	7789	10238	8,750	10,208	68,256
<b>Calls Handled</b>	<b>9,004</b>	<b>7,745</b>	<b>10,162</b>	<b>8,648</b>	<b>10,108</b>	<b>67,396</b>
% of Calls Handled	97.9%	99.4%	99.3%	98.8%	99.0%	98.7%
Avg. Handle Time (h:mm:ss)	0:04:58	0:04:33	0:04:50	0:04:41	0:04:59	0:04:39
#1 Call Driver	NC Quick Pass Inquiry	NC Quick Pass	Invoice Payment	NC Quick Pass Inquiry	Inquiry - Bill by Mail	
#2 Call Driver	Bill By Mail Inquiry	Bill By Mail Inquiry	Bill By Mail Inquiry	Bill by Mail Inquiry	Payment Invoice	
#3 Call Driver	Invoice Payment	Invoice Payment	Account Conversion	Invoice Payment	NC Quick Pass Inquiry	
<b>Fulfillment</b>						
# of Hard Case Tags	914	391	464	358	656	4,722
# of Sticker Tags	4,286	3,041	3,362	2,412	3,319	26,143
# of License Plate Tags	181	72	3	2	3	394
<b>Total # of Tags Fulfilled</b>	<b>5,381</b>	<b>3,504</b>	<b>3,829</b>	<b>2,772</b>	<b>3,978</b>	<b>31,259</b>

## AUGUST - DECEMBER 2012 TOLL OPERATIONS SUMMARY

## Triangle Expressway

Category	Phase II Open					Year to Date Jan-Dec 2012
	Aug	Sep	Oct	Nov	Dec	
<b>Image Review</b>						
<b># of Transactions Reviewed</b>	<b>113,035</b>	<b>110,589</b>	<b>129,832</b>	<b>109,404</b>	<b>112,140</b>	<b>2,082,184</b>
# of Transactions Accepted	84,347	81,568	100,510	82,868	85,801	1,784,406
# of Transactions Rejected	28,688	29,021	29,322	26,536	26,339	297,778
<b>Payment Processing</b>						
Walk-in payments	1,561	867	910	818	885	9,219
Web payments	29,316	39,210	47,624	42,654	48,948	283,038
Mailed in payments	8,236	14,381	21,186	18,125	21,319	113,838
Call Center Payments				13,130	12,048	25,178
IVR Payments				1,125	1,321	2,446
<b>Incoming mail</b>						
<b>Total Incoming Mail</b>	<b>12,049</b>	<b>20,367</b>	<b>28,024</b>	<b>22,046</b>	<b>23,838</b>	<b>149,080</b>
Enrollments				48	95	143
Correspondence Returned				4	9	13
Nixies Returned	3,565	5,087	5,774	1,706	1,966	29,258
Disputes Received				475	399	874
Transponders Returned				26	24	50
Faxes Received	37	22	29	179	185	541
<b>Outgoing mail</b>						
# of Kits Mailed out	3,131	2,553	2,548	1,758	2,579	19,799
Other letters mailed	1,344	3,969	3,250	307	18	14,989
Correspondence Rемаiled				44	270	314
Nixies Rемаiled				212	234	446
% Nixies getting remailed				12.4%	11.9%	12.2%
<b>Storefront</b>						
<b># of Visitors</b>	<b>1,689</b>	<b>1,026</b>	<b>1,164</b>	<b>998</b>	<b>1,134</b>	<b>8,896</b>
# of Accounts opened	1,224	454	411	21	52	4,044
# of Tags Distributed	2,276	994	865	694	1,060	8,852
# of Tags Sold	2,276	1,046	865	694	1,060	9,989
<b>Quality Control</b>						
Notices/Statements Quality Checked	212,443	80,573	40,644	36,526	32,136	1,267,946
Sttmnts/Corr Quality Checked	5,314	2330	2,910	2581	2,774	38,172

## JANUARY - DECEMBER 2013 TOLL OPERATIONS SUMMARY

### Triangle Expressway

Category	Phase III Open			
	Jan-13	Feb-13	Mar-13	Apr-13
<b>Historical</b>				
# of Customer Accounts PTD	31,161	33,888	36,221	38,330
# Tags Sold PTD	59,682	66,294	70,444	74,563
Tags per acct	1.92	1.96	1.94	1.95
<b>Accounts</b>				
Open	3,921	2,727	2,333	2,109
Closed	54	49	59	64
<b>Call Center</b>				
Total calls	37,092	34,178	30,720	30,762
Handled IVR	22,985	21,239	19,271	19,388
% handled by IVR	62%	62%	63%	63%
Calls Presented	14,094	12,921	11,439	11,362
<b>Calls Handled</b>	<b>13,921</b>	<b>12,786</b>	<b>11,368</b>	<b>11,261</b>
% of Calls Handled	98.8%	99.0%	99.4%	99.1%
Avg. Handle Time (h:mm:ss)	0:04:54	0:04:49	0:04:48	0:04:46
#1 Call Driver	NC Quick Pass Inquiry	NC Quick Pass Inquiry	Invoice Payment	Invoice Payment
#2 Call Driver	Bill by Mail Inquiry	Bill by Mail Inquiry	Bill by Mail Inquiry	Bill by Mail Inquiry
#3 Call Driver	Invoice Payment	Invoice Payment	NC Quick Pass Inquiry	NC Quick Pass Inquiry
<b>Fulfillment</b>				
# of Hard Case Tags	1,295	916	827	834
# of Sticker Tags	4,664	3,160	2,832	2,611
# of License Plate Tags	12	6	8	10
<b>Total # of Tags Fulfilled</b>	<b>5,971</b>	<b>4,082</b>	<b>3,667</b>	<b>3,455</b>



## JANUARY - DECEMBER 2013 TOLL OPERATIONS SUMMARY

### Triangle Expressway

Category	Phase III Open			
	Jan-13	Feb-13	Mar-13	Apr-13
<b>Image Review</b>				
# of Transactions Reviewed	141,041	128,057	160,094	191,837
# of Transactions Accepted	103,477	84,288	106,827	129,773
# of Transactions Rejected	37,564	43,769	53,257	62,064
<b>Payment Processing</b>				
Walk-in payments	1,196	1,014	1,053	994
Web payments	58,790	55,264	53,174	52,617
Mailed in payments	20,571	23,122	22,654	24,079
Call Center Payments	16,449	23,225	39,108	30,973
IVR Payments	1,557	1,908	3,789	1,742
<b>Incoming mail</b>				
<b>Total Incoming Mail</b>	<b>23,801</b>	<b>25,523</b>	<b>24,935</b>	<b>27,347</b>
Enrollments	119	106	98	102
Correspondence Returned	33	228	333	317
Nixies Returned	1,763	2,013	1,946	2,366
Disputes Received	562	528	455	390
Transponders Returned	50	24	33	26
Faxes Received	238	222	152	151
<b>Outgoing mail</b>				
# of Kits Mailed out	4,012	2,863	2,461	2,459
Other letters mailed	26	30	21	26
Correspondence Rемаiled	290	440	500	599
Nixies Rемаiled	210	258	272	311
% Nixies getting remailed	11.9%	12.8%	14.0%	13.1%
<b>Storefront</b>				
<b># of Visitors</b>	<b>1,510</b>	<b>1,299</b>	<b>1,343</b>	<b>1,372</b>
# of Accounts opened	141	72	76	60
# of Tags Distributed	1,547	1,044	952	740
# of Tags Sold	1,547	1,044	1,065	1,023
<b>Quality Control</b>				
Notices/Statements Quality Checked	32,903	34,009	37,767	39,990
Sttmnts/Corr Quality Checked	2,832	2,691	3,054	4,230

<b>TRAFFIC SUMMARY</b>						
<b>Triangle Expressway</b>						
<b>JANUARY-JUNE 2012 (FY 2012)</b>						
	Jan	Feb	Mar	Apr	May	Jun
<b>Traffic</b>						
<b>Gross Traffic</b>	<b>116,530</b>	<b>125,162</b>	<b>145,528</b>	<b>142,435</b>	<b>157,240</b>	<b>153,718</b>
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%

<b>TRAFFIC SUMMARY</b>						
<b>Triangle Expressway</b>						
<b>JULY-DECEMBER 2012 (FY 2013)</b>						
	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>
<b>Traffic</b>						
<b>Gross Traffic</b>	<b>153,337</b>	<b>944,574</b>	<b>881,182</b>	<b>1,007,131</b>	<b>911,873</b>	<b>964,568</b>
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%

<b>TRAFFIC SUMMARY</b>				
<b>Triangle Expressway JANUARY-APRIL 2013 (FY 2013)</b>				
	Jan	Feb	Mar	Apr
<b>Traffic</b>				
<b>Gross Traffic</b>	<b>1,560,612</b>	<b>1,556,461</b>	<b>1,787,174</b>	<b>1,860,412</b>
ETC (NC Quick Pass)	845,042	872,106	1,013,525	1,066,764
Video	715,570	684,355	773,649	793,648
Unassigned Transponder	NA	NA	NA	NA
Class 1 (2 Axles)	1,523,387	1,517,222	1,729,922	1,798,571
Class 2 (3 Axles)	12,542	12,838	19,833	21,323
Class 3 (4+ Axles)	24,683	26,401	37,419	40,518
ETC%	54.1%	56.0%	56.7%	57.3%
I-Toll % of ETC %	5.8%	4.9%	4.5%	5.0%
Video %	45.9%	44.0%	43.3%	42.7%
Class 1 %	97.6%	97.5%	96.8%	96.7%
Class 2%	0.8%	0.8%	1.1%	1.1%
Class 3%	1.6%	1.7%	2.1%	2.2%

<b>RWIS MEASUREABLES-FEBRUARY 2013</b>					
<b>Triangle Expressway</b>					
<b>Date</b>	<b>Minutes wind speed was in excess of 30 mi</b>	<b>Minutes of measureable precip</b>	<b>Minutes that precip was measured as "Heavy"</b>	<b>Minutes water thickness was in excess of 100 mm</b>	<b>Minutes Friction Index fell below .6</b>
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
<b>Total</b>		<b>4775</b>	<b>25</b>	<b>870</b>	<b>135</b>

## ANNUAL 2012 SUMMARY REPORT

### 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
<b>Monthly Call Total</b>	<b>1053</b>	<b>3042</b>	<b>4666</b>	<b>6772</b>	<b>6534</b>	<b>6818</b>	<b>5130</b>	<b>4784</b>	<b>4657</b>	<b>5084</b>	<b>1356</b>
<b>Grand Total for 2012</b>	<b>49,896</b>										

## 2013 SUMMARY REPORT

### 2013 FERRY CALL SUMMARY

Type of Call	January	February	March	April	May	June	July	August	September	October	November
General Information	529	553	1268	1456							
Reservations	459	471	1249	1678							
Modify Reservations	167	129	281	427							
Cancellations	59	39	128	127							
Dropped/Ghost Calls	16	11	13	14							
<b>Monthly Call Total</b>	<b>1230</b>	<b>1203</b>	<b>2939</b>	<b>3702</b>							
<b>Grand Total for 2013</b>	<b>2433</b>										

<b>MONTHLY CALL INFORMATION FOR 2013</b>				
<b>Call Information</b>	<b>Jan-13</b>	<b>Feb-13</b>	<b>Mar-13</b>	<b>Apr-13</b>
Calls Presented	1,235	1,223	2,996	3,744
Calls Handled	1,203	1,201	2,938	3,701
% of Calls Handled	97.92%	98.18%	98.41%	98.81%
Avg. Handle Time (h:mm:ss)	00:02:53	00:03:02	00:03:06	00:03:16
Avg. Wait Time (sec)	15	13	11	13
#of Agents Logged In	2	2	2	5
Avg #of Calls Handled per Agent	19	20	39	31
<i>Service Level Percent</i>	89.14%	89.66%	91.58%	90.06%
<b>ANNUAL CALL INFORMATION SUMMARY</b>				
<b>Call Information</b>	<b>Jan-Dec 2012 Total</b>	<b>Jan-Apr 2013 Total</b>		
Calls Presented	50,797	53,255		
Calls Handled	49,547	51,951		
% of Calls Handled	97.54%	97.55%		
Avg. Handle Time (h:mm:ss)	00:02:57	00:02:57		
Avg. Wait Time (sec)	22.4	18.2		
#of Agents Logged In	6.4	4.3		
Avg #of Calls Handled per Agent	32.7	26.1		
<i>Service Level Percent</i>	84.85%	87.13%		



REQUEST FOR PROPOSAL-RESPONSES TO QUESTIONS						
Q #	Page #	RFP Section #/Name	Sub-Section	Reference Language	Vendor Question-Round 2 May 3, 2013	NCTA Response-Round 2 May 17, 2013
214	NA	GENERAL	NA	Staffing of CSC/Storefront, Traffic Management Center and Ferry Phone Reservation System.	Are there employment and/or non-compete agreements for any of the existing CSC/Storefront, Traffic Management Center or Ferry Phone Reservation System employees that would prevent Contractor from hiring them?	There are no agreements currently in place to restrict Contractor from hiring current staff.
215	NA	GENERAL	NA	Ferry Toll Free Lines	Is the Contractor responsible for the costs associated for the 800 number for inbound and outbound calls for Ferry operations?	No
216	NA	GENERAL	NA	N.A.	Will the successful bidder be precluded from future services, including but not limited to, planning, preliminary engineering, final design, construction, or operations and maintenance for current or future facilities associated with the service, management or operations centers? If so, does this apply to only the prime contractor or also to subcontractors and subconsultants?	Award of contract to successful bidder should not preclude successful bidder from providing future services for current or future facilities, barring any conflict of interest in violation of the DOT Ethics policy.
217	NA	ADDENDUM 2	NA	Addendum No. 2: March 26, 2013	Can NCTA list the revisions made to the RFP in Addendum No. 2 (March 26, 2013) vs. the original RFP issued on March 18, 2013?	Modifications to the original RFP dated March 18th are listed in Addendum 2. Refer to the <a href="https://connect.ncdot.gov/letting/Turnpike/Pages/default.aspx">https://connect.ncdot.gov/letting/Turnpike/Pages/default.aspx</a>
218	NA	ADDENDUM 3	Addendum Opening Statement and Item 1 of Instructions	FAILURE TO RETURN THIS BID ADDENDUM IN ACCORDANCE WITH INSTRUCTIONS MAY SUBJECT YOUR BID TO REJECTION. 1. Return one properly executed copy of this Addendum with bid response or prior to the Bid Opening Date/Time listed above.	Please clarify whether NCTA requires only the signature page of each addendum returned as acknowledgement, the addendum pages 1-9 returned, or the entire 103-page addendum returned. This question applies to all addendums.	If it is mandatory to return the entire addendum, the language will state that failure to return the addendum will subject your bid to rejection. If the addendum reflects significant changes to the RFP or proposal submittal, it would be best to include the entire addendum to ensure understanding of the requirements.
219	NA	ADDENDUM 3	NA	Addendum #3 Answers to Contractor Questions	Will the NCTA please provide responses to all questions in Addendum #3 which were answered as TBD e.g. Q#s - 34, 35, 36, 37, 38, 39, 66 and 67 along with the responses to the rest of the 2nd round questions?	Questions requiring response from Addendum 3 will be answered in this round of questions.
220	NA	ADDENDUM 3	Question/Response #84	The response to question 84 states 2013 monthly invoice volumes are as follows: Jan 105,364 / Feb 105,362/ Mar 78,201 thru 25th	There is a significant drop in invoice volumes between February and March even though March was 3 days longer. This could be an indication that the data for March was pulled prior to the end of the month or there may be another reason for the decrease.  <b>Question a)</b> Will NCTA please confirm that the March 2013 invoice volume is correct?  <b>Question b)</b> If correct, will NCTA please clarify why the volume dropped so significantly between February and March?	March final number of invoices mailed was 101,130.
221	NA	ADDENDUM 3	Question/Response #70	" Yes, postage machines are required."	Are postage machines to be included as pass-through costs or as budgeted expenses?	Postage machines and maintenance of those machines are the responsibility of the Contractor. Actual postage used will be reimbursed as a pass through item.

REQUEST FOR PROPOSAL-RESPONSES TO QUESTIONS						
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<b>34</b> <b>Addendum 3</b>	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.	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.  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?  2. If not, should the pricing for the option years also be included in the value of the bid bond?	Section 5.3 is amended through Addendum 5 to reflect a bid bond requirement modification to a fixed amount of \$100,000.
<b>35</b> <b>Addendum 3</b>	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.	A bid bond may be issued out of proposing contractor's parent company bonding facility, however, the bid bond shall be issued by a corporate surety licensed to do business in NC.
<b>36</b> <b>Addendum 3</b>	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?	Refer to <a href="http://connect.ncdot.gov/resources/Specifications/specification%20Resources/2012%20Standard%20Specifications.pdf">http://connect.ncdot.gov/resources/Specifications/specification%20Resources/2012%20Standard%20Specifications.pdf</a> . Standard Specification 103-6 Return of Bid Bond or Bid Deposit.

REQUEST FOR PROPOSAL-RESPONSES TO QUESTIONS						
Q #	Page #	RFP Section #/Name	Sub-Section	Reference Language	Vendor Question-Round 2 May 3, 2013	NCTA Response-Round 2 May 17, 2013
37 Addendum 3	1.17	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?	Refer to <a href="http://connect.ncdot.gov/resources/Specifications/specification%20Resources/2012%20Standard%20Specifications.pdf">http://connect.ncdot.gov/resources/Specifications/specification%20Resources/2012%20Standard%20Specifications.pdf</a> . Standard Specification 103-7 Contract Bonds.
38 Addendum 3	1.17	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 shall be issued by a corporate surety licensed to do business in NC. See Standard Specification 102-10 for all Bid Bond or Bid Deposit requirements.
39 Addendum 3	1.17	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 ?	Not applicable due to modification in Section 5.3
222	1.3	SECTION I ADMINISTRATION	2.1 Schedule	As modified by Addendum 3: Proposals Submitted - June 7, 2013	June 7, 2013 is a Friday.  Will the Authority please allow a little extra time for bidders to finalize and deliver their proposals and modify the due date to Monday, June 10, 2013?	No

REQUEST FOR PROPOSAL-RESPONSES TO QUESTIONS						
Q #	Page #	RFP Section #/Name	Sub-Section	Reference Language	Vendor Question-Round 2 May 3, 2013	NCTA Response-Round 2 May 17, 2013
223	1.8	SECTION I ADMINISTRATION	3.1.6 Traffic Management Center	".....a brief description including scope: average number of incidents; <b>call center volumes</b> , project start...."	<p>Calls volumes are not typically related to the TMC environment as they are in a standard Call Center. The volume of incoming calls is far less in the TMC, while the number of outgoing calls in the form of dispatch, coordination with state and local law enforcement, emergency agencies, roadside system operators, and the like are greater.</p> <p><b>Question:</b> Would NCTA please clarify what type of data regarding "call center volume" proposers should present in regard to the TMC?"</p>	<p>TMC call center volumes include both incoming calls via phone (which are shown in the monthly TMC Operations reports) from multiple sources and information via 800 MHz radio from multiple response agencies, such as Highway Patrol and NCDOT's Incident Management Assistance Patrols. Dispatch and phone coordination from the TMC operators accounts for approximately 5 times the amount of incoming phone calls. Typically, this is to coordinate incident response, roadway maintenance, ITS device maintenance, Toll system maintenance and other various activities.</p> <p>Proposers should provide any reports on incoming and/or outgoing communications pertinent to current TMC operations. This information could include (but not be limited to) phone, radio and data, such as text, reports showing current volumes communication volumes.</p>
224	1.11	SECTION I ADMINISTRATION	3.3.3 Financial Stability and Resources	The SSAE 16 various SOC Reports address the following: SOC 1 Report - Internal Controls over Financial Reporting, SOC 2 Report - Internal Controls Relevant to Security . . . , SOC 3 Report - Trust Services Report for Service Organization	Which specific SOC reports is the NCTA requesting?	NCTA requires a Type II report where the service auditor will express an opinion and report on the subject matter provided by the management of the service organization as to (1) whether the service organization's description of its system fairly presents the service organization's system that was designed and implemented throughout the specified period; (2) whether the controls related to the control objectives stated in management's description of the service organization's system were suitably designed throughout the specified period to achieve those control objectives; and (3) whether the controls related to the control objectives stated in management's description of the service organization's system operated effectively throughout the specified period to achieve those control objectives.
225	1.17	SECTION I ADMINISTRATION	5.3 Bonding Requirements	An annually renewable Payment and Performance (P&P) bond would be sufficient, with a renewal date sixty (60) days prior to end of upcoming Contract period. 1. All bid bonds will be retained by the NCTA until the Contract bonds are furnished by the successful proposing Contractor. After such time, all bid bonds will be destroyed, unless the individual bid bond forms contains a note indicating that the bonds be returned to the Contractor or Surety.	<p>Would NCTA please provide us with the acceptable annual renewal bond wording for the performance and payment bonds? The wording below is what we have used in the past for <b>payment bonds</b>. Is this acceptable wording? Alternatively, please provide your preferred wording.</p> <p><i>"The term of this Bond is for the period beginning on **** and ending on **** (the "Initial Term"). If requested by the Principal, the Initial Term may be extended, solely at the option of the Surety, for additional one (1) year periods (each a "Renewal Term"). Any such extension of the Initial Term or a Renewal Term shall be effective upon delivery to the Obligee of the Surety's form of renewal certificate signed and sealed by the Principal and the Surety. This Bond shall expire at the end of the Initial Term or, if extended, the end of the Renewal Term."</i></p>	<p>Current language: "Said principal and said surety hereby agree tht the term of said bond is extended from the ___Day of _____, ___ to the ___ Day of _____, ___, subject to all other provisions, conditins and limitations of said bond, upon the express condition that surety's liability during the original termof said bond and during any extended term shall not be cumulative and shall in no event exceed the sum of \$_____.</p>

REQUEST FOR PROPOSAL-RESPONSES TO QUESTIONS						
Q #	Page #	RFP Section #/Name	Sub-Section	Reference Language	Vendor Question-Round 2 May 3, 2013	NCTA Response-Round 2 May 17, 2013
226	I.17	SECTION I ADMINISTRATION	5.3 Bonding Requirements	An annually renewable Payment and Performance (P&P) bond would be sufficient, with a renewal date sixty (60) days prior to end of upcoming Contract period. 1. All bid bonds will be retained by the NCTA until the Contract bonds are furnished by the successful proposing Contractor. After such time, all bid bonds will be destroyed, unless the individual bid bond forms contains a note indicating that the bonds be returned to the Contractor or Surety.	Would NCTA please provide us with the acceptable annual renewal bond wording for the performance and payment bonds? The wording below is what we have used in the past for <b>performance bonds</b> . Is this acceptable wording? Alternatively, please provide your preferred wording.  <i>"This bond is for the term beginning ____ and ending _____. The bond may be extended for additional terms at the option of the surety, by continuation certificate executed by the Surety. Neither non-renewal by the surety, nor failure, nor inability of the Principal to file a replacement bond shall constitute a loss to the Oblige recoverable under this bond. "</i>	Current language: "Said principal and said surety hereby agree tht the term of said bond is extended from the ____Day of _____, ____ to the ____ Day of _____, _____, subject to all other provisions, conditins and limitations of said bond, upon the express condition that surety's liability during the original termof said bond and during any extended term shall not be cumulative and shall in no event exceed the sum of \$_____.
227		SECTION I ADMINISTRATION	5.3 Bonding Requirements	Requirement for Bid Bond.	Has the NCTA determined if a Bid Bond will be required and if so, what the required amount shall be?	Section 5.3 is amended through Addendum 5 to reflect a bid bond requirement modification to a fixed amount of \$100,000.
228	I.17	SECTION I ADMINISTRATION	5.3 Bonding Requirements	An annually renewable Payment and Performance (P&P) bond would be sufficient, with a renewal date sixty (60) days prior to end of upcoming Contract period. 1. All bid bonds will be retained by the NCTA until the Contract bonds are furnished by the successful proposing Contractor. After such time, all bid bonds will be destroyed, unless the individual bid bond forms contains a note indicating that the bonds be returned to the Contractor or Surety.	1) Would NCTA please confirm to whom should the surety bonds (bid, performance, payment) be payable- : NCTA or North Carolina Dept. of Transportation?  2) Would NCTA please confirm if a bank can be used for the issuance of the bond?	Refer to <a href="http://connect.ncdot.gov/resources/Specifications/specification%20Resources/2012%20Standard%20Specifications.pdf">http://connect.ncdot.gov/resources/Specifications/specification%20Resources/2012%20Standard%20Specifications.pdf</a> .
229	I.17	SECTION I ADMINISTRATION	5.3 Bonding Requirements		1) Is the applicable law for the bonds (bid bond, performance bond, and payment bond) necessary laws from North Carolina ?  2) Do we have to issue the bonds from a US bank or surety company, or it is possible to issue the bonds from a foreign bank?  3) Could you confirm that the issuer of the bond(s) to NCTA / NCDOT needs to qualify as a 'surety company' in the USA?  4) Concerning the surety letter to submit with our proposal, do you plan to provide a template or pro-forma letter ?	Refer to <a href="http://connect.ncdot.gov/resources/Specifications/specification%20Resources/2012%20Standard%20Specifications.pdf">http://connect.ncdot.gov/resources/Specifications/specification%20Resources/2012%20Standard%20Specifications.pdf</a> .

REQUEST FOR PROPOSAL-RESPONSES TO QUESTIONS						
Q #	Page #	RFP Section #/Name	Sub-Section	Reference Language	Vendor Question-Round 2 May 3, 2013	NCTA Response-Round 2 May 17, 2013
230	I.17	SECTION I ADMINISTRATION  Operations Request For Proposals-Price Sheets-Toll Operations  Addendum 3; Question/ Response 34	5.3 Bonding Requirements	<p>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> <p>The response to question 34 in Addendum 3 stated: "The Bid Bond requirement is under review by NCTA."</p> <p>Please note that this question is a resubmittal of the original question to ensure it is not overlooked.</p>	<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>	<p>Section 5.3 is amended through Addendum 5 to reflect a bid bond requirement modification to a fixed amount of \$100,000.</p>

REQUEST FOR PROPOSAL-RESPONSES TO QUESTIONS						
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66 Addendum 3	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 customer related mailed documents should be scanned and attached to an account. NCTA is currently revising their data and document retention policy. More information will be forthcoming when available but could be after this procurement process.
67 Addendum 3	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 NTCA confirm, as per section 2.11.4 Document Storage, that paper documents shall be annually archived for three (3) years and then destroyed ?	NCTA is currently revising their data and document retention policy. More information will be forthcoming when available but could be after this procurement process.
106 Addendum 3	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 NTCA 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 ?	The current credit card transaction volumes would put us at the level 3 certification.
231	NA	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	NA		Who is responsible for the phone and data communication costs?	NCTA through the back office system contract.
232	NA	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	NA		Who is responsible for the cost of out of state license plate look ups?	NCTA through the back office system contract.
233	NA	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	NA		Who is responsible for IT support of desktops/laptops for CSRs and operational staff?	All BOS desktops/laptops are supported by the back office provider. Operations contractor is responsible for any Desktops/laptops which they procure for their internal use.
234	III.2	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	1.1 Toll Operations	All system generated correspondence (statements, invoices, notices, etc.) is processed through a third party mail house.	Who is responsible for the payment of the third party mail house?	NCTA through the back office system contract.
235	III. 4	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.1.1 Lease	The contractor shall assume the current unexpired lease of the CSC and will work with existing Operations contractor during the transition period on lease assumption.	Will the NCTA please confirm that at the time of lease assumption the facility will be in compliance with the American's with Disability Act and all local/state fire and safety codes? Will the NCTA permit an independent inspection of the facility prior to the due date of the proposal?	The facility has passed all appropriate occupancy inspections. Any costs necessary to comply with any regulation or code unforeseen at this time will be reimbursed by NCTA as a pass through item.
236	III. 4	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.1.2 CSC Expansion Store Fronts	The Contractor will be responsible for any lease of future CSC expansions or storefront locations. 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.	Section 4, Pass Through Costs, states that "Any costs associated with processing and managing these items should be included in the Monthly Administrative Fee." Will the NCTA please confirm that any future lease costs and utilities will be permitted to have administrative fees added. Since the month of the future expansion is not known at this time, will an adjustment to the Monthly Administrative Fee be permitted at the time of the expansion?	Any future expansions will be addressed in a change order to this contract. As part of the change order negotiations the monthly administrative fee may be adjusted accordingly.

REQUEST FOR PROPOSAL-RESPONSES TO QUESTIONS						
Q #	Page #	RFP Section #/Name	Sub-Section	Reference Language	Vendor Question-Round 2 May 3, 2013	NCTA Response-Round 2 May 17, 2013
237	III.5&6	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER  Addendum 3; Question/ Response 62	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.	The response to question 62 in Addendum 3 indicates that the Contractor is responsible for the cost of all account related materials which includes those items to be incorporated in the tag kits. Under this scenario, any NCTA dictated changes to the tag kit materials will cause the Contractor to incur cost. Depending upon the change, the cost could be significant.  <b>Question:</b> Will NCTA please reconsider and allow tag kit materials to be a direct cost pass-through item?	NCTA does not anticipate any significant changes to the tag kit materials. However, should a change result in significant cost increases NCTA will in good faith negotiate an adjustment to the account maintenance fees.
238	III.6	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.4.2 Functions	Outbound Mail Items 1 thru 6	Does the BOS have a feature for uploading scanned documents and then associating them with the Patron Account within the BOS?	Yes
239	III.6	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.4.2 Functions	Inbound Mail 1) Time and date stamp and log all incoming mail and shipments.	The performance specifications related to incoming mail processing are based upon business day.  <b>Question:</b> Since performance is measured on a business day basis, will the Authority please remove the requirement to include a time stamp in addition to the date stamp?  <b>NOTE:</b> There may be a cost associated with mailroom equipment that includes a time of day stamp.	No, the requirement will not be removed.
240	III.7	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	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.	As a follow-up to the original question and the subsequent response received, would NCTA please clarify how the field (roadside) system processes vehicle crossings that lead to Image Review processing in the BOS?	Images are captured by the RTCS and associated with the transactions. These are then sent to the BOS for processing.
241	III.8	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.6 Video Image Review Operations	Provide monthly video image reports that include at a minimum: Total manual errors from Quality Control (QC) with percentages Total automated errors from QC with percentages	The tasks required to identify manual errors and automated errors are not currently described in the RFP.  <b>Question a)</b> Will the Authority please describe the process required to identify these errors?  <b>Question b)</b> What is the forecasted daily volume of images?  <b>Question c)</b> What percentage of the images must be sampled?	The BOS has a re-review function to look at images previously coded. The current daily average for manual image review is running approximately 6,200 per day. All QC sample sizes will be discussed and agreed to as part of the over all QC Plan.
242	III.8	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.6 Video Image Review Operations	The Contractor is responsible for assuring all image-based transactions are processed and reported in an accurate and timely fashion.	What is the percentage of video based transactions that require manual image review?	Since July of 2012 manual image review has averaged between 12% - 17% of video transactions per month.
243	III.8	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.6 Video Image Review Operations	"Accurately enter plate numbers, plate types and state of registration according to DMV requirements for all states for all manually reviewed images."	Does NCTA currently pursue collection of Pay by Mail tolls for vehicles with plates issued by all U.S. states and the /District Columbia? If not, which states are not pursued and are these states excluded from manual license plate image review? Are plates issued by any Canadian provinces, Mexican states, other foreign countries, or U.S. territories currently processed through manual review?	NCTA is currently collecting billing information from VT, TN, NY, MI, IL, IA, VA, CA, AZ,FL, OH, and TX. All images must be processed no matter what state, district or providence they are from.



REQUEST FOR PROPOSAL-RESPONSES TO QUESTIONS						
Q #	Page #	RFP Section #/Name	Sub-Section	Reference Language	Vendor Question-Round 2 May 3, 2013	NCTA Response-Round 2 May 17, 2013
244	III.9	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.9.2 Armored Car Services	It is the option of the contractor whether or not to use an armored car service.	Will the Authority please clarify the required bank deposit frequency?	Daily as the bank is open
245	III.9	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.9.6 Mail House Reconciliation	Contractor shall be responsible for monthly mail house invoice reconciliation. Current mail house utilized by NCTA is Contact Critical. Contractor shall complete invoice reconciliation and submit results to NCTA within five (5) business days of receipt of invoice. Invoice shall be paid by NCTA.	Would NCTA please confirm that the Content Critical invoice contains all costs associated with the mailing and e-mailing from the mail house inclusive of materials, labor and postage? Please confirm if NCTA will pay the Content Critical costs directly.	All mail house costs are covered under the BOS contract.
246	III.10	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.11.1 General	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.	Has an audit by a qualified PCI assessor or an on-site data security assessment been performed? If so were any issues identified and of the issues identified are any currently still awaiting resolution? If so, would the Authority please make proposers aware of any outstanding issues which are currently awaiting resolution and will become the responsibility of the new contractor to address prior to the next audit, assessment or submission of a statement of attestation?	NCDOT conducted an audit on data security and the following were the findings: Flammable material in data center, lack of annual security training, door held alarms disabled and security cameras monitor on motion detection.
247	III.10	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.11.1 General	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.	For which merchant level (1 thru 4) is the Authority currently operating with respect to PCI compliance?	The current credit card transaction volumes would put us at the level 3 certification.
248	III.10	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.11.1 General	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.	Who has responsibility for the Merchant ID under which the Authority is processing credit card payments?	Response will be posted the week of May 20th.
249	III.10	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.11.1 General	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.	Who has responsibility for signing and submitting the statement of attestation?	Response will be posted the week of May 20th.
250	III.10	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.11.1 General	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.	Will a copy of the last statement of attestation be made available to proposers for review?	Response will be posted the week of May 20th.
251	III.10	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.11.1 General	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 the NCTA describe the current PCI related operational functions and information that occur outside of the BOS?	Operational employees have access to credit card and personal information via phone calls, store front transactions and incoming correspondence. It is their responsibility to assure proper procedures are followed so that this information is not compromised.

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252	III.10	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.11.1 General	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 the NCTA clarify that the contractor will not be responsible for maintaining PCI compliance on databases, networks and applications on all systems that are not provided by the Contractor?	Contractor is not responsible for PCI compliance on any system not supplied by Contractor.
253	III.10	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	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.	Are there operational documents currently in use that have not been provided as part of the RFP? If so, can the Authority please provide a listing of these and also provide direction on how the Authority wishes proposers to address any existing documents which are currently in use but have not been provided in any of the RFP appendices? For instance, should proposers assume these documents are accepted as-is and will be made available to the contractor in format suitable for editing, e.g., softcopy, so all future updates could be made more easily? If not, then should the proposers assume any of these existing documents will need to be rewritten and provided anew?	The current operational documents are the Toll Operations Plan, Standard Operating Procedures for Toll, Ferry and TMC, Training Plan and Materials. All appropriate documents will be made available in native formats for ease of editing.
254	III.10	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	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.	As a follow-up to the original question submitted and the subsequent response received -- 'Contractor shall submit electronically a redline of proposed changes to NCTA within 30 calendar days or sooner of the operational change' -- would NCTA please confirm if a "redline of proposed changes" is a document with tracked changes?	Yes, it is a document with track changes.
255	III.10	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	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.	What is the current weight and physical dimensions of the tapes or other data that is currently being transported to and from the STOC? To or from which locations? What is the current schedule of transfer being used by the Authority? Should the proposers assume that any new locations not in the immediate vicinity of the current locations would be addressed via change order or reimbursable by other means incorporated into the contract?	The tapes are approximately 4 inches x 4 inches x 1 inch and weigh less than 5 pounds each. At this time there is one other storage location outside of the CSC and that is located at the STOC. Additional storage is located in two rooms, within the STOC located at 1636 Goldstar Drive, Raleigh, NC 27607. The tapes are being transferred twice a week right now. It is up to the selected vendor to cover any travel expenses to and from the storage location. If the location changes and is not in the immediate vicinity of the current location, we would address this as a change order or other reimbursable means in the contract.
256	III.10	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.11.4 Document Storage	Paper documents shall be annually archived for three (3) years and then destroyed.	What is the volume (in pages) of documents currently in archive? What is the anticipated initial volume of documents (in pages) that will be ready for destruction?	There are currently no items archived or ready for destruction.
257	III.11	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.13 Quality Control	1. Review and modify as necessary, with NCTA approval, current Standard Operating Procedures (SOPs) ensuring that they are clear, straightforward and in line with the operational functions outline in the scope of work. 2. Review and modify as necessary current Training Manual ensuring that the Manual is clear, straightforward and in line with the operational functions outline in the scope of work.	Please provide copies of current SOPs, Training documents and certification documents so that we can assess the level of effort required to update them.	All SOPs and training documents are up to date with current procedures. It would be the contractor's decision to update these documents based on their practices and NCTA approval.

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258	III.11	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER	2.13 Quality Control	1. Review and modify as necessary, with NCTA approval, current Standard Operating Procedures (SOPs) ensuring that they are clear, straightforward and in line with the operational functions outline in the scope of work. 2. Review and modify as necessary current Training Manual ensuring that the Manual is clear, straightforward and in line with the operational functions outline in the scope of work.	Please provide details on the level of updates required to the current SOPs, training and certification documents.	NCTA anticipates that the level should be minimal as the BOS system and business rules are not undergoing any significant updates at this time. Contractor may elect to modify SOPs and training materials to reflect any changes they may desire to the current processes.
259	III.11	III.SCOPE OF WORK-TOLL CUSTOMER SERVICE CENTER  Addendum 3; Question/ Response 115	2.12 Reporting	The response to question 115 indicates the Contractor will have access to BOS reports and will have the ability to use Crystal Reports for ad hoc reporting.	In our experience depending upon the system, Crystal Report functionality may not be flexible enough to create true ad hoc reports. In some cases, the actual data fields are held constant for each report and the only adjustment that can be made is to the date ranges.  <b>Question a)</b> Will the Authority please confirm the Contractor will be provided with the unrestricted capability of querying any and all data in the database for the purpose of creating ad-hoc reports including the ability to select alternate data fields that aren't included in the base reports?  <b>Question b)</b> If limitations will exist or will be imposed, will NCTA please describe those limitations?	Contractor will have full access to all information in the reporting database which mirrors the production database.

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260	III.12	III.SCOPE OF WORK-TRAFFIC MANAGEMENT CENTER	3.2.1 Current Staffing	<p>Current staffing levels are presented in the table below. Currently the TMC has six (6) full time employees (FTE) and one (1) part-time operator totaling 6.2 operators.</p> <p>Also the response to question #159 states:                      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 (i.e., 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.</p>	<p>Table III.2 outlines current staffing levels. Are these staffing levels maintained 52 weeks a year or does the staffing level vary when staff are out sick, on holiday or vacation? The response to question #159 seems to indicate that the pricing should reflect that these positions are filled 52 weeks a year.</p>	<p>For pricing, proposers should price based on 52 weeks per year.</p> <p>If an operator calls in sick, current operating procedure is to either operate the TMC with one operator (based on volume of work and approval by NCTA Manager of Roadway Operations) and only bill NCTA for the one operator or the TMC project manager or another operator may fill in for the sick or absent operator at that operator's current rate.</p>

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261	III.14	IIII SCOPE OF WORK-FERRY PHONE RESERVATION OPERATIONS	4.2 Phone Reservations	2. CSRs designated to Ferry operations will be required to follow the same general policies and procedures as Toll Operations CSRs.	Would NCTA please confirm that Ferry Operations has its own complement of full-time CSRs completely independent of (separate from) Toll Operations?	It is up to the Contractor whether to designate CSRs only for Ferry operations or elect to cross train CSRs in both Ferry and Toll operations to meet performance measures.
262	III.14	IIII SCOPE OF WORK-FERRY PHONE RESERVATION OPERATIONS	4.2 Phone Reservations	4. Develop, implement, monitor and update a reservation center work schedule to cover current Ferry Office hours, unless otherwise modified by NCTA and NCDOT Ferry Division.	Please provide historical call center matrix for the Ferry Call Center to include average call handling time, wait time, total number of incoming calls, number of CSR calls and the number of calls handled by the IVR.	Information has been added to Appendix J in Addendum 5.
263	III.14	IIII SCOPE OF WORK-FERRY PHONE RESERVATION OPERATIONS	4.2 Phone Reservations	7. CSRs shall be responsible for handling all refunds, except those refunds handled at the Ferry sites, for trips cancelled due to weather or mechanical issues during normal hours of operation.	Would NCTA please clarify further the following: 1) Acceptable reasons to process a refund, other than trips cancelled due to weather or mechanical issues during normal hours of operation 2) How refunds under Ferry Operations are specifically handled ?	1) Refer to Appendix I-Ferry Policies-3.7 Cancellation with Full Refund Reasons, page I.11. 2) Operations contractor staff forwards refund requests to NCTA staff located at the CSC for processing.

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264	III.18	SECTION III SCOPE OF WORK	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.	Who is responsible for PCI compliance on the wireless network?	The BOS contractor
265	III.18	SECTION III SCOPE OF WORK	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.	Does the CSC have backup power available for the Contractor supplied computers? If not, is there a requirement for the availability of the supplied equipment?	Yes, backup power is provided for the entire CSC
266	III.18	SECTION III SCOPE OF WORK	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 there any software required for the manager/supervisor workstation connecting to the phone system?	All BOS provided machines will connect to the phone system. Any computer provided by contractor will not have access to the phone system.

267	III.18	SECTION III SCOPE OF WORK	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.	Will the Contractor supplied computers require access to the BOS system?	Contractor supplied computers will not be allowed access to the BOS.
268	III.18	SECTION III SCOPE OF WORK	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.	Does the BOS have their own fax machines and email accounts for receiving applications?	The BOS does not have email accounts for receiving applications. Fax machines are to be supplied and maintained by the Contractor, and are an acceptable means of accepting applications.
269	III.18	SECTION III SCOPE OF WORK	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 the BOS application browser based or Client based (meaning software that needs to be installed on the supervisor workstation)?  If Client based, what are the requirements for the workstation to access the NCTA proprietary application?	The BOS application is browser based.
270	III.16	SECTION III SCOPE OF WORK	5. Contractor Equipment, Hardware & Software	"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."	What the current email process between NCTA employees based at the CSC, BOS employees at the CSC and Contractor employees at the CSC? Are they based on three separate systems communicating through the internet?	They are three separate systems.

271	III.16	SECTION III SCOPE OF WORK	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."	The answer to question No. 122 in the first round of questions states that the Contractor must supply fax machines. Are phone lines and service available for these fax machines or will Contractor be required to secure them?	Phone lines and service are available
272	III.18	SECTION III SCOPE OF WORK	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.	Will the Contractor supplied computers have access to the internet?	Yes, Contractor will have access through the wireless café network.
273	III.18	SECTION III SCOPE OF WORK	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.	1. Does the BOS have their own fax machines and email accounts for receiving applications?  2. Will the Contractor supplied email accounts or fax machines be used for receiving account applications?	The BOS does not have email accounts for receiving applications. Fax machines are to be supplied and maintained by the Contractor, and are an acceptable means of accepting applications.
274	III.16	SECTION III SCOPE OF WORK	6. Data Ownership and Security	The Contractor shall ensure that no unauthorized personnel will have access to individual records, payment histories, any personal information of existing or potential NCTA customers or customers of agencies in which NCTA is interoperable. Paper records shall be locked when not in use, and systems shall have password and ID controls for any data access.	Given that the BOS already has password and ID controls in place to prevent access to personnel without the proper access level, can the NCTA describe the type of data on the Contractor supplied equipment that would need to be protected from unauthorized access?	It is anticipated that no customer sensitive information shall be stored on the Contractor supplied computers.
275	III.16	SECTION III SCOPE OF WORK	6. Data Ownership and Security	The Contractor will develop a security plan for NCTA's approval. Personnel will undergo security screenings that will be documented and available for the NCTA's review based on the level of security.	The term "based on the level of security" infers that the Authority has defined multiple levels of security. If this is the case, would the Authority make available to proposers their current security plan or at least define the different levels of security and to whom (what positions) they apply? Also what type of "security screenings" are currently being performed or would be acceptable to the Authority and for which "personnel" would they be required?	Current requirements for all employees is background checks, finger printing and drug test.



276	III.16	SECTION III SCOPE OF WORK	6. Data Ownership and Security	Paper records shall be locked when not in use, and systems shall have password and ID controls for any data access.	Shall the proposers assume that the term "systems" refers to the BOS? If so, shall the proposers assume that the current BOS provides adequate password and ID controls to meet this requirement?	Yes
277	III.17	SECTION III SCOPE OF WORK	7.6.2 Human Resource Plan	The Human Resource (HR) Plan which addresses tolls, TMC and Ferry operations shall be submitted for review and approval within sixty (60) calendar days of NTP	<p>Question #131 Addendum 3 response reads 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.</p> <p>The SOP and Training Manual reads updates will be required and shall be updated within thirty (30) calendar days of notification from NCTA.</p> <p>Please clarify if the Human Resource Plan is due thirty (30) calendar days from NTP or thirty (30) calendar days of notification from NCTA.</p>	30 days from NTP
278	III.18	SECTION III SCOPE OF WORK	7.6.4 Training Material Update	The Contractor will review current Training Material and update as necessary for toll operations, TMC and ferry operations. As the NCTA toll program matures, updates will be required and shall be updated within thirty (30) calendar days of notification from NCTA.	This section mentions update of training material and SOPs, however in section 3.2 TMC Staffing there is a requirement for "Review to ensure that Standard Operating Procedures (SOP) are clear for all functions at the TMC." but no mention of TMC training materials or operator certifications. Please clarify if any TMC training material or operator certification material exist.	<p>Training materials do currently exist from the original TMC contractor. These materials include radio and phone training, ITS and toll system operations training, image review training and various other information related to the operations of the Triangle Expressway, such as contact information, NIMS and ICS, etc. These items will need to be reviewed for compliance with the successful bidder to verify compliance with their policies along with validating that they meet current industry standards.</p> <p>There is currently statewide TMC Operator certification training that is under development. This would be required of operators at a later date upon completion of the development.</p>

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279	IV.2	SECTION IV PRICE	Introduction	Contractors are required to provide pricing for the base seven (7) year contract period as well as for the two (2) optional three (3) year periods....	Future inflation factors cannot be predicted with any level of certainty and different Contractors may propose different rates. Would the NCTA please consider using a Federally Indexed COLA for the Option period pricing (i.e. COLA applied to Base Year 7 for First Option Year) and remove them from the Price Forms?	There will be no changes to the pricing sheets.
280	IV.2	SECTION IV PRICE	1.3 Key Staff	The calculation shall be the number of business days the position was vacant divided by the total number of business days for the month.	Since the calculation is strictly based upon the number of business days, we assume that the key staff, also including the TMC Operation Manager, is not required to work at CSC during the week-end days and the statutory holidays. Could NCTA confirm this point?	Refer to the hours of operation for the CSC in Section III Scope of Work, 2.2 Hours of Operation which reflect business days. Refer to Table III.2 in Section III Scope of Work, 3.2.1 Current Staffing which reflect business days.
281	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.	According to March 2013 data, they are to date some 420,000 BBM accounts. The Contractor's scope of works is not restricted to QC and account registration, which therefore raises the following question : In which section of the Price Schedule shall be quoted the services defined in Section III-Scope of Work, 2.7.2 , in relation with the Toll Dispute Process/Informal Review, as well as first paragraph of 2.7?	Pricing for Section III Scope of Work, 2.7 Video Invoicing Services/Bill by Mail is under Section B Video invoicing/BBM accounts and Section C Other Services on the Operations Request for Proposals Price Sheets Toll Operations
282	IV.3	SECTION IV PRICE	1.5 Other Costs	Video Invoicing / Bill by Mail Accounts management will be invoiced as a one-time fixed fee for each new account created by the BOS in a given month.	It is common in the industry that Bill by Mail accounts will have ongoing/recurring account maintenance (phone call, disputes, payment processing either thru walk in or mail, etc.). This additional account maintenance does not match a one-time fixed fee compensation method. Will the NCTA please consider permitting an ongoing account maintenance fee for those Bill by Mail accounts that have activity (phone call, payment, correspondence, etc.) in a given month? Placing the associated costs in the Monthly Administrative Fee or Account Management Fee would distort those line items and potentially cost the NCTA more.	There is no formal method in the BOS for measuring such activity for bill by mail accounts. It is up to the bidder to include any costs in the applicable area.
283	IV.3	SECTION IV PRICE	1.5 Other Costs	Video Invoicing / Bill by Mail Accounts management will be invoiced as a one-time fixed fee for each new account created by the BOS in a given month.	If an ongoing account maintenance fee is not permitted as suggested in the question #13 above, how will the contractor be compensated for the work associated with Bill by Mail accounts that were invoiced prior to the new contract Go Live date?	NCTA has provided all the necessary operational volumes for bidders to price accordingly.
284	IV.3	SECTION IV PRICE	1.4 ACCOUNT MANAGEMENT	The number of active accounts on the first day of the month determines the price level for that month.	Could NCTA provide a definition of the qualifier 'active' for those ETC and Video Registered accounts ?	Active means accounts that are in an OPEN status whether they are Good and Low Balance. Accounts in CLOSED PENDING or CLOSED status will not be included in the calculation.

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285	IV.3	SECTION IV PRICE	2 Price Sheet - Traffic Management Center	Quantity - 2,080 annual hours (column I on Excel sheet)	Can the NCTA please explain why the 2,080 annual hour figure was provided on the price forms? Based upon the various shifts, vacation, holidays and sick days, not every employee will be working 2,080 hours per year. Is it for pricing comparative purposes only? Or, is this to determine the actual compensation that will be paid to the Contractor?	The 2,080 hours is for price comparison. NCTA should only billed for the actual hours that an operator works.
286	IV.3	SECTION IV PRICE	2. Price Sheet-Traffic Management Center	NCTA requires that the minimum hourly wage for staffing be \$21.00 for the supervisor, \$17.00 for a level-2 operator and \$15.00 for a level-1 operator.	Will NCTA provide a description of the specific criteria, qualifications or experience that differentiate a level-2 operator from a level-1 operator or should Contractor develop the criteria ourselves?	A level-1 TMC operator may have limited knowledge of ITS device operations, dispatch experience, TMC operation, system monitoring, 911 center experience, Toll system operations, etc. Typically, they will be new hires with limited experience in TMC operations and the \$15/hr minimum rate should be applied until the operator has completed all training and shows proficiency with all aspects of the TMC operations, can work independently of direct supervision without oversight from another operator, shift supervisor or Manager.  A level-2 TMC operator will have completed all training, shows proficiency with all aspects of the TMC operations, can work independently of direct supervision without oversight from another operator, shift supervisor or Manager.
287	IV.4	SECTION IV PRICE	4 Pass through Costs	"These costs are to be paid directly by the Contractor and reimbursed by NCTA as a pass through item with no mark-up or overhead applied."	Are pass-through costs to be included anywhere in the price submittal?	No
288	IV.4	SECTION IV PRICE	4 Pass through Costs	Table IV.1 Pass Through Expense List	Please provide copies of the agreements for those vendors listed in Table IV.1. Will the NCTA please confirm that these amounts are subject to adjustment (pass thru) if similar terms cannot be reached with these vendors and/or replacement vendors?	Upon approval from NCTA, pass through costs are subject to adjustment if new agreements and/or vendors need to be selected.
289	NA	SECTION IV PRICE	Price Schedule	Toll base & option	In regard to the number of manual Image Reviews, there is a substantial difference between : - the March 2013 counts, i.e. 160,000 image reviews per Appendix D-Historical data, Page D.5, and - the base year quantity of 500,000 reviews included in the Price Schedule, i.e. 41,000 in average per month.  Could NCTA indicate what is the order of magnitude for the forecasted volume of Image Reviews for Year 1?	The quantity in the price sheets has been updated to 2,400,000 to reflect a monthly average of 200,000.

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290	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 confirm if call recording is required (acceptable) for random monitoring, and if so, for how long can recorded calls be stored and where?	All calls are recorded by the BOS and stored indefinitely.
291	V.2	SECTION V PERFORMANCE SPECIFICATIONS	1.1 Call Center	#3 Time to respond to escalations. .... For escalations that cannot be handled on the initial call 100% must be resolved within one (1) business day.	Would NCTA please consider a more market-directed (or dependent) timeline for resolution from initial call?	Requirement was amended in Addendum 3 to reflect 80% within one business day and 100% within 3 business days.
292	V.2	SECTION V PERFORMANCE SPECIFICATIONS	1.2 Customer Account Maintenance	#5 Time to scan and process incoming mail, email and faxes. Applications - 100% within one (1) business day.	Would NCTA please consider moderating the target of completion in view of market-related issues (such as when the application has incomplete or unclear information that prevents full processing)?	No change to performance measure, if there is a situation where the application is incomplete or unclear it should be noted on performance reports.
293	V.2	SECTION V PERFORMANCE SPECIFICATIONS	1.2 Customer Account Maintenance	#5 Time to scan and process incoming mail, email and faxes. All Payment Types - 100% within one (1) business day.	Would NCTA please consider moderating the target of completion in view of market-related issues (such as when the payment has incomplete or unclear information that prevents full processing)?	No change to performance measure, if there is a situation where the information is incomplete or unclear it should be noted on performance reports.
294	V.3	SECTION V PERFORMANCE SPECIFICATIONS	1.4 Customer Satisfaction	Sec. V, Sub-section 1.4, #11 - Measurement - Periodic formal surveys as requested  Cross Reference: Sec. III, Sub-section 2.3.1 Functions (see Table III.1-Customer Services Summary)	As a follow-up to the original question submitted and the subsequent response received, would NCTA please clarify the following: 1) What is the frequency of such surveys?  2) Will such surveys cover customers using any, a combination, or all of the service delivery options listed in Table III.1?  3) What is the minimum no. of customers surveyed, that is acceptable and valid for measuring Customer Satisfaction?	1. Frequency of survey will be determined by NCTA, there is no schedule at this time. 2. yes 3. Minimum number of customers surveyed will be determined at the time of the survey, there are no minimum requirements at this time.
295	V.3	SECTION V PERFORMANCE SPECIFICATIONS	1.4 Customer Satisfaction	#11 Customer Satisfaction Rating. 90% of customers must rank the service as satisfactory or better  Bid Addendum Number 3 (April 22, 2013) - 1.4 Customer Satisfaction. #11 Surveys will be conducted by NCTA not Contractor.	Would NCTA please consider a more market-directed (or driven) level of customer satisfaction?	No change to performance requirement
296	V.3	SECTION V PERFORMANCE SPECIFICATIONS	1.5 Video Image Review	"98% of all manually reviewed images shall be accurately entered into the BOS."	For the most recent three months for which data is available, what has been the image review accuracy rate for manually-reviewed license plate images?	Image review accuracy is dependent on the training and quality of the personnel. Therefore, the current rate would only be valid for the current Ops contractor.
297	V.6	SECTION V PERFORMANCE SPECIFICATIONS	3.1 Call Center	#3 Time to respond to escalations. .... For escalations that cannot be handled on the initial call 100% must be resolved within one (1) business day.	Would NCTA please consider a more market-directed (or dependent) timeline for resolution from initial call?	This requirement will be amended to reflect 80% within one business day and 100% within 3 business days.

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298	VI.5	VI PROPOSAL CONTENT  Addendum 3; Question/Response 29	2.3 Tech Proposal Requirement Descriptions; Section III - Qualifications  Sub-section: NA	<p><b>Last sentence:</b> "This section shall also include the discussion of attainment of SPSF goals".</p> <p><b>Q29 Response:</b> There is no goal requirement for this procurement. However, utilization is encouraged.</p>	Per NCTA's response to Question 29, is it the intention of the Authority to delete the referenced last sentence contained in Section III - Qualifications?	Although there is no goal requirement, NCTA would like the firms to discuss any utilization.

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299	VII.6	VII CONTRACT TERMS & CONDITIONS  Addendum 3 Question/Response 184	2.1 General (Contract Changes and Terminations); i.a Change Orders	The response to question #184 was "No change to the RFP"	It is not possible for a Contractor to foresee changes in law that might impact cost in future years. For example, the Affordable Healthcare Act (which could increase the cost to all employers) to be implemented in January 2014 could not have been foreseen five or six years ago.  <b>Question:</b> Will NCTA please add a provision that provides compensation to the Contractor for demonstrable cost increases related to a change in law?  <b>NOTE:</b> It is also possible that a change in law could significantly decrease Contractor cost in which case NCTA may deserve price reductions commensurate with the reduction in Contractors cost. (For example, if the Affordable Healthcare Act is repealed at some later date or determined to be unconstitutional by the Supreme Court.) It would be equitable for both parties if the additional provision was written on a mutual basis.	No change to RFP. If a change in law requires a material change in the scope of the contract then a change order would be the mechanism in place to address the change.
300	VII.7	VII CONTRACT TERMS & CONDITIONS  Addendum 3 Question/Response 185	2.6.1 Termination General Requirements;  ADD new 2.6.1.7	See proposed additional language.  The response to question #185 was "No change to the RFP"	Recognizing that a termination for convenience is completely outside the control of the Contractor, it does not seem equitable that a contractor would be penalized for cost associated with termination of leases.  Will NCTA please add a clause that either: a) requires the Authority to accept assignment of any active leases? or b) requires reimbursement to the Contractor for costs associated with early termination (Understanding that the Contractor must work diligently to minimize such cost)?	No change to RFP
301	VII.10	VII CONTRACT TERMS & CONDITIONS  Addendum 3 Question/Response 189	3.1.1 Standards #3 Specifications (General Terms and Conditions - General)	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.  The response to the modification request in question #189 was "No change to the RFP"	The language as written obligates the Contractor to provide services at the absolute highest ("best") industry practice which is very subjective.  Will the Authority please modify the language such that the services must be provided at a level consistent with "Good Industry Practice"?	No change to RFP

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302	VII.19	VII CONTRACT TERMS & CONDITIONS  Addendum 3 Question/Response 199	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.  The response to question #199 to delete provision 3.3.17 was "No change to the RFP"	Will the Authority please modify the language to clarify that the indemnity is for actions of those employed, hired, retained, or in privacy with Contractor? Suggested language is below:  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 subcontractor, supplier, vendor or consultant of Contractor furnishing or supplying work, services, materials or supplies in connection with the performance of this Contract.	No change to RFP
303	VII.19	VII CONTRACT TERMS & CONDITIONS  Addendum 3 Question/Response 202	3.3.19 Time is of the Essence	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.  The response to question #202 was "No change to the RFP"	We recognize that the Time is of the Essence clause for certain deliverables may be appropriate, i.e.. those tied to scheduled milestone delivery dates. However, there are a number of performance parameters with time limitations to which the Time is of the Essence clause should not apply given that the Contractor is subject to assessment of liquidated damages for failure to achieve the requirements within the stated timeframes.  Will the Authority please limit the Time is of the Essence Clause to key milestone delivery dates noted in the Agreement?	No change to RFP
304	VII.20	VII CONTRACT TERMS & CONDITIONS  Addendum 3 Question/Response 204	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  The response to question #204 was "No change to the RFP"	The North Carolina Uniform Commercial Code (NCUCC) is meant to govern goods. This Contract will be 95% provision of services. Keeping this provision as written essentially adds the entire NCUCC to a service contract which seems to be well outside the intent of the NCUCC.  <b>Question a)</b> Will NCTA please reconsider the response to question 204 and replace 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."?  <b>Question b)</b> If not, will NCTA please explain the reason for this position?	No change to RFP. This is a standard provision in all state contracts for goods and related services. Where the NCUCC is inapplicable, it will not be used.

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305	D.2	APPENDIX D- HISTORICAL DATA	Toll Operations Summary		Will NCTA please provide monthly volumes for 1st Invoices, 2nd Invoices, and other notices?	The averages are 71% first notices, 15% second notices and 14% third or more.
306	D.4	APPENDIX D- HISTORICAL DATA	August 2012- February 2013 Toll Operations Summary	Average Handle Time	Does the average handle time include any after call reporting or note taking? If not, how long does the call wrap up time take?	No, the average handle time does not include wrap up and notes. That additional time averages 30 seconds.
307	D.4	APPENDIX D- HISTORICAL DATA	August 2012-March 2013 Toll Operations Summary	Table of Page D.4	For clarity, could NCTA indicate if the row "Total Accounts" of the table of page D.4 from APPENDIX D-HISTORICAL DATA is related to active accounts or encompasses both active and inactive accounts?  From the March 2013 data, could NCTA indicate the current volume of : - active ETC accounts (out of the total amount of 35,900 accounts) - active Bill By Mail accounts (out of the total amount of 425,000 accounts)	Currently all ETC accounts reported are active. We do not currently have a definition for "active" bill by mail accounts. Once bill by mail accounts are established they remain open indefinitely.
308	D.5	APPENDIX D- HISTORICAL DATA	August 2012- February 2013 Toll Operations Summary	Image Review	Historically, how many image reviews can a CSR perform per hour on the system?	Average of 365 images per hour.
309	E.27	APPENDIX E- TOLL BUSINESS POLICIES	4.3.1 Limitations	"If the NCTA or PA fails to send the first Bill by Mail invoice to the OWNER within the ninety (90) days, the NCTA waives the right to collect the toll."	For the most recent three months for which data is available, what percent of Bill by Mail bills were not sent to the registered owner within the 90-day limit due 1) incorrect addresses, 2) system delays/errors, 3) inability to obtain out-of-state DMV data, and 4) other reasons?	1) Approximately .05%. 2) 0% 3) Approximately 1.4% 4) 0%
310	E.32	APPENDIX E- TOLL BUSINESS POLICIES	4.8.1 Administrative Hearing	The Owner may contest the Informal Review determination by filing a petition for a contested case hearing form the Administrative Officer to be held at the NCTA Customer Service Center	Please confirm that the administrative officer is an NCTA employee.	There is no longer an Administrative Officer position. Petitions are filed with the Office of Administrative Hearing (OAH). This process has been revised and Section 4.8.1 of the Business Policies, second paragraph first sentence, has been deleted. An updated version of the Business Policies will be updated once the Toll Dispute process with OAH has been finalized.
311	E.35	APPENDIX E- TOLL BUSINESS POLICIES	5.1.5 Disputes and Refunds (Out of State Transactions)	"NC Quick Pass customers wishing to dispute a toll or request a refund for tolls charged to their account by an out-of-state agency, shall notify the NC Quick Pass CSC of any disputed toll with proper justification for the dispute."	For the most recent three months for which data is available, how many times was the NCTA CSC contacted by NC Quick Pass customers to dispute tolls charged to their account by an out-of-state agency?	We have no records of an NCTA customer contacting us for an away agency dispute.
312	J.2	APPENDIX J- FERRY REPORT	Ferry Call Summary Reports		Will NCTA please provide the average call length of a Ferry call?	Approximate 3 and a half minutes