

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: 6
Addendum Date: May 24, 2013

INSTRUCTIONS

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

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

- Bid has **not** been mailed. **Any changes** resulting from this Addendum #6 are included in our bid.
- Bid has already been mailed. No changes resulted from this Addendum #6.
- Bid has already been mailed. Changes resulting from this Addendum #6 are as follows.

Execute Addendum:

Bidder: _____

Authorized Signature: _____

Name and Title (Typed): _____

Date: _____

ADDENDUM NUMBER 6

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 #6:

- Subsections within the following Sections have been amended based on responses to questions:
 - Section I-Administration
 - Section III-Scope of Work
 - Section VII-Contract Terms and Conditions
- The April 2013 TMC report has been added to Appendix H
- The April Month to Date Reservation Count Report has been added to Appendix J.
- Attestation of Compliance-2012 has been added as Appendix N.
- Sample customer correspondence has been added as Appendix O.
- NCTA official responses to unanswered questions from Addendum 5.

SECTION I-ADMINISTRATION

3.1.5 Toll Customer Service and Ferry Phone Reservation Operations: The first sentence has been replaced with the following language:

"The proposing contractor shall provide a table of at least three (3) related toll and call center prior successful projects of similar responsibility level and contract value within the past five (5) years."

5.3 Bonding Requirements has been replaced with the following language in its entirety:

"Within ten (10) calendar days after receipt of Notice to Proceed (NTP) the Contractor shall furnish to NCTA an acceptable Contract Performance and Payment Bond ('Contract Bonds'). The initial Contract Bonds will be effective from the date of the Contract through the first calendar year of operations in the amount of \$1,500,000. Each year the Contractor shall provide NCTA with new annually renewable Contract Bonds, throughout the life of the contract, in the fixed amount of \$1,500,000. Any renewal of the Contract Bonds must be consented to in writing by the Principal and the Surety. Failure to renew the Contract Bonds by the Principle and the Surety shall not constitute a default under the Contract Bonds."

"All renewal Contract Bonds shall be provided to NCTA at least sixty (60) days prior to expiration of the existing Contract Bonds. Failure to provide satisfactory Contract Bonds to NCTA prior to expiration of the current Contract Bond may result in a determination by NCTA that the Contractor is in default as defined herein under Article 3.3.13 of Contract Terms and Conditions in Section VII of the RFP. Contract Bonds are subject to all Contract Bond requirements in the Contract. In addition, the Contractor shall obtain a Surety that has a resident agent in the State of North Carolina, meet all of the requirements of the laws of North Carolina and the requirements of NCTA, obtain NCTA's approval, and ensure that the Surety's

resident agent’s name, address, and telephone number are clearly stated on the face of the Contract Bond.”

SECTION III-SCOPE OF WORK

2.6 Video Image Review Operations has been modified to include a 6th bullet listing image review reject codes:

<u>Reject Type</u>	<u>Reject Code</u>	<u>Reject Description</u>
Maintenance	IMGREJALGN	Camera out of alignment
	IMGREJBRT	Too bright
	IMGREJCORR	Corrupt
	IMGREJDARK	Too dark
	IMGREJRJPL	Plate blurry, out of focus or contrast is low
Non-Maintenance	IMGREJNOPL	No plate available
	IMGREJOBST	Plate Obstructed
	IMGREJRJNV	No vehicle
	IMGREJRMMP	Plate mismatch
	IMGREJROFF	Emergency Vehicle
	IMGREJSTAT	Cannot determine the State of plate
	IMGREJWEAT	Weather conditions, including snow
Not-Defined	IMGREJDEALER	Dealer plate & 30 day temporary plate

2.11.1 General has the amended to reflect the addition of the following text to the last sentence in the paragraph.

“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; **as well as responsible for compliance with all applicable Federal and State laws as well as Statewide Information Standards and all applicable NCDOT policies.**”

SECTION VII-CONTRACT TERMS AND CONDITIONS

1.1 Introduction #3 has been added as followings:

“3. By Executive Order 24, issued by Governor Perdue, and N.C. G.S.§ 133-32, it is unlawful for any vendor or contractor (i.e. architect, bidder, contractor, construction manager, design professional, engineer, landlord, offeror, seller, subcontractor, supplier, or vendor), to make gifts or to give favors to any State employee of the Governor’s Cabinet Agencies (i.e., Administration, Commerce, Correction, Crime Control and Public Safety, Cultural Resources, Environment and Natural Resources, Health and Human Services, Juvenile Justice and Delinquency Prevention, Revenue, Transportation, and the Office of the Governor). This prohibition covers those vendors and contractors who:

- (1) Have a contract with a governmental agency; or
- (2) Have performed under such a contract within the past year; or
- (3) Anticipate bidding on such a contract in the future.

For additional information regarding the specific requirements and exemptions, vendors and contractors are encouraged to review Executive Order 24 and G.S. Sec. 133-32.”

3.3.7 Deliverables has been modified as follows:

“Deliverables, as used herein, shall comprise all project materials, including goods, software licenses, data, and documentation created during the performance or provision of services hereunder. Deliverables are the property of NCTA. Proprietary Contractor materials licensed to NCTA shall be identified to NCTA by Contractor prior to use or provision of services hereunder and shall remain the property of the Contractor. Embedded software or firmware shall not be a severable Deliverable. Deliverables include "Work Product" and means any expression of Licensor’s findings, analyses, conclusions, opinions, recommendations, ideas, techniques, know-how, designs, programs, enhancements, and other technical information; but not source and object code or software. ~~All Software source and object code is the property of Licensor and is licensed nonexclusively to NCTA, at no additional license fee, pursuant to the terms of the software license contained herein, and in the Supplemental Terms and Conditions for Software and Services or the License Agreement if incorporated in the Solicitation Documents.~~ **Such Deliverables are not intended or represented by the Contractor to be suitable for reuse on modifications of the project or on any other project.**

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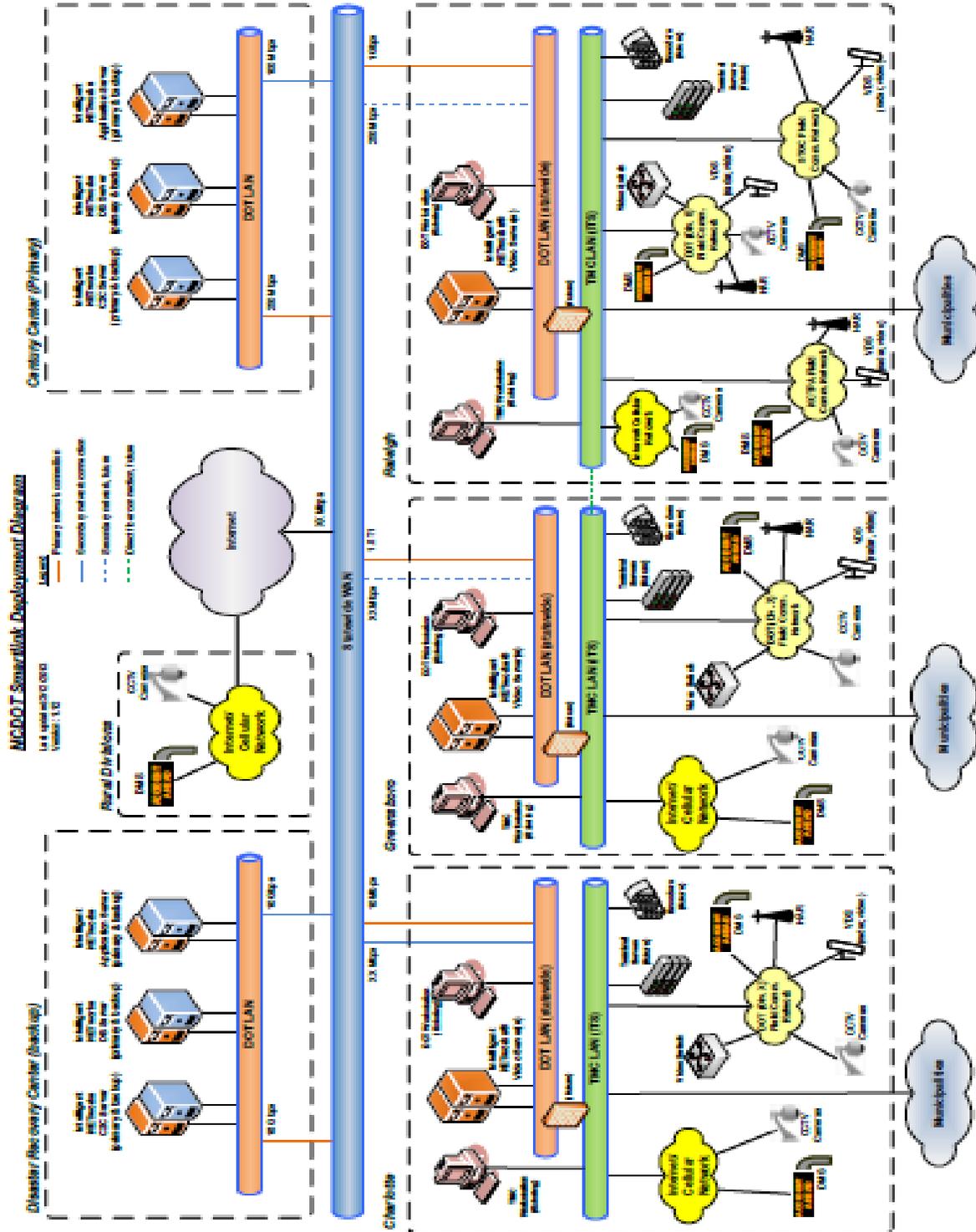
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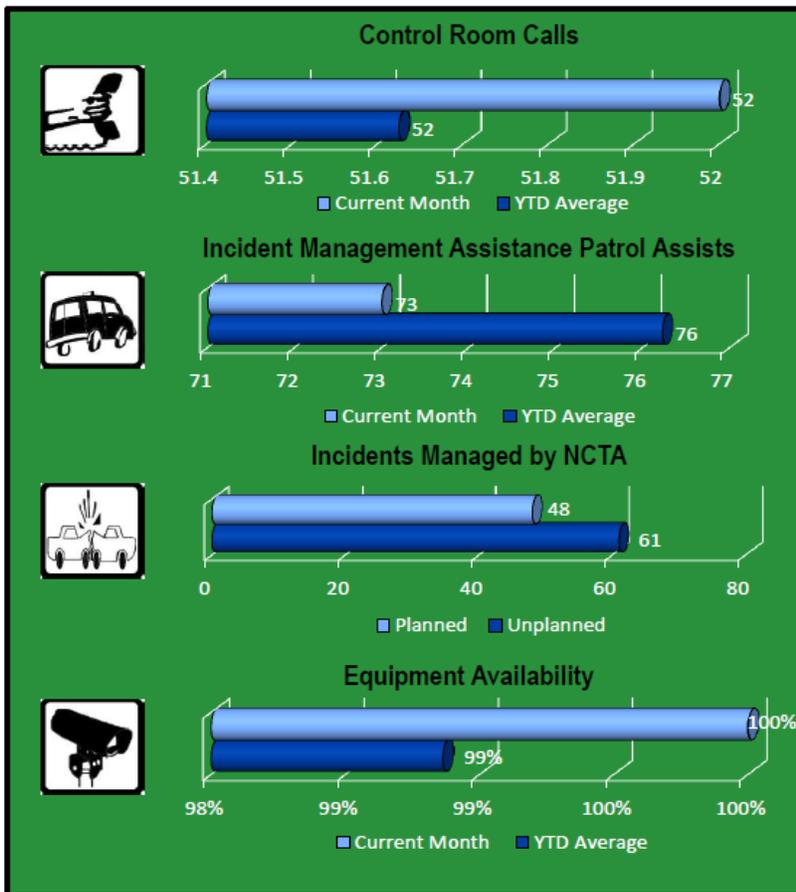
NCTA Traffic Management Center Operations Report – April 2013 30



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

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

North Carolina Turnpike Authority (NCTA)



December 2012

Operations Report

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

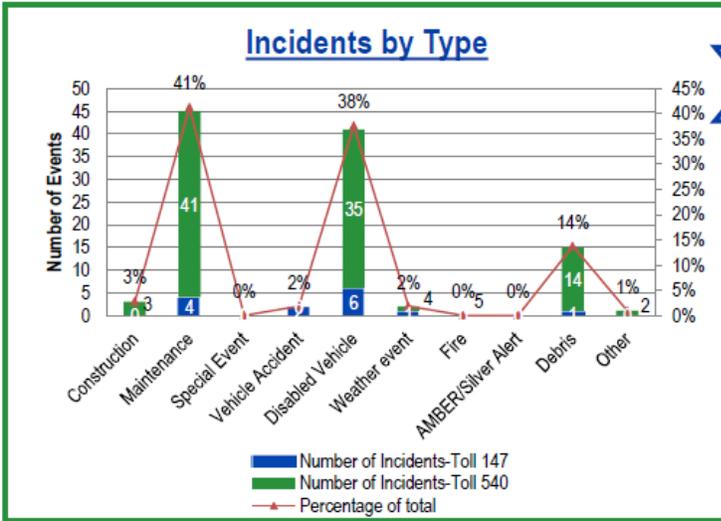


Brian Purvis
 Manager of Roadway Operations

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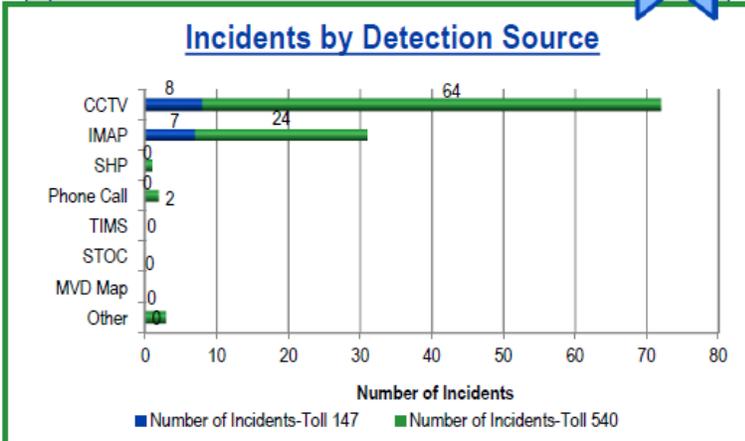
Control Room Activity

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December 2012

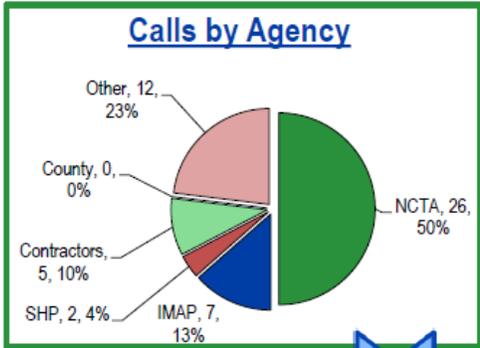


This month, Control Room Operators logged **109** incidents along Toll Roads 147 and 540. The top incident categories are shown in the chart and the "Other" category includes any event that doesn't fall within one of the categories, such as, "Media" or "System Problem."

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



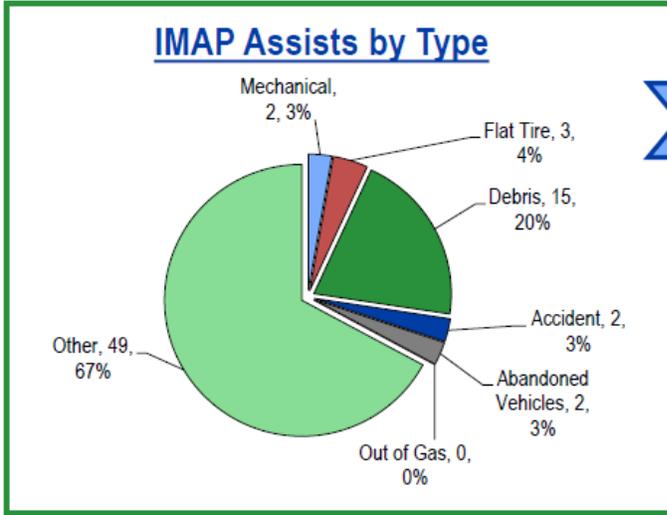
There were **442** unique messages displayed throughout the Dynamic Message Signs (DMS) system this month. This increase from **353** messages a month ago can be attributed from the number of DMS's on the Triangle Expressway increasing from 6 to 10 with the opening of Phase 3.



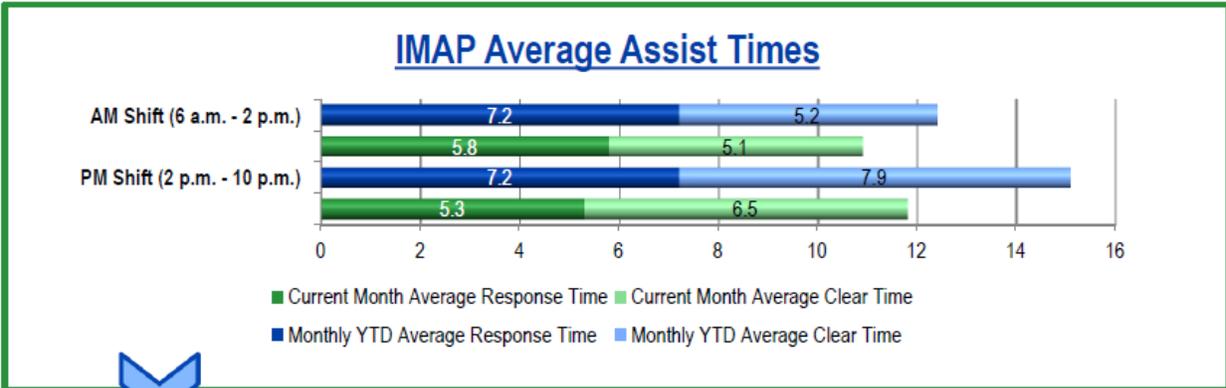
Control Room Operators managed **52** calls this month. More than half of those calls were between the Control Room and the **North Carolina Turnpike Authority (NCTA)**. The "Other" category includes Fire, Media, Special Event Venues and the City of Raleigh.



Incident Management Assistance Patrol



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



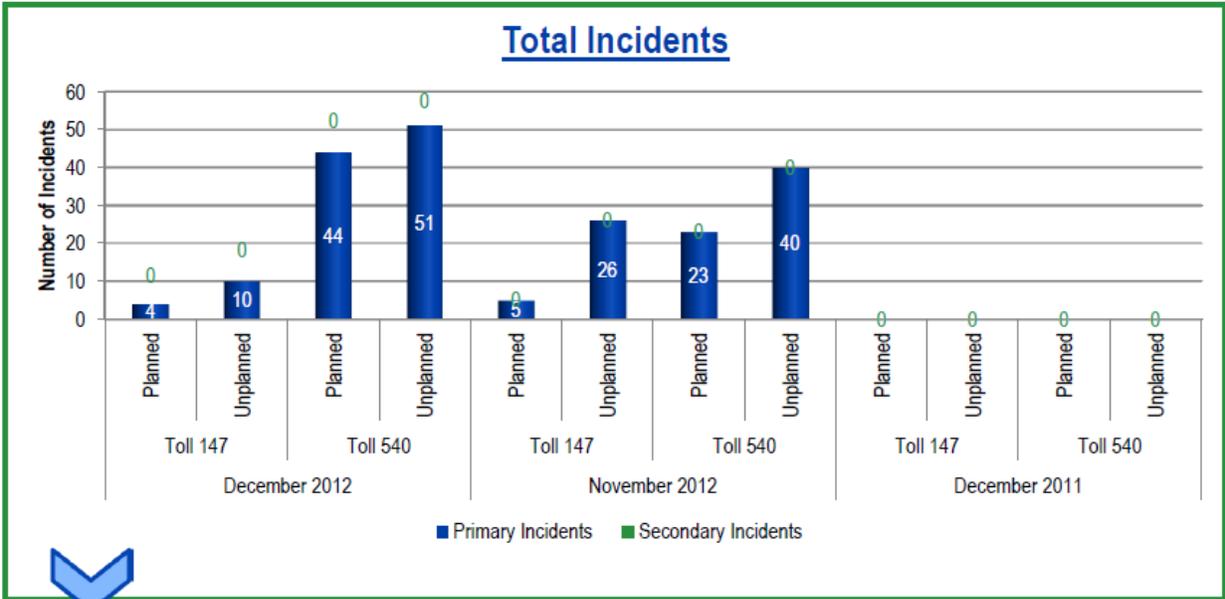
The response and clear times for all IMAP assists are logged by IMAP and provided to the NCTA. The average response and clear times for the current month are compared to the monthly year to date averages. Shift response times may differ due to the number of Drivers on duty and their coverage areas.

State Highway Patrol Activity

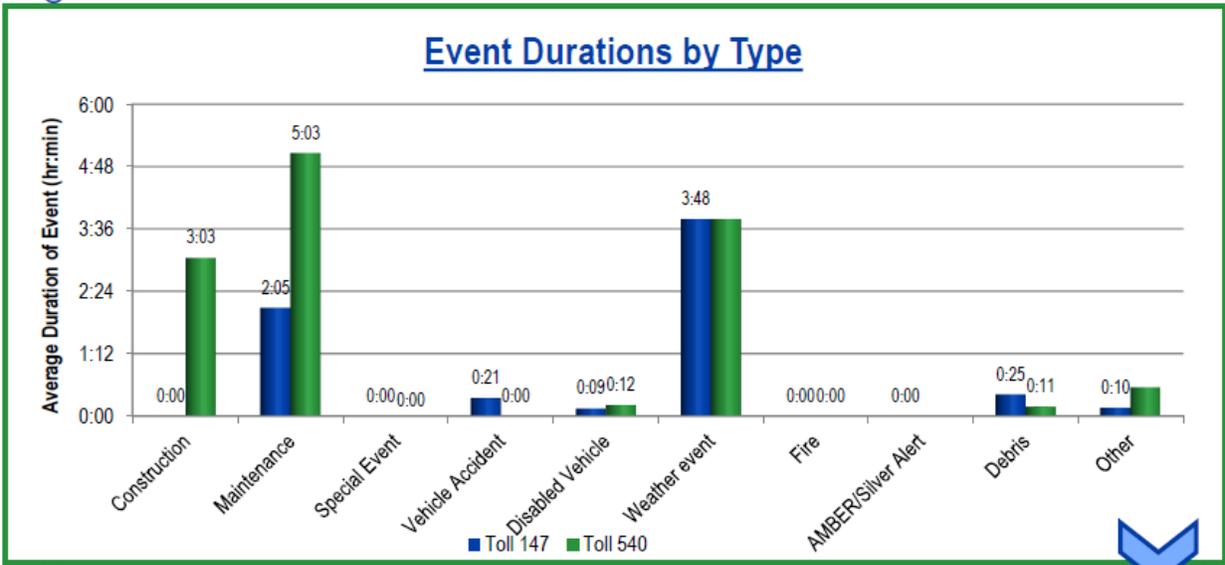
Crashes Investigated	4
Total Charges (Violations)	159
Total Warnings Issued	124

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

Incident Management

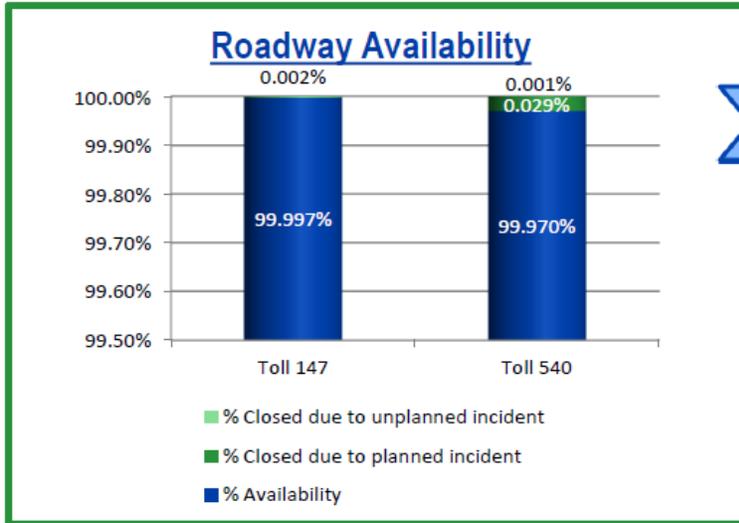
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December 2012


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

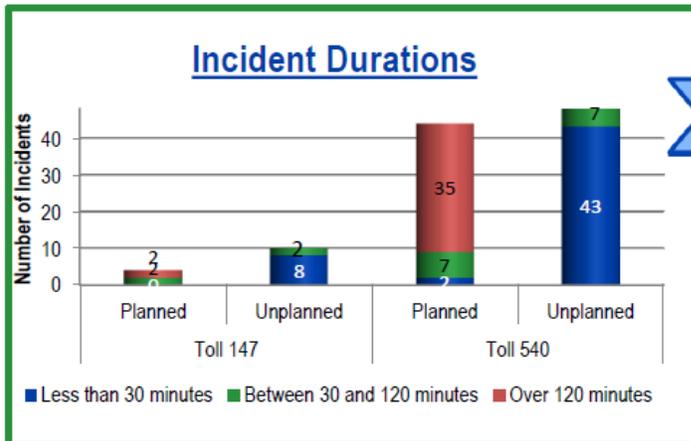


Of the **109** total incidents that were logged on Toll Roads 147 and 540 over the past month, the longest average duration of an incident occurred for **Maintenance** on 540.

Incident Management

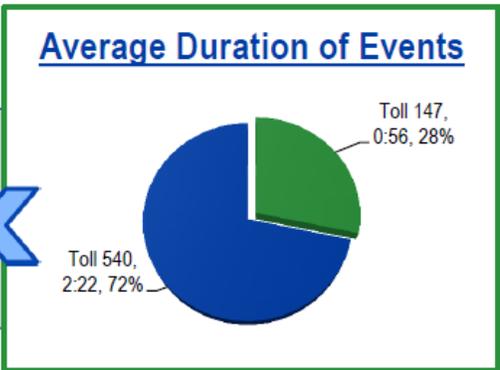


During the past month, Toll Roads 147 and 540 had a combined average of over **99.9%** availability. 100% availability occurs when all lanes of the roadway, for the entire length of the roadway, are open with no construction, accident, debris or maintenance blocking any lane or portion of any lane.



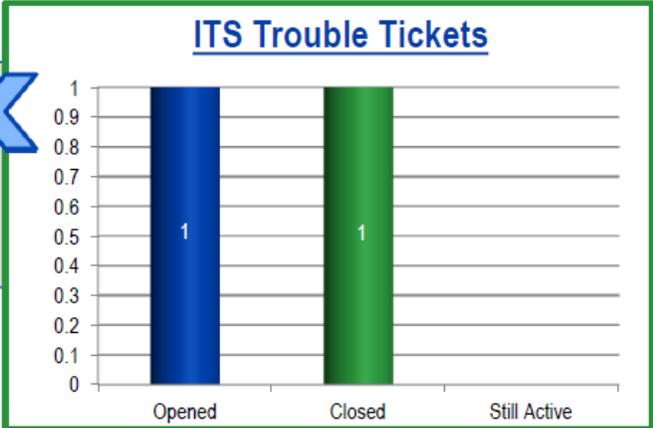
An incident duration is the time it takes to clear an incident, with traffic returning to normal conditions, once the incident has been detected. Out of the total **196** planned or unplanned incidents on both Toll Roads 147 and 540, **38** exceeded more than 2 hours.

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



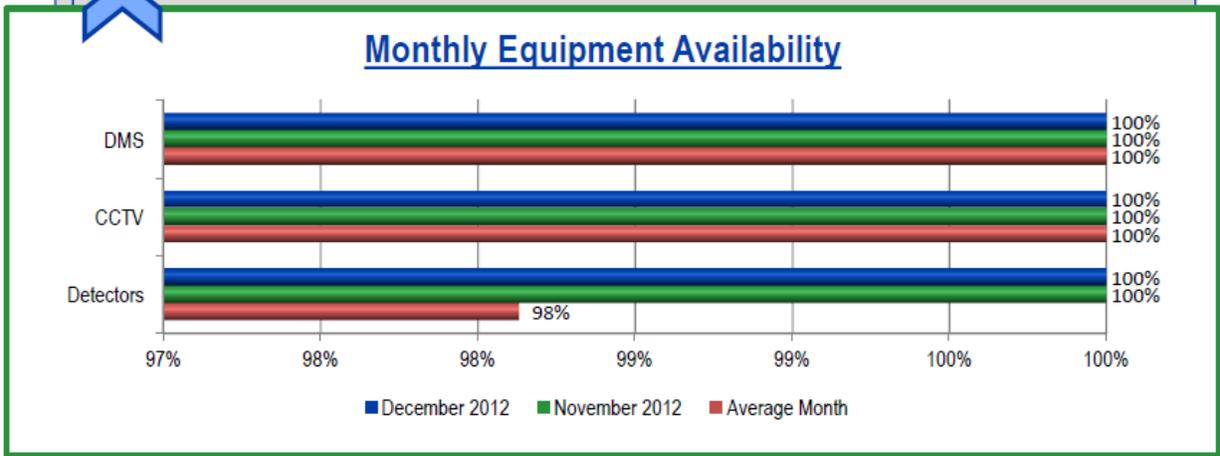
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December 2012

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

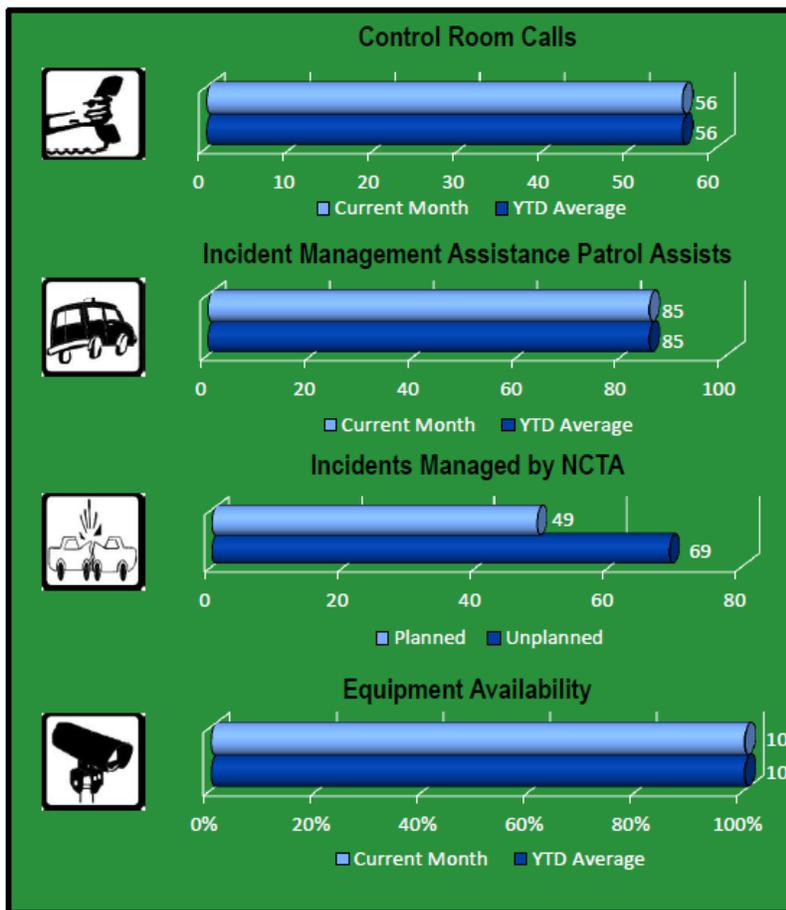


“Responsive” maintenance is that in which a field technician is assigned to complete a trouble ticket regarding non-operational equipment. “Preventive” maintenance is that in which the technicians perform routine cleaning, testing and calibrating of equipment to lessen the chances of the equipment failing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

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



North Carolina Turnpike Authority (NCTA)



January 2013

Operations Report

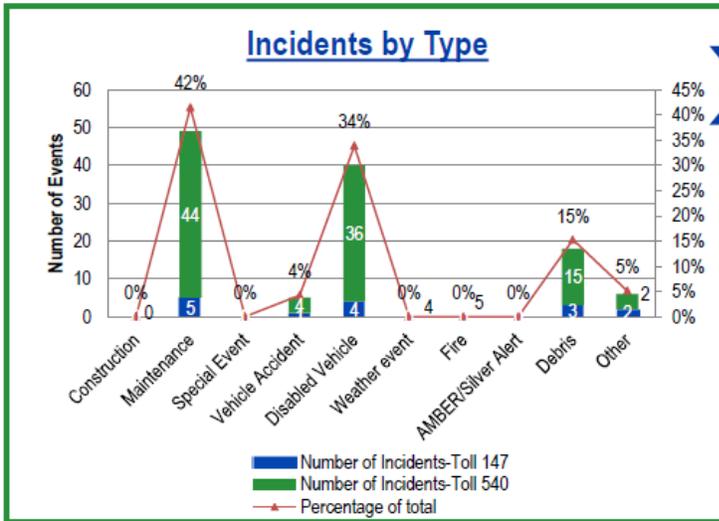
- Multiple factors contributed to the number of DMS messages in January being so great. This was the first reporting period that all 10 DMS's were available to the TMC for an entire calendar month. The winter storm on January 25 and the wind advisory on January 30 were also contributing factors.
- TMC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



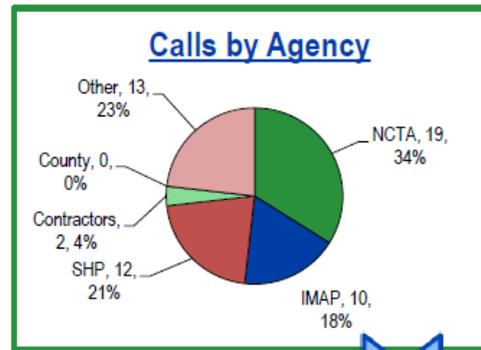
Brian Purvis
 Manager of Roadway Operations

North Carolina Turnpike Authority
 Transportation Management Center
 1636 Gold Star Road
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 919-825-2700

Control Room Activity

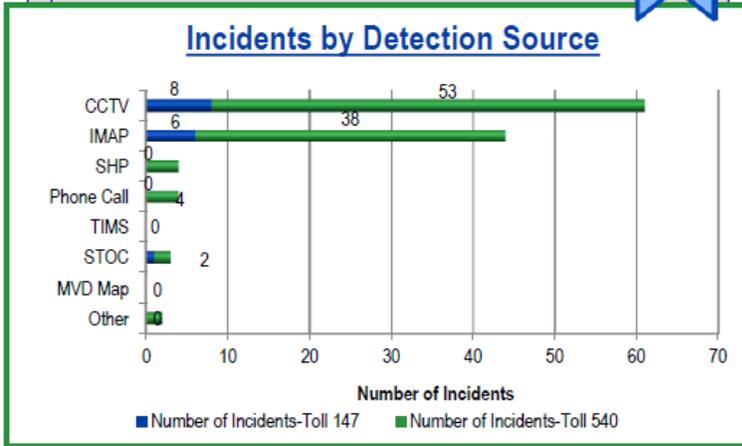


This month, Control Room Operators logged **118** incidents along Toll Roads 147 and 540. The top incident categories are shown in the chart and the "Other" category includes any event that doesn't fall within one of the categories, such as, "Media" or "System Problem."



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

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

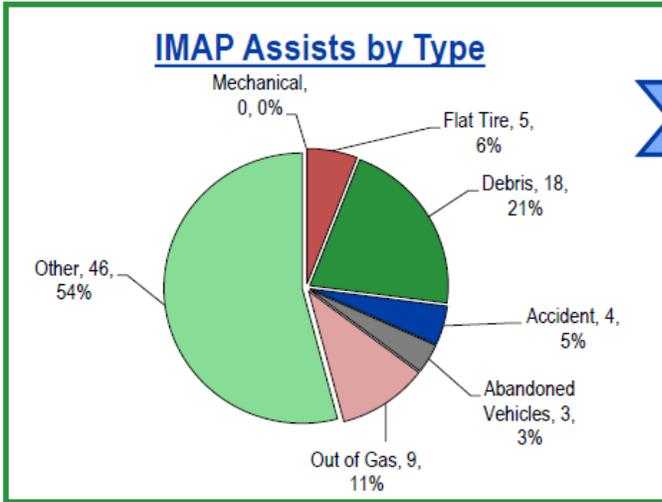


There were **563** unique messages displayed throughout the Dynamic Message Signs (DMS) system this month. A "unique message" may pertain to an incident, AMBER/Silver Alert, construction or special event message.

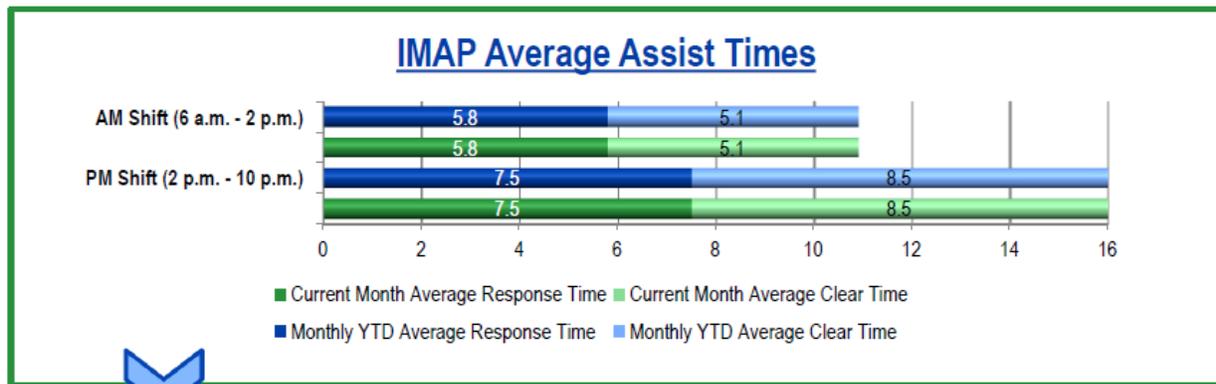


Incident Management Assistance Patrol

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January 2013



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



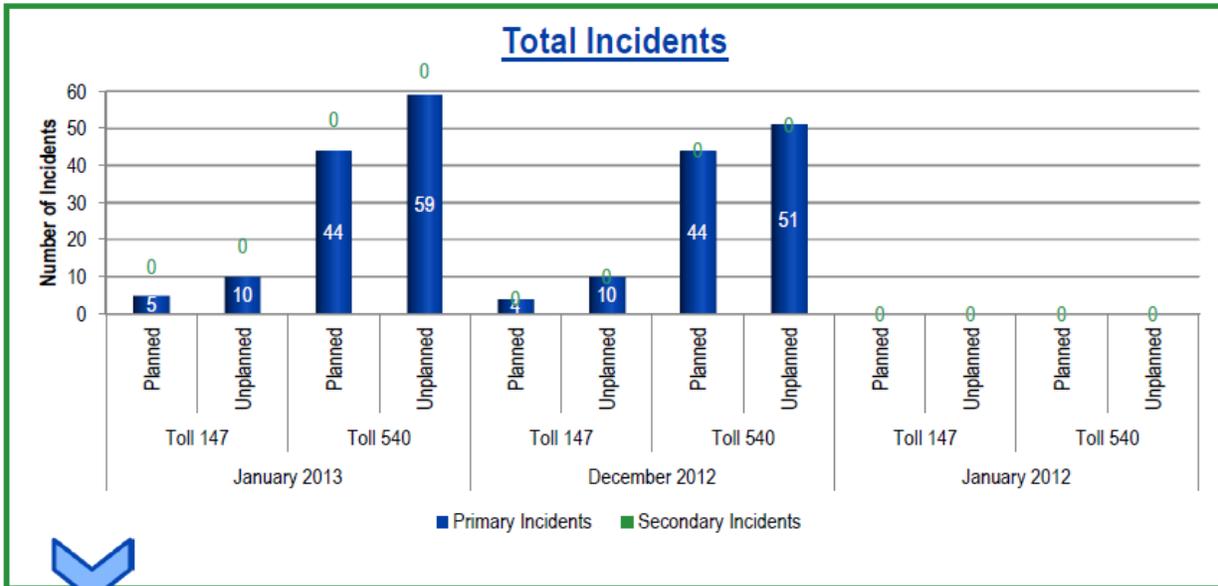
The response and clear times for all IMAP assists are logged by IMAP and provided to the NCTA. The average response and clear times for the current month are compared to the monthly year to date averages. Shift response times may differ due to the number of Drivers on duty and their coverage areas.

State Highway Patrol Activity

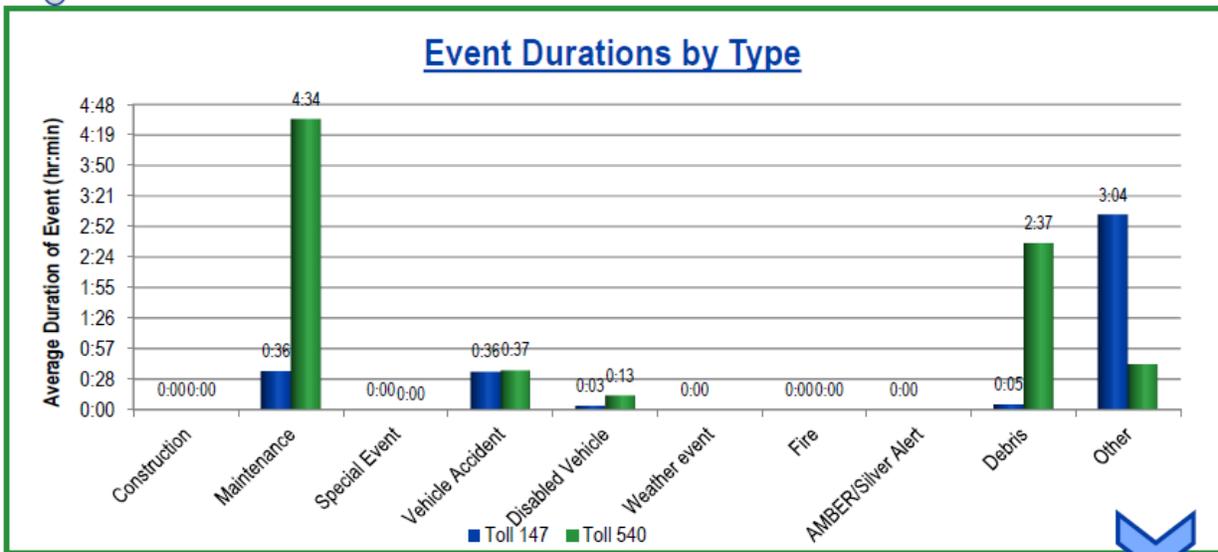
Crashes Investigated	5
Total Charges (Violations)	155
Total Warnings Issued	125

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

Incident Management

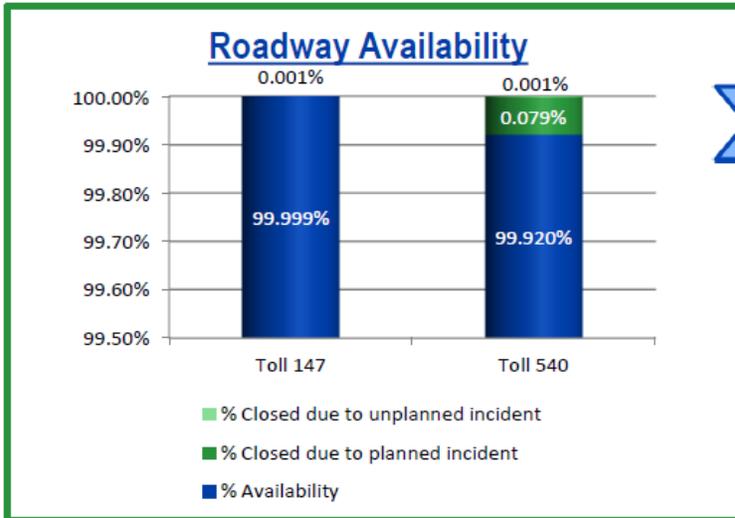


There were a total of **118** incidents this month, **0%** of which were secondary incidents. An incident is any situation on either Toll 147 or 540 that causes a disruption in the flow of traffic. These can be planned, as in roadway maintenance, construction or special event, or unplanned, as in an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

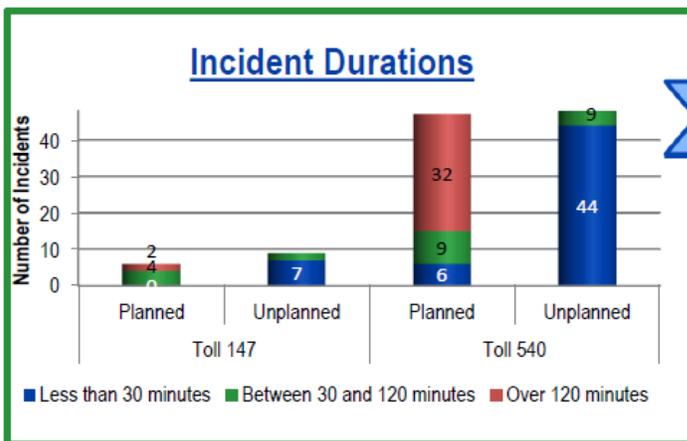


Of the **118** total incidents that were logged on Toll Roads 147 and 540 over the past month, the longest average duration of an incident occurred for **Maintenance** on 540.

Incident Management

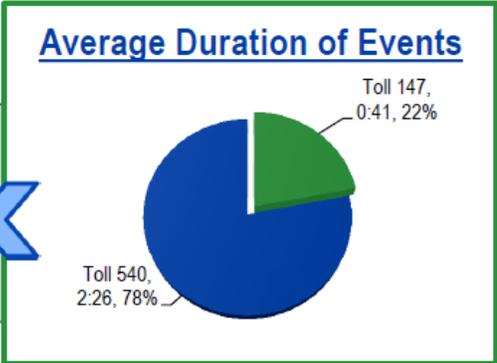


During the past month, Toll Roads 147 and 540 had a combined average of over **99.9%** availability. 100% availability occurs when all lanes of the roadway, for the entire length of the roadway, are open with no construction, accident, debris or maintenance blocking any lane or portion of any lane.



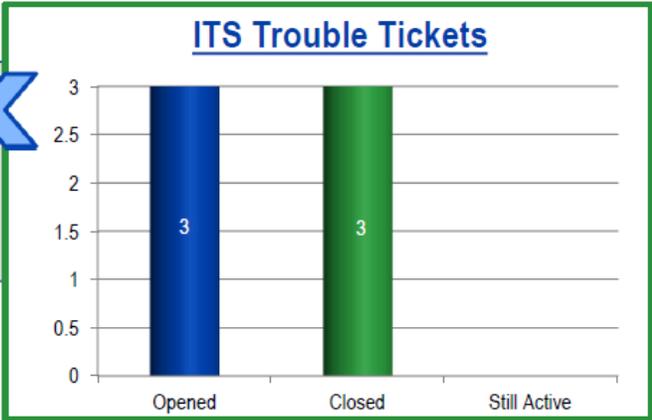
An incident duration is the time it takes to clear an incident, with traffic returning to normal conditions, once the incident has been detected. Out of the total **118** planned or unplanned incidents on both Toll Roads 147 and 540, **38** exceeded more than 2 hours.

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



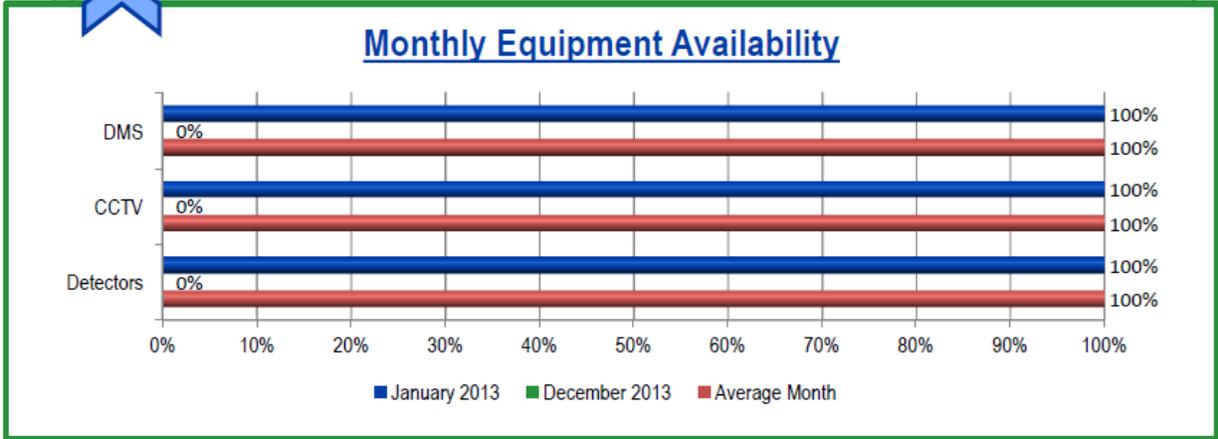
ITS Field Maintenance Page 6 of 6
January 2013

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

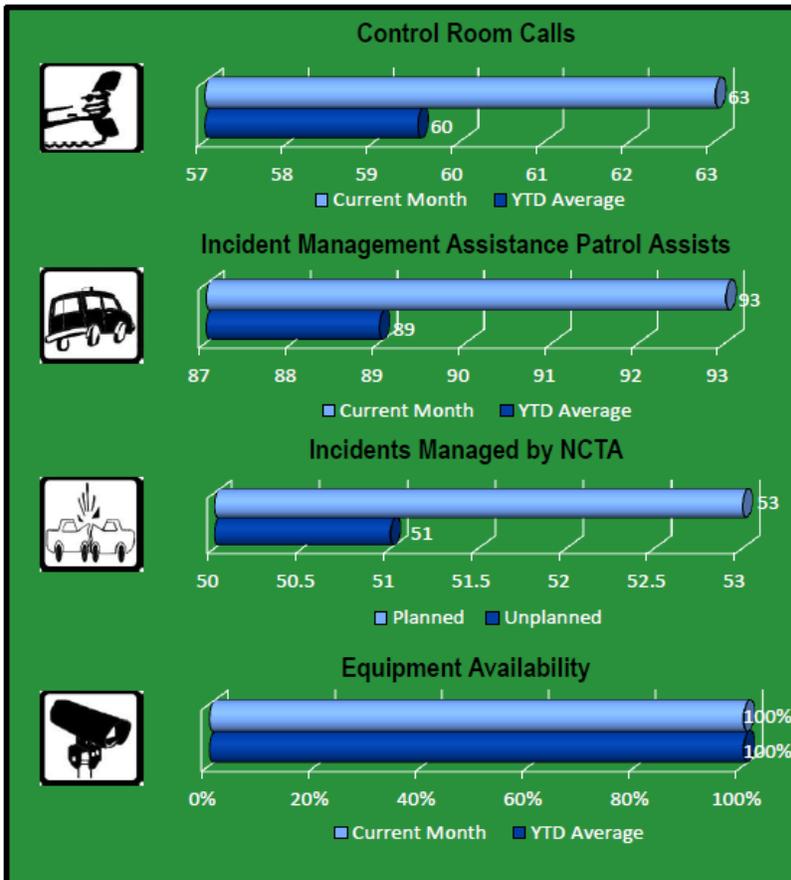


"Responsive" maintenance is that in which a field technician is assigned to complete a trouble ticket regarding non-operational equipment. "Preventive" maintenance is that in which the technicians perform routine cleaning, testing and calibrating of equipment to lessen the chances of the equipment failing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

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



North Carolina Turnpike Authority (NCTA)



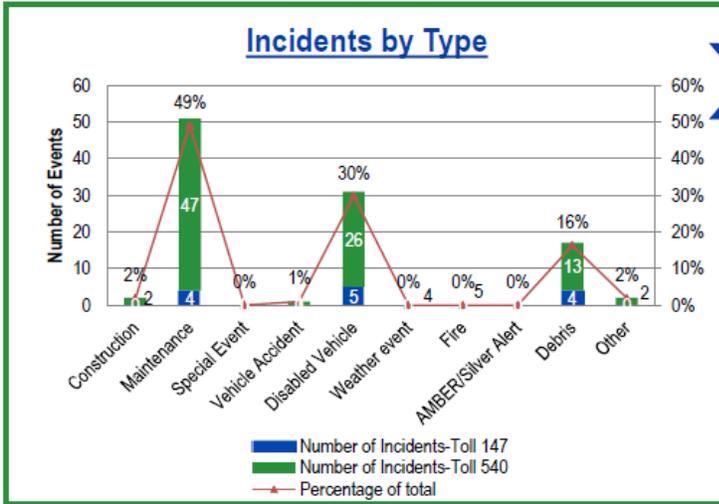
February 2013 Operations Report

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

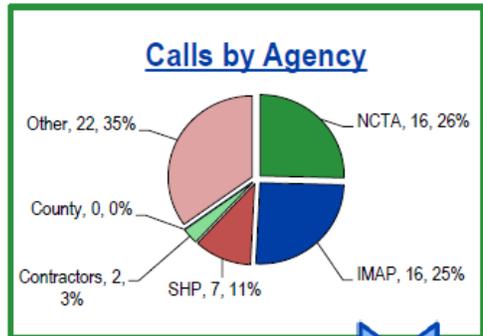
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Control Room Activity

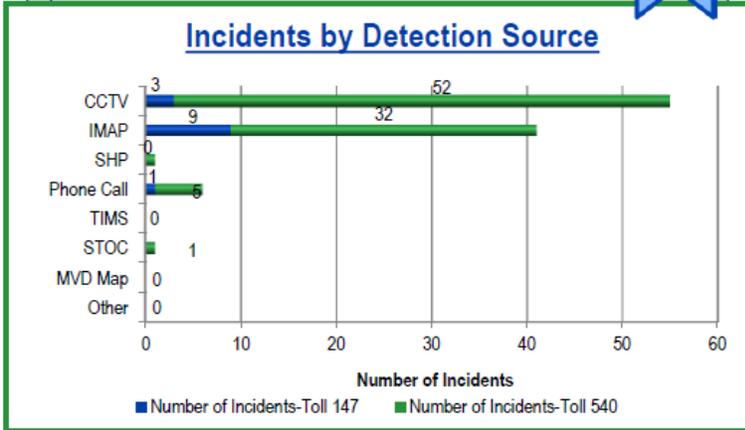


This month, Control Room Operators logged **104** incidents along Toll Roads 147 and 540. The top incident categories are shown in the chart and the "Other" category includes any event that doesn't fall within one of the categories, such as, "Media" or "System Problem."



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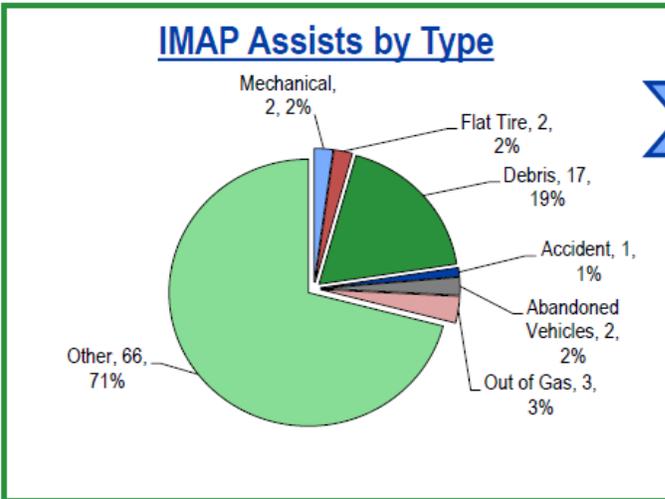
Control Room Operators managed **63** calls this month. More than half of those calls were between the Control Room and the **North Carolina Turnpike Authority (NCTA)**. The "Other" category includes Fire, Media, Special Event Venues and the City of Raleigh.



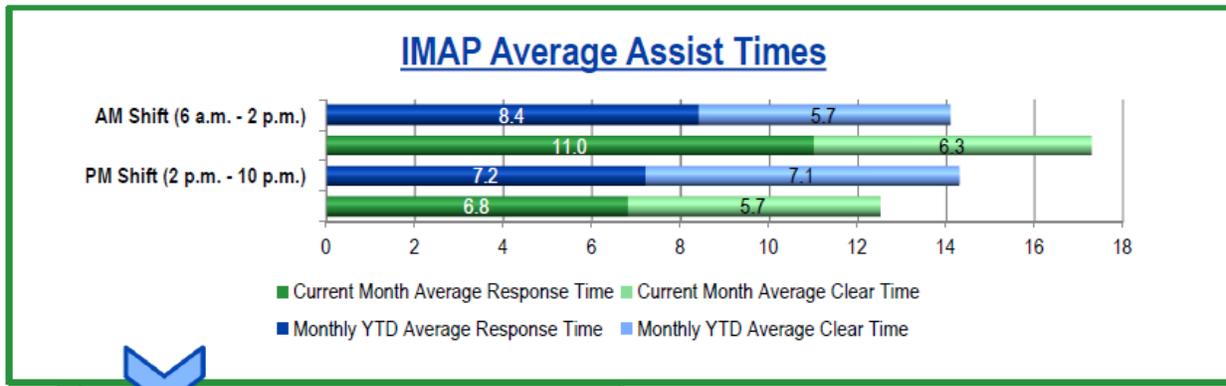
There were **339** unique messages displayed throughout the Dynamic Message Signs (DMS) system this month. A "unique message" may pertain to an incident, AMBER/Silver Alert, construction or special event message.



Incident Management Assistance Patrol



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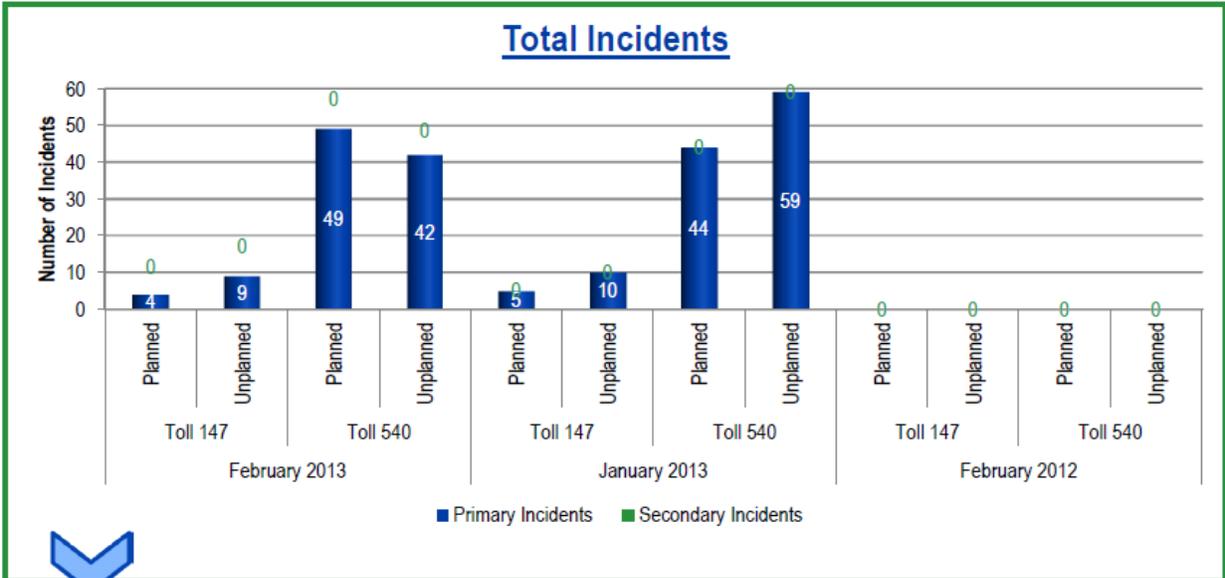
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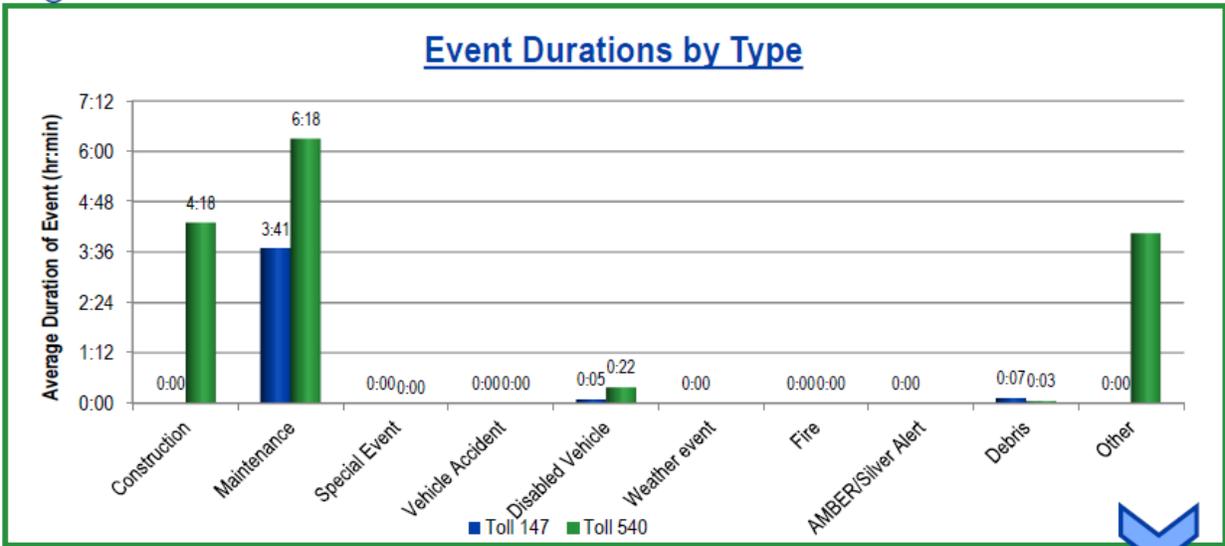
State Highway Patrol Activity

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

Incident Management

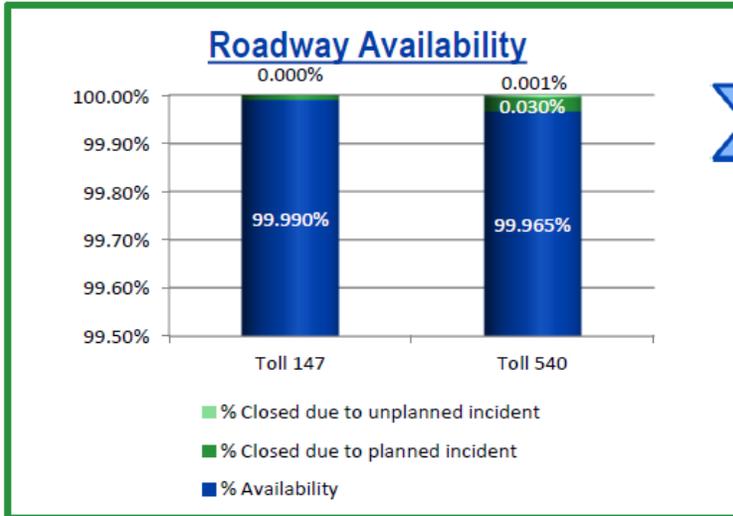


There were a total of **104** incidents this month, **0%** of which were secondary incidents. An incident is any situation on either Toll 147 or 540 that causes a disruption in the flow of traffic. These can be planned, as in roadway maintenance, construction or special event, or unplanned, as in an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

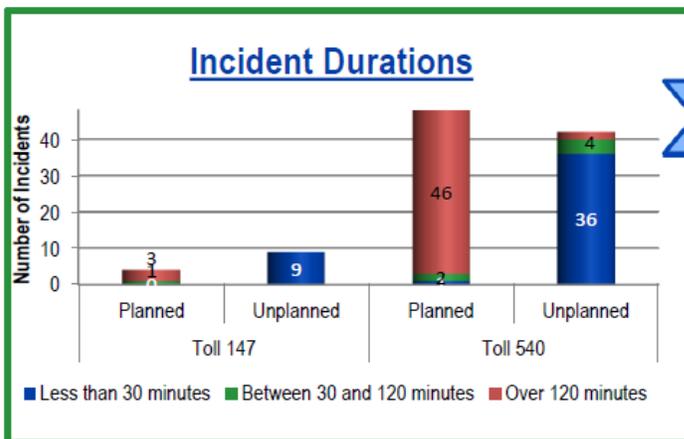


Of the **104** total incidents that were logged on Toll Roads 147 and 540 over the past month, the longest average duration of an incident occurred for **Maintenance** on 540.

Incident Management

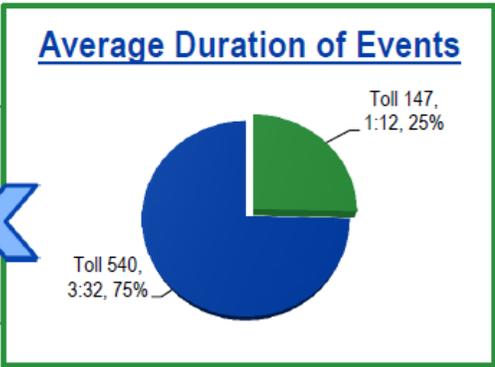


During the past month, Toll Roads 147 and 540 had a combined average of over **99.9%** availability. 100% availability occurs when all lanes of the roadway, for the entire length of the roadway, are open with no construction, accident, debris or maintenance blocking any lane or portion of any lane.



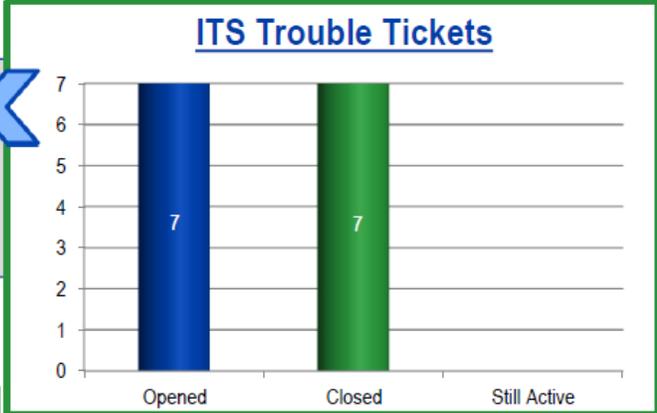
An incident duration is the time it takes to clear an incident, with traffic returning to normal conditions, once the incident has been detected. Out of the total **104** planned or unplanned incidents on both Toll Roads 147 and 540, **91** occurred on 540.

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



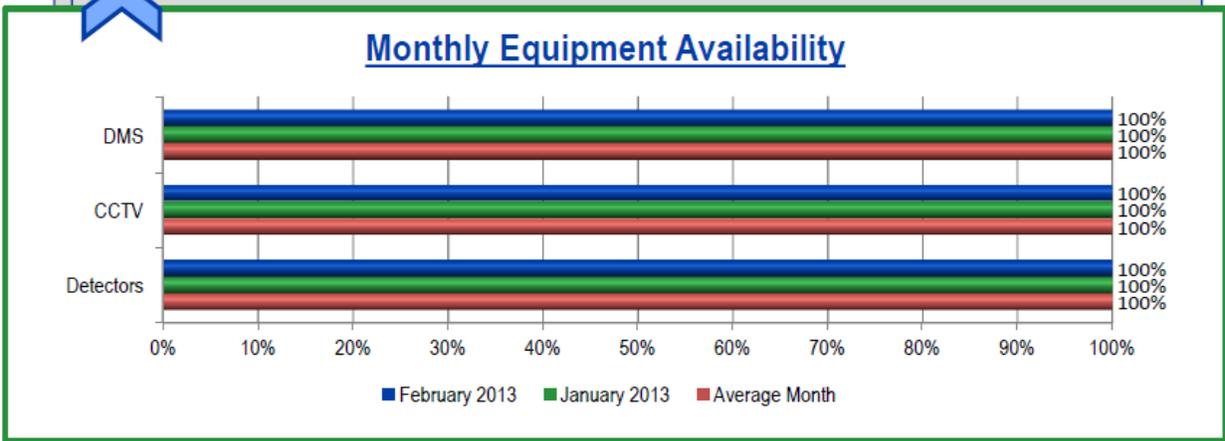
ITS Field Maintenance Page 6 of 7
February 2013

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



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

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



Compiled for:
NORTH CAROLINA Turnpike Authority

Compiled by:
URS



Incident Management Assistance Patrol

Roadway Weather Information System (RWIS) Measureables

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

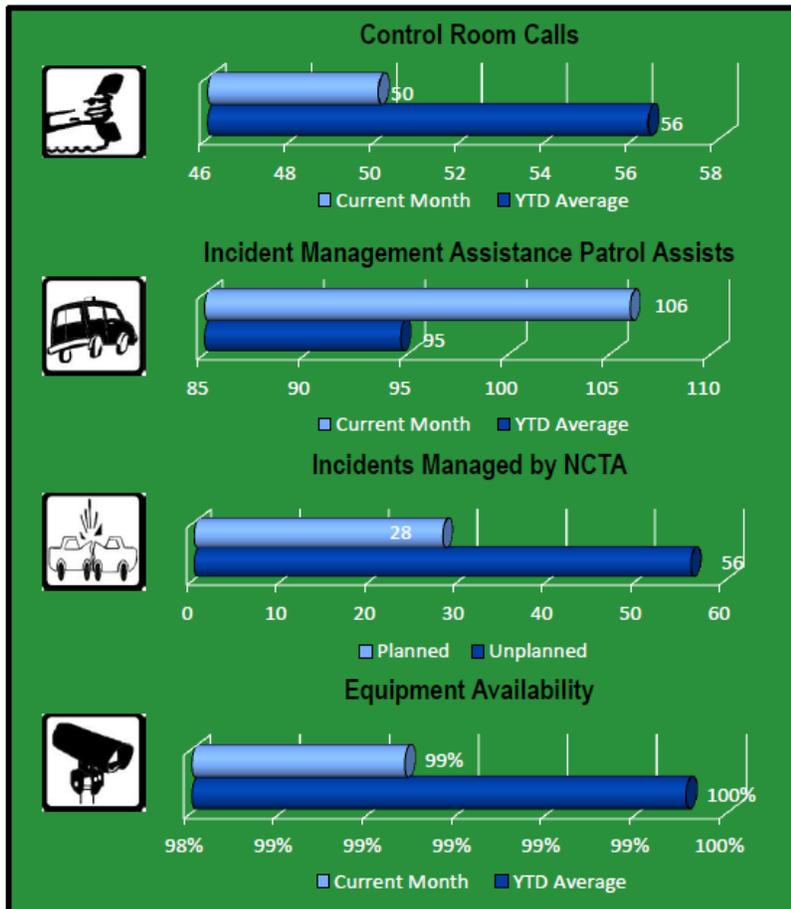
The Triangle Expressway's Roadway Weather Information System (RWIS) station is located at mile marker 64.2 on the southbound side of Toll 540. The Friction Index measured by the RWIS station is an indicator of how much grip the road has. Larger values closer to 1.0 indicate a higher level of grip while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

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

Control Room Image Review

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

North Carolina Turnpike Authority (NCTA)



March 2013 Operations Report

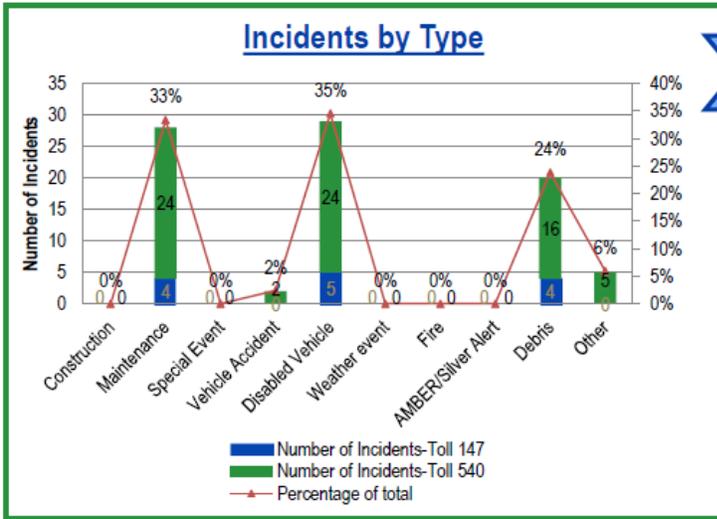
- Total violations issued by SHP on the TriEx increased by 8% from February to March, with warnings increasing by 18% over the same time period.
- Planned incidents such as roadway maintenance saw a 47% decrease from February to March.
- TMC Operators increased their daily individual average of images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

NORTH CAROLINA Turnpike Authority

Brian Purvis
 Manager of Roadway Operations

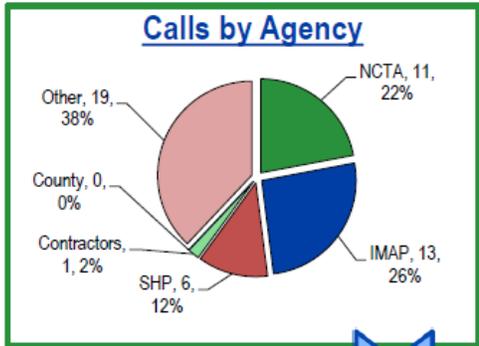
North Carolina Turnpike Authority
 Transportation Management Center
 1636 Gold Star Road
 Raleigh, NC 27607
 919-825-2700

Control Room Activity

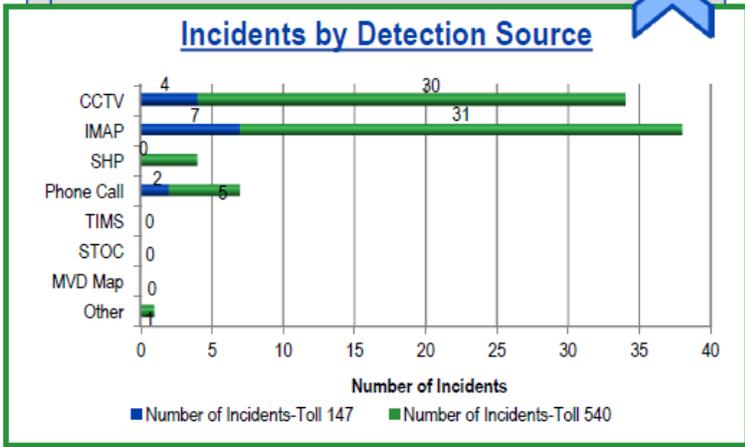


This month, Control Room Operators logged **84** incidents along Toll Roads 147 and 540. The top incident categories are shown in the chart and the "Other" category includes any event that doesn't fall within one of the categories, such as, "Media" or "System Problem."

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



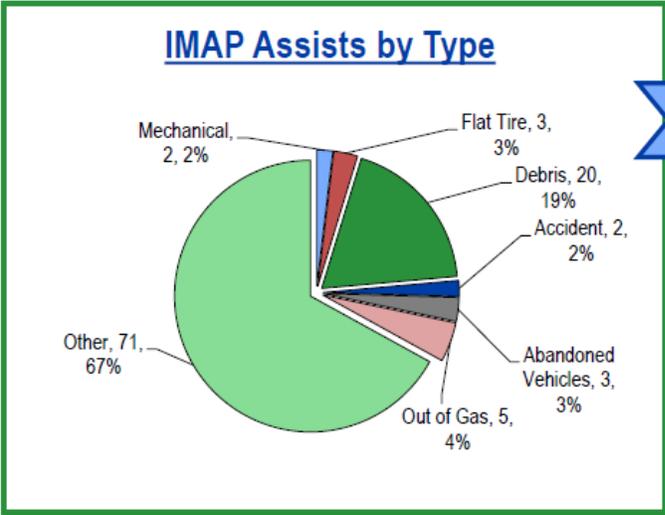
Control Room Operators managed **50** calls this month. A quarter of those calls were between the Control Room and IMAP patrollers on the TriEx. The "Other" category includes Fire, Media, Special Event Venues and the City of Raleigh.



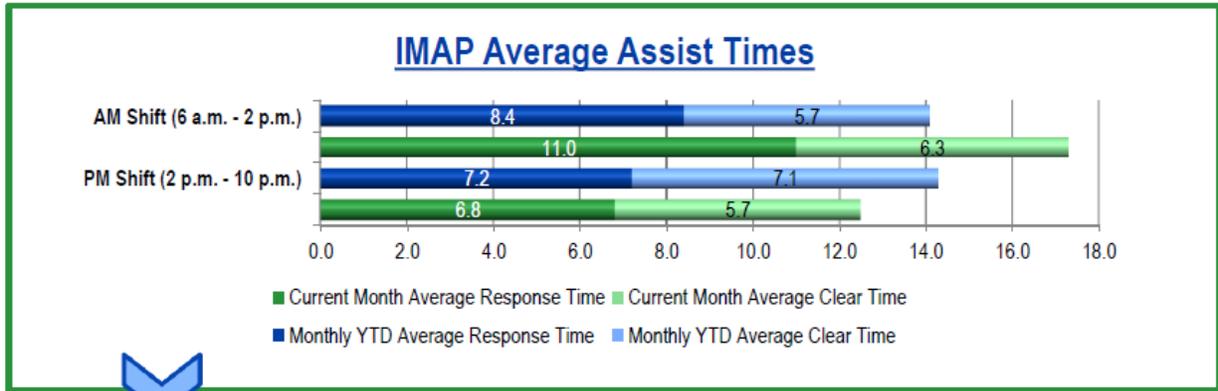
There were **313** unique messages displayed throughout the Dynamic Message Signs (DMS) system this month. A "unique message" may pertain to an incident, AMBER/Silver Alert, construction or special event message.



Incident Management Assistance Patrol



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



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

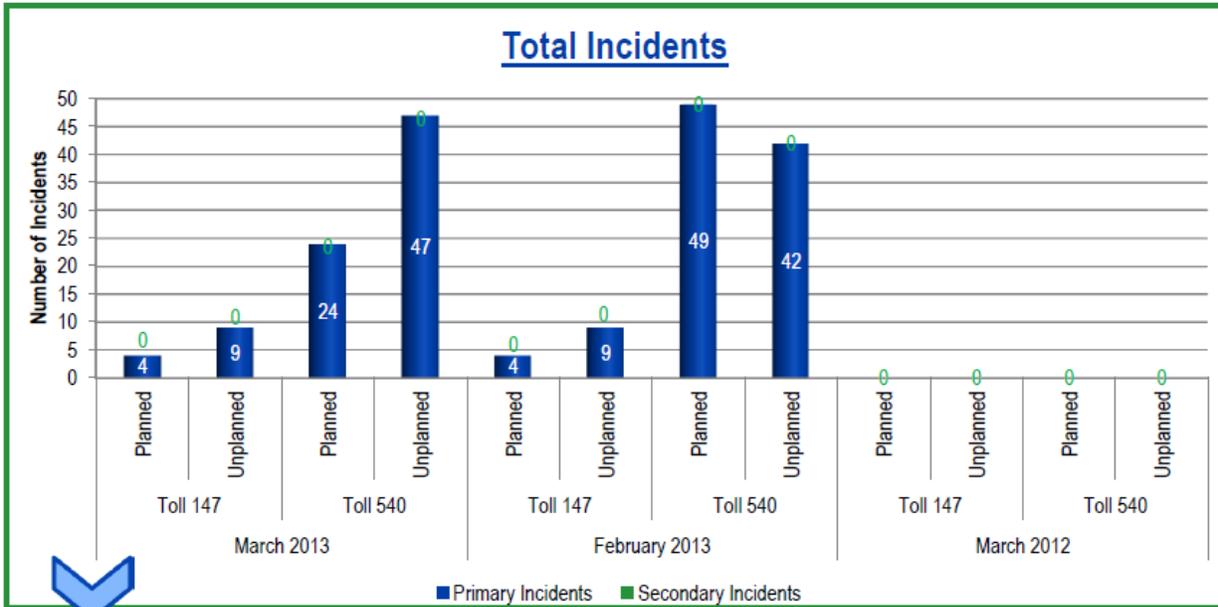
State Highway Patrol Activity

Month of March 2013

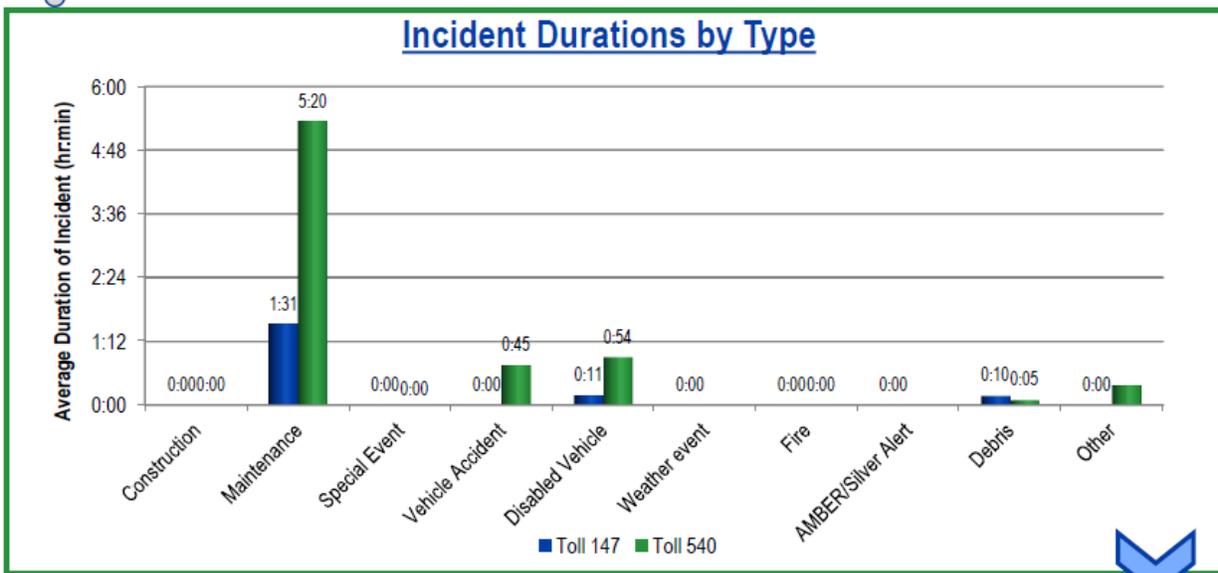
Crashes Investigated	1
Total Charges (Violations)	207
Total Warnings Issued	150

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

Incident Management

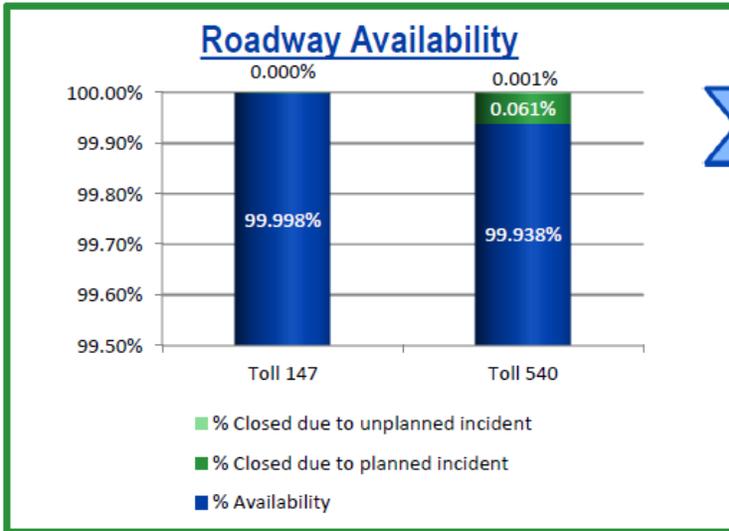


There were a total of 84 incidents this month, 0% of which were secondary incidents. An incident is any situation on either Toll 147 or 540 that causes a disruption in the flow of traffic. These can be planned, as in roadway maintenance, construction or a special event, or unplanned, as in an accident.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

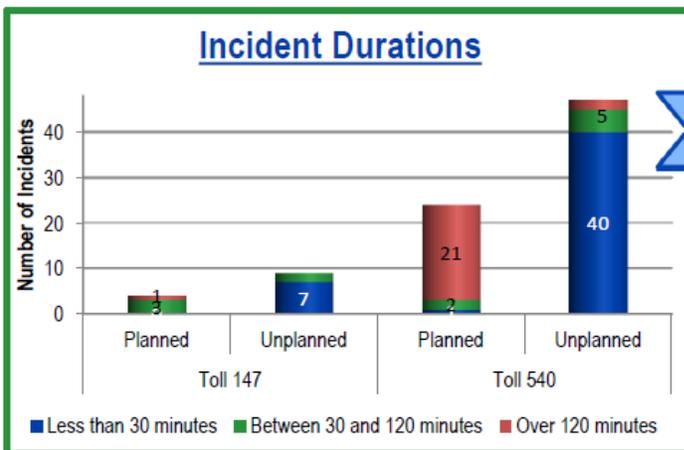


Of the 84 total incidents that were logged on Toll Roads 147 and 540 over the past month, the longest average duration of an incident occurred for **Maintenance** on 540.

Incident Management

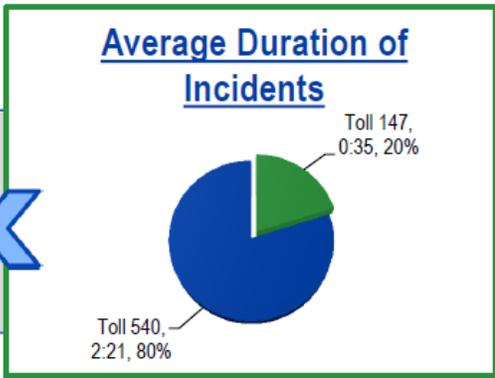


During the past month, Toll Roads 147 and 540 had a combined average of over **99.9%** availability. 100% availability occurs when all lanes of the roadway, for the entire length of the roadway, are open with no construction, accident, debris or maintenance blocking any lane or portion of any lane.



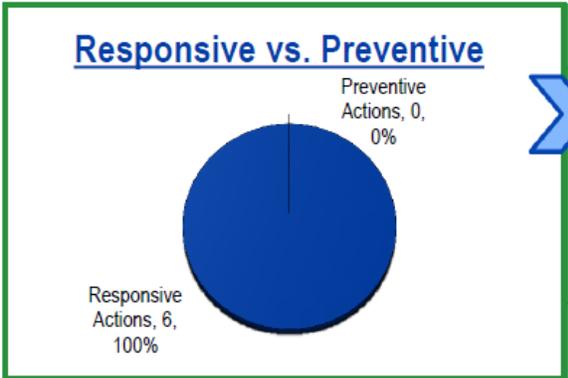
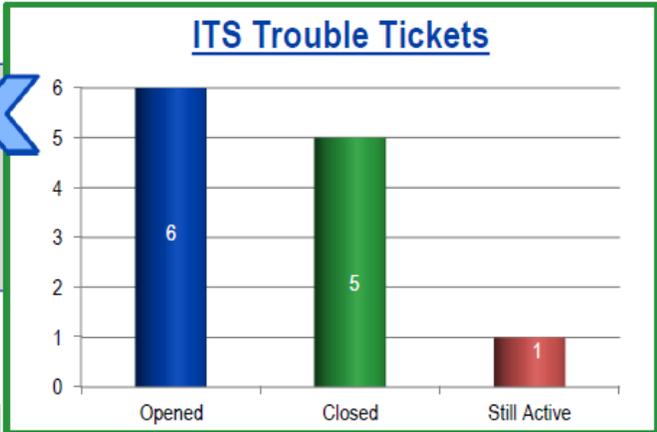
An incident duration is the time it takes to clear an incident, with traffic returning to normal conditions, once the incident has been detected. Out of the total **84** planned or unplanned incidents on both Toll Roads 147 and 540, **71** occurred on 540.

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



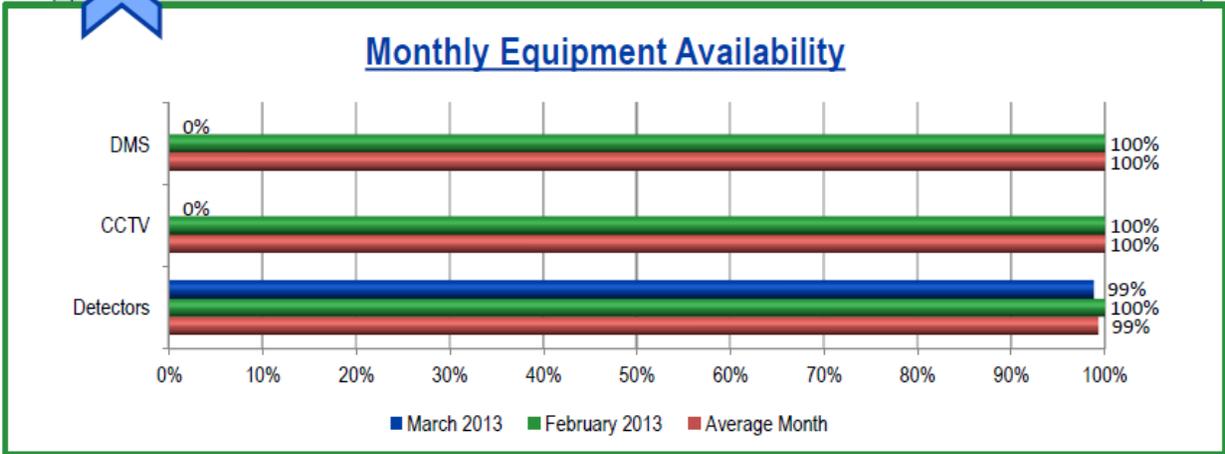
ITS Field Maintenance Page 6 of 7
March 2013

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



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

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



Incident Management Assistance Patrol Page 7 of 7
March 2013

Roadway Weather Information System (RWIS) Measureables

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

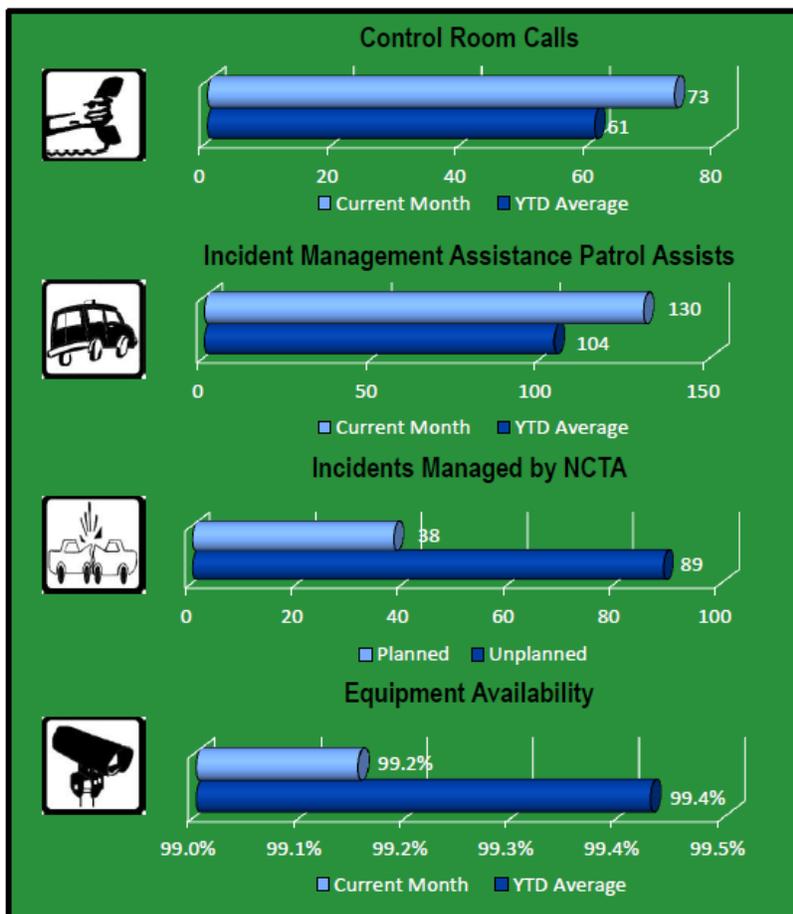
The Triangle Expressway's Roadway Weather Information System (RWIS) station is located at mile marker 64.2 on the southbound side of Toll 540. The Friction Index measured by the RWIS station is an indicator of how much grip the road has. Larger values closer to 1.0 indicate a higher level of grip while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

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

Control Room Image Review

Month of March 2013	
Total Images Reviewed	39203
Daily Individual Average	360
Daily NCTA TMC Average	1265

North Carolina Turnpike Authority (NCTA)



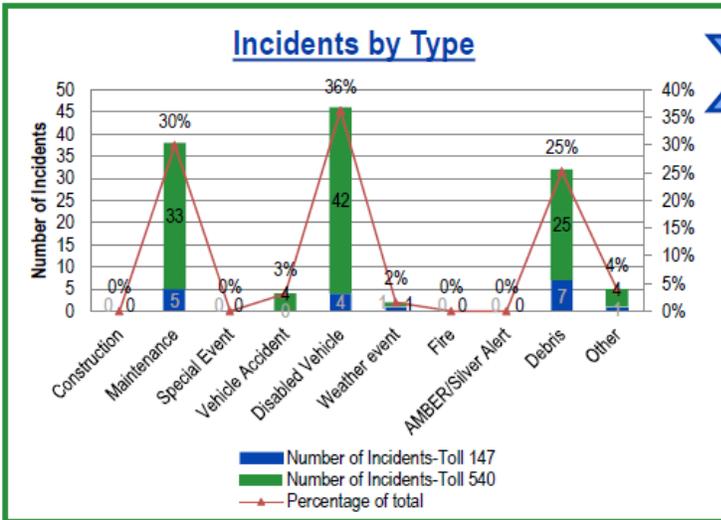
April 2013 Operations Report

- For the second straight month, violations issued by SHP increased on the TriEx. There was an 8% increase from February to March and another 5% increase from March to April.
- TMC Operators continued to improve on the Center's daily individual average for images reviewed. That average went from 311 in February to 360 in March and jumped again to 385 in April.

Brian Purvis
 Manager of Roadway Operations

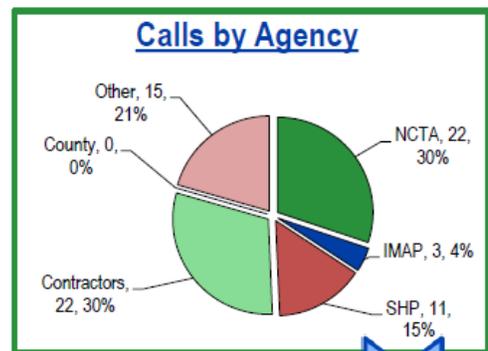
North Carolina Turnpike Authority
 Transportation Management Center
 1636 Gold Star Road
 Raleigh, NC 27607
 919-825-2700

Control Room Activity

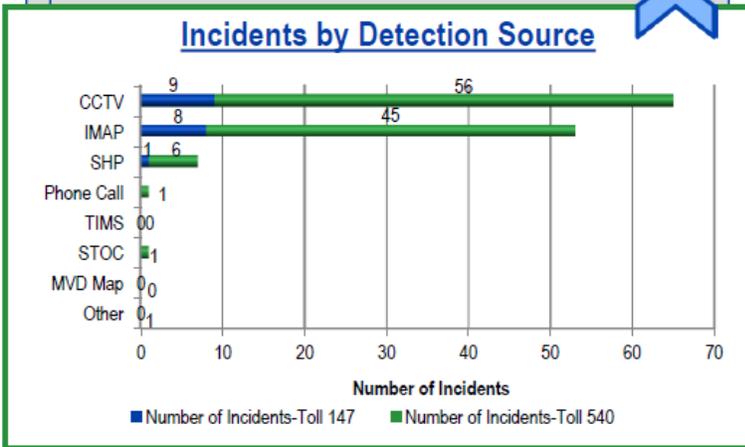


This month, Control Room Operators logged **127** incidents along Toll Roads 147 and 540. The top incident categories are shown in the chart and the "Other" category includes any event that doesn't fall within one of the categories, such as, "Media" or "System Problem."

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



Control Room Operators managed **73** calls this month. The majority of those calls were between the Control Room and the **North Carolina Turnpike Authority (NCTA)**. The "Other" category includes Fire, Media, Special Event Venues and the City of Raleigh.

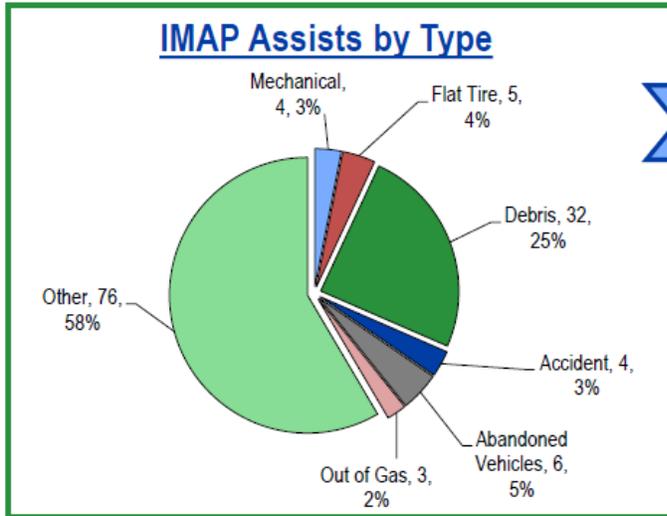


There were **394** unique messages displayed throughout the Dynamic Message Signs (DMS) system this month. A "unique message" may pertain to an incident, AMBER/Silver Alert, construction or special event message.

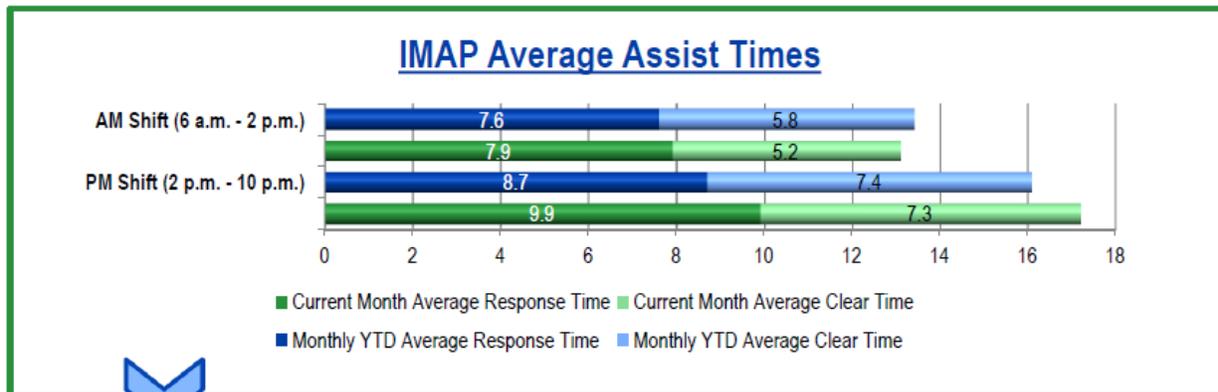




Incident Management Assistance Patrol



The Incident Management Assistance Patrol (IMAP) assists with stranded motorists and incident clearance, thereby maintaining the flow of traffic along the roadway. IMAP Drivers patrol the North Carolina Turnpike Authority (NCTA) Triangle Expressway as well as other major North Carolina Department of Transportation (NCDOT) freeways. This month IMAP had a total of **130** assists. The majority of the assists this month were related to debris. The "Other" category includes Traffic Control, Assist Other Unit, Secured Load, Called for Assistance, Directions, Transported, Unable to Locate and No Assistance.



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

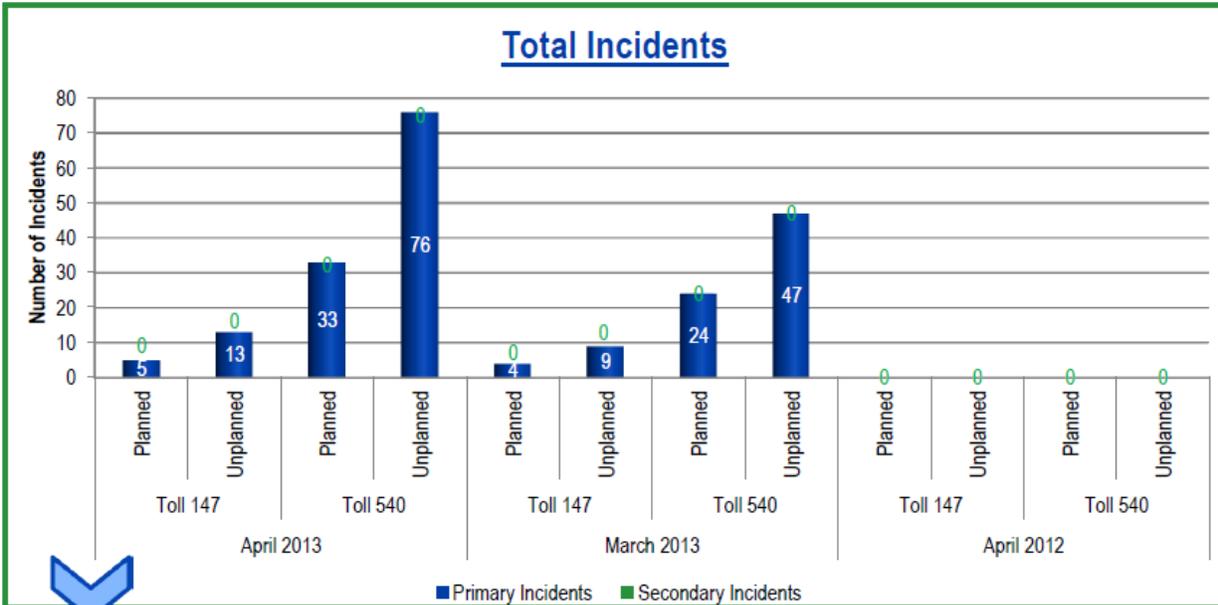
State Highway Patrol Activity

Month of April 2013

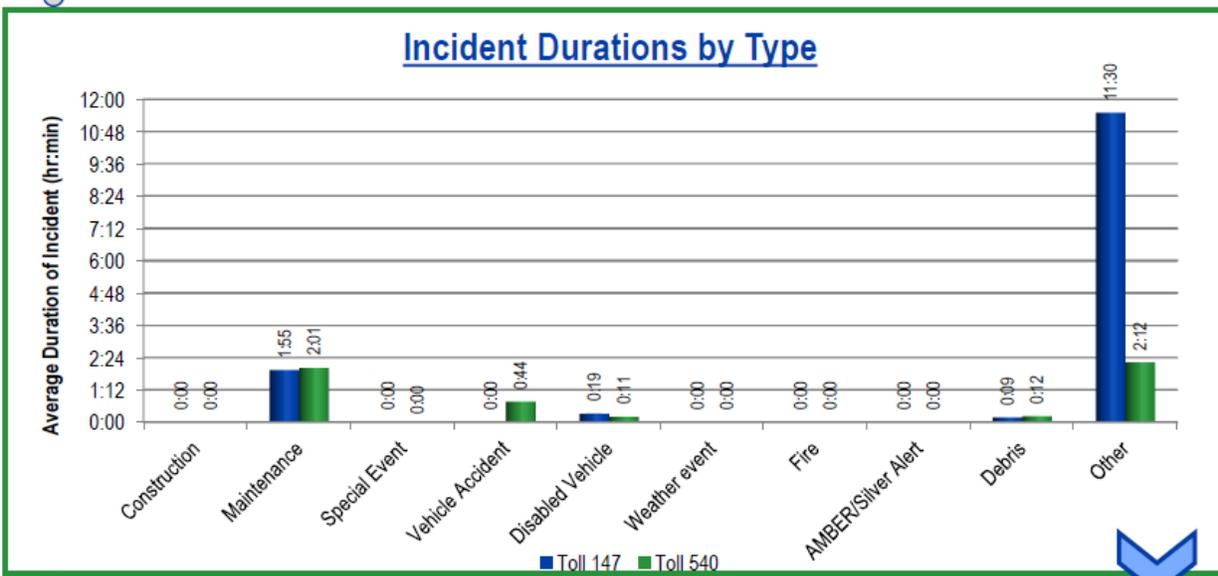
Crashes Investigated	6
Total Charges (Violations)	218
Total Warnings Issued	197

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

Incident Management

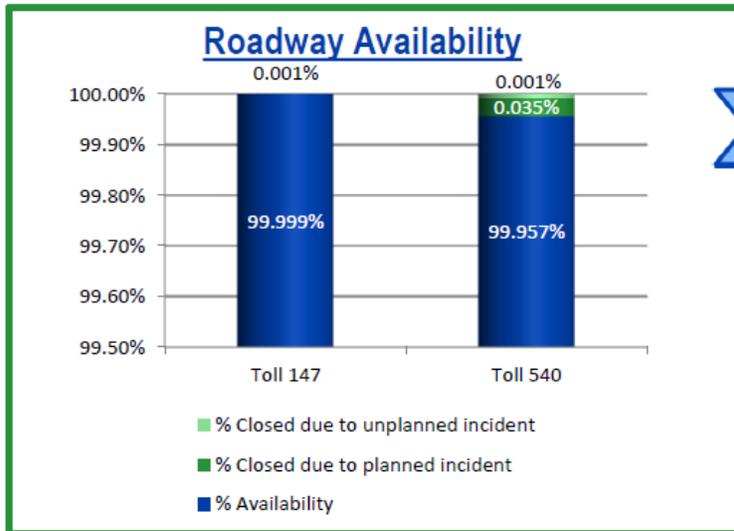


There were a total of **127** incidents this month, **0%** of which were secondary incidents. An incident is any situation on either Toll 147 or 540 that causes a disruption in the flow of traffic. These can be planned, as in roadway maintenance, construction or special event, or unplanned, as in an accident. A secondary incident is one that is a direct result of a primary event.

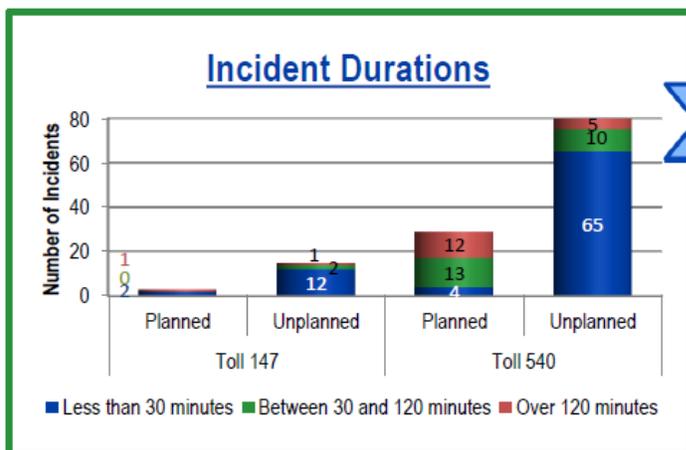


Of the **127** total incidents that were logged on Toll Roads 147 and 540 over the past month, the longest average duration of an incident type occurred in the category of **Other** on 147.

Incident Management

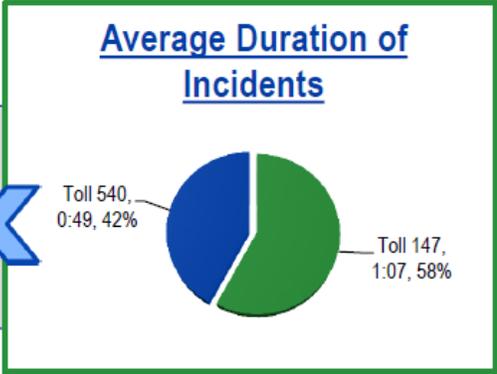


During the past month, Toll Roads 147 and 540 had a combined average of over **99.9%** availability. 100% availability occurs when all lanes of the roadway, for the entire length of the roadway, are open with no construction, accident, debris or maintenance blocking any lane or portion of any lane.



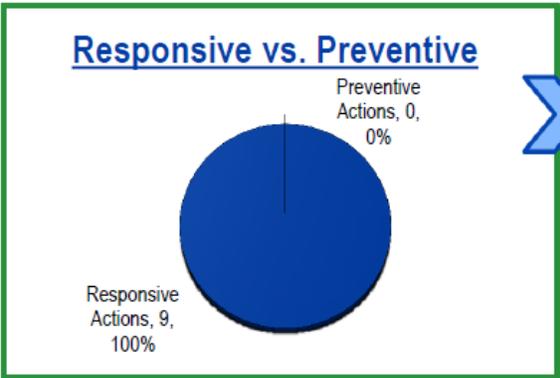
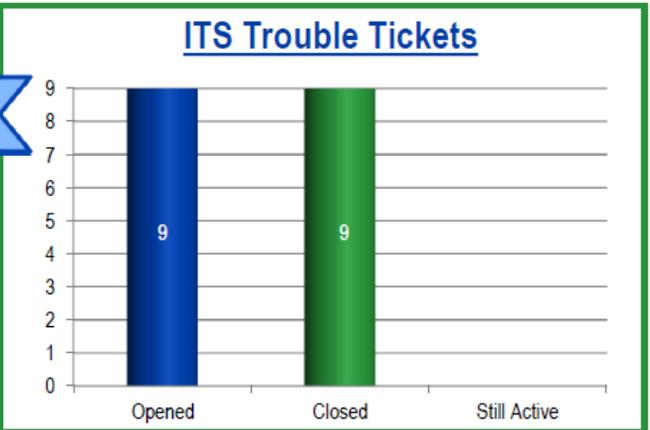
An incident duration is the time it takes to clear an incident, with traffic returning to normal conditions, once the incident has been detected. Out of the total **127** planned or unplanned incidents on both Toll Roads 147 and 540, **109** occurred on 540.

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



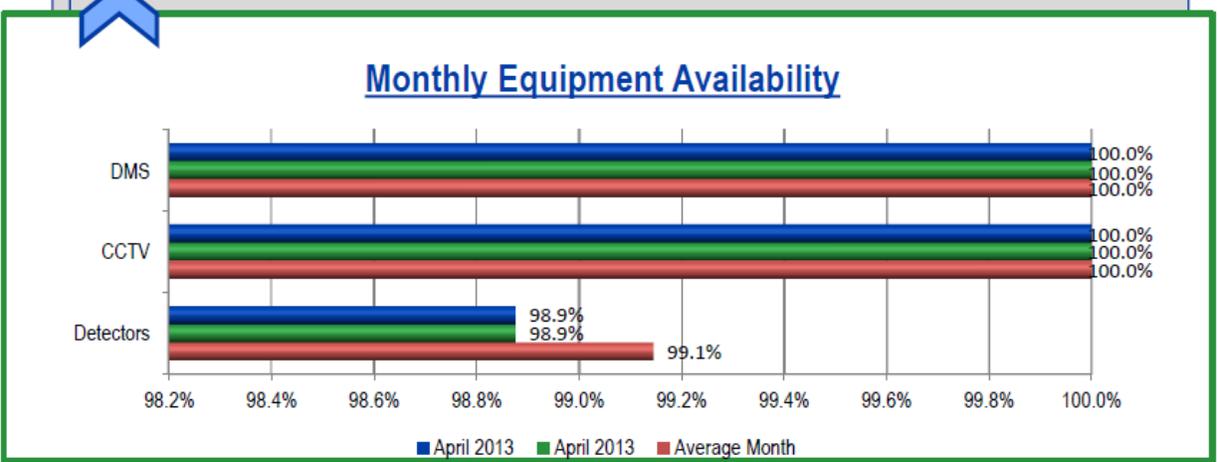
ITS Field Maintenance Page 6 of 7
April 2013

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



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

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



Page 7 of 7
April 2013

Incident Management Assistance Patrol

Roadway Weather Information System (RWIS) Measureables

Date	Minutes wind speed was in excess of 30 mi	Minutes of measureable precip	Minutes that precip was measured as "Heavy"	Minutes water thickness was in excess of 100 mm	Minutes Friction Index fell below .6
3/1/2013	N/A	195	N/A	N/A	N/A
3/2/2013	N/A	N/A	N/A	N/A	N/A
3/3/2013	N/A	N/A	N/A	N/A	N/A
3/4/2013	N/A	735	50	110	20
3/5/2013	N/A	190	N/A	N/A	N/A
3/6/2013	N/A	N/A	N/A	N/A	N/A
3/7/2013	N/A	N/A	N/A	N/A	N/A
3/8/2013	N/A	N/A	N/A	N/A	N/A
3/9/2013	N/A	N/A	N/A	N/A	N/A
3/10/2013	N/A	N/A	N/A	N/A	N/A
3/11/2013	N/A	N/A	N/A	N/A	N/A
3/12/2013	N/A	150	30	85	45
3/13/2013	N/A	N/A	N/A	N/A	N/A
3/14/2013	N/A	25	N/A	N/A	N/A
3/15/2013	N/A	185	N/A	N/A	N/A
3/16/2013	N/A	N/A	N/A	N/A	N/A
3/17/2013	N/A	N/A	N/A	N/A	N/A
3/18/2013	N/A	N/A	N/A	N/A	N/A
3/19/2013	N/A	245	N/A	50	N/A
3/20/2013	N/A	135	N/A	15	N/A
3/21/2013	N/A	N/A	N/A	N/A	N/A
3/22/2013	N/A	50	N/A	N/A	N/A
3/23/2013	N/A	140	N/A	N/A	N/A
3/24/2013	N/A	N/A	N/A	N/A	N/A
3/25/2013	N/A	N/A	N/A	N/A	N/A
3/26/2013	N/A	N/A	N/A	N/A	N/A
3/27/2013	N/A	25	N/A	N/A	N/A
3/28/2013	N/A	630	40	190	65
3/29/2013	N/A	640	55	285	100
3/30/2013	N/A	15	N/A	N/A	N/A
Total	0	2 days 8 hours	2 hours 55 minutes	12 hours 15 minutes	3 hours 50 minutes

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

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

Control Room Image Review

Month of April 2013

Total Images Reviewed	41350
Daily Individual Average	385
Daily NCTA TMC Average	1378

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

ANNUAL 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							
Monthly Call Total	1230	1203	2939	3702							
Grand Total for 2013	2433										

MONTHLY CALL INFORMATION FOR 2013				
Call Information	Jan-13	Feb-13	Mar-13	Apr-13
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%
ANNUAL CALL INFORMATION SUMMARY				
Call Information	Jan-Dec 2012 Total	Jan-Apr 2013 Total		
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%		



Month to Date Ferry Reservations Count Sheet
January 2013

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



Month to Date Ferry Reservations Count Sheet
February 2013

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



Month to Date Ferry Reservations Count Sheet
March 2013

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

March 2013 Ferry Report v2

4:55 PM 4/5/2013
Keller Meldon



Month to Date Ferry Reservations Count Sheet
April 2013

Category	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	Total
General Information	41	73	129	170	151	148	161	141	124	109	107	91	11	1456
Reservations	45	81	128	181	184	183	170	156	136	143	127	128	16	1678
Modify Reservations	12	29	40	27	49	51	32	56	39	28	36	19	9	427
Cancel/ Refund	1	6	19	20	13	9	12	20	7	4	10	6	0	127
Dropped Calls	0	0	0	0	4	3	1	2	3	0	1	0	0	14
Total Calls per Hour	99	189	316	398	401	394	376	375	309	284	281	244	36	3702

April 2013 Ferry Report v3

5/2/2013 4:44 PM
Kelli Milden



**Attestation of Compliance – Merchants
Payment Card Industry (PCI)
Data Security Standard**

**Attestation of Compliance for
Onsite Assessments – Merchants**

Version 2.0

October 2010



Instructions for Submission

This document must be completed by a Qualified Security Assessor (QSA) or merchant (if merchant internal audit performs validation) as a declaration of the merchant's compliance status with the Payment Card Industry Data Security Standard (PCI DSS). Complete all applicable sections and submit to the acquirer or requesting payment brand.

Part 1. Merchant and Qualified Security Assessor Information

Merchant Organization Information

Company Name: North Carolina Department of Transportation DBA(s): NCDOT
 Contact Name: Mark Foster Title: Chief Financial Officer(CFO)
 Telephone: (919) 707-4320 E-mail: mifoster@ncdot.gov
 Business Address: 1514 Mail Service Center City: Raleigh
 State/Province: NC Country: USA Zip: 27699
 URL: http://www.ncdot.gov

Qualified Security Assessor Company Information

Company Name: Trustwave
 Lead QSA Contact Name: Bruce Edward Castro Title: Information Security Consultant
 Telephone: (612) 210-0481 E-mail: bcastro@trustwave.com
 Business Address: 70 W. Madison Suite 1050 City: Chicago
 State/Province: IL Country: US Zip: 60602
 URL: http://www.trustwave.com

Part 2 Type of Merchant Business (check all that apply)

- Retailer Telecommunication Grocery and Supermarkets
 Petroleum E-Commerce Mail/Telephone-Order
 Travel & Entertainment Others (please specify): State Government

List facilities and locations included in PCI DSS review: Trustwave reviewed the following sites in North Carolina. The Century Center Data Center in Raleigh, NC (Data Center #1), the North Carolina Department of Transportation Office (NCDOT Office) The Fort Fisher ferry site located in Kure Beach, NC and the North Carolina Turnpike Authority in Morrisville, NC.

Part 2b. Relationships

Does your company have a relationship with one or more third-party agents (for example, gateways, web-hosting companies, airline booking agents, loyalty program agents, etc.)? Yes No

Does your company have a relationship with more than one acquirer? Yes No

Part 2c. Transaction Processing

How and in what capacity does your business store, process and/or transmit cardholder data? NCDOT maintains a eCommerce web site where customers may purchase a ferry ticket over a HTTPS (SSL V3) connection providing their PAN and Expiration Date. In addition, NCDOT has developed a Ferry Application where call center staff enter in customer PAN and Expiration data for processing over a HTTPS (SSL V3) connection. The Ferry Application is also used at the Ferry site as part of the POS System with the customer's card swiped and with PAN and the Expiration date sent over a HTTPS (SSL V3) connection for processing. NCDOT also maintains seven eDMV web sites, where customers may update and renew



drivers licenses and carrier information over a HTTPS (SSL V3) connection providing their PAN and Expiration Date.

Payment Application in Use	Version Number	Last Validated according to PABP/PA-DSS
Web Ferry Ticketing and Reservation System	2.1.0	Custom Developed
DMV IRP Motorcarrier Application	2012-07-12	Custom Developed
DMV State Title and Renewal System (STARS)	2012-09-12	Custom Developed
DMV - Liability Insurance (LITES)	2012-07-25	Custom Developed
DMV - IRP-Motorcarrier (IRP/MC)	2012-07-26	Custom Developed
DMV - Drivers License services (Duplicate Drivers License, Organ Donor, Drivers Records)	2012-09-12	Custom Developed
DMV - Personal Identification Number (PIN)	2012-08-14	Custom Developed
DMV - North Carolina Coalition on Donation Web Service (NCCD)	2012-07-09	Custom Developed



Part 3. PCI DSS Validation

Based on the results noted in the Report on Compliance ("ROC") dated September 13, 2012, Bruce Edward Castro asserts the following compliance status for the entity identified in Part 2 of this document as of September 13, 2012 (check one):

- Compliant:** All requirements in the ROC are marked "in place¹," and a passing scan has been completed by the PCI SSC Approved Scanning Vendor *Trustwave* thereby *NCDOT* has demonstrated full compliance with the PCI DSS 2.
- Non-Compliant:** Some requirements in the ROC are marked "not in place," resulting in an overall **NON-COMPLIANT** rating, or a passing scan has not been completed by a PCI SSC Approved Scanning Vendor, thereby (*Merchant Company Name*) has not demonstrated full compliance with the PCI DSS.
- Target Date for Compliance:**
An entity submitting this form with a status of Non-Compliant may be required to complete the Action Plan in Part 4 of this document. *Check with your acquirer or the payment brand(s) before completing Part 4, since not all payment brands require this section.*

Part 3a. Confirmation of Compliant Status

QSA/Merchant confirms:

- The ROC was completed according to the *PCI DSS Requirements and Security Assessment Procedures*, Version 2, and was completed according to the instructions therein.
- All information within the above-referenced ROC and in this attestation fairly represents the results of the assessment in all material respects.
- The merchant has confirmed with the payment application vendor that their payment application does not store sensitive authentication data after authorization.
- The merchant has read the PCI DSS and recognizes that they must maintain full PCI DSS compliance at all times.
- No evidence of magnetic stripe (that is, track) data², CAV2, CVC2, CID, or CVV2 data³, or PIN data⁴ storage after transaction authorization was found on ANY systems reviewed during this assessment.

¹ "In place" results should include compensating controls reviewed by the QSA/merchant Internal Audit. If compensating controls are determined to sufficiently mitigate the risk associated with the requirement, the QSA should mark the requirement as "in place."

² Data encoded in the magnetic stripe or equivalent data on a chip used for authorization during a card-present transaction. Entities may not retain full magnetic stripe data after transaction authorization. The only elements of track data that may be retained are account number, expiration date, and name.

³ The three- or four-digit value printed on the signature panel or face of a payment card used to verify card-not-present transactions.

⁴ Personal Identification Number entered by cardholder during a card-present transaction, and/or encrypted PIN block present within the transaction message.



Part 3b. QSA and Merchant Acknowledgments

Signature of Merchant Executive Officer ↑

Date: 13 Sep 2012

Merchant Executive Officer Name: Mark L. Foster

Title: Chief Financial Officer

Signature of Lead QSA ↑

Date: September 22, 2012

Lead QSA Name : Bruce Edward Castro

Title: Information Security Consultant



Part 4. Action Plan for Non-Compliant Status

Please select the appropriate "Compliance Status" for each requirement. If you answer "No" to any of the requirements, you are required to provide the date Company will be compliant with the requirement and a brief description of the actions being taken to meet the requirement. *Check with your acquirer or the payment brand(s) before completing Part 4 since not all payment brands require this section.*

PCI Requirement	Description	Compliance Status (Select One)	Remediation Date and Actions (if Compliance Status is "No")
1	Install and maintain a firewall configuration to protect cardholder data.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
2	Do not use vendor-supplied defaults for system passwords and other security parameters.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
3	Protect stored cardholder data.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
4	Encrypt transmission of cardholder data across open, public networks.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
5	Use and regularly update anti-virus software.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
6	Develop and maintain secure systems and applications.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
7	Restrict access to cardholder data by business need to know.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
8	Assign a unique ID to each person with computer access.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
9	Restrict physical access to cardholder data.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
10	Track and monitor all access to network resources and cardholder data.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
11	Regularly test security systems and processes.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
12	Maintain a policy that addresses information security.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	





NC Quick Pass Customer Service Center
200 Sorrell Grove Church Road, Suite A
Morrisville, NC 27560

**NOTIFICATION
Inactive Account**

Account Number:

04/02/2013

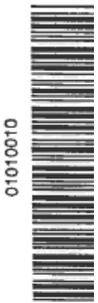


Dear :

A review of our records indicates that your NC Quick Pass account has not had any toll activity for 12 months. In accordance with the terms and conditions you accepted when opening your account we will be assessing an account maintenance fee of \$1.00 per month effective . This fee will remain in effect until you travel through any toll facility or request to have your account closed. Your account will be automatically closed if the balance falls below \$1.00.

If you elect to close your account, you can make a request via the website, store front location, e-mail, or by completing the bottom portion of this notification and mailing it to the CSC. Please note that we cannot close accounts over the phone. If e-mailing the request, the e-mail address used must be the same as the address currently on your account.

NC Quick Pass provides **three** convenient ways for you to ask questions or close your account.
Website: Access the NC Quick Pass website at www.ncquickpass.com. (Account No. and Password are required).
Store Front Location(s): You may obtain our store front hours and locations(s) by visiting our website or calling the NC Quick Pass Customer Service Center. Please bring the completed form below to the store front with you.
Mail: Complete the form below and mail it to the NC Quick Pass Customer Service Center.



Use the www.ncquickpass.com website for the easiest and quickest way to close your account.
Or complete and return this portion to the NC Quick Pass Customer Service Center.

AUTHORIZATION FOR ACCOUNT CLOSURE

NC Quick Pass Account Number: 

Account Holder Signature: _____

Date: _____



NC Quick Pass Customer Service Center
 200 Sorrell Grove Church Road, Suite A
 Morrisville, NC 27560

INFORMAL REVIEW JUDGEMENT
Tolls Waived

Reference Number:

04/30/2013



[Redacted]

Dear [Redacted]

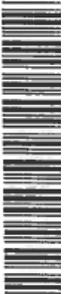
NC Quick Pass Customer Service Center has received and reviewed your dispute of the following toll transaction(s):

License Plate/State Transponder	Vehicle Class	Date	Time	Toll Zone	Location Description	Amount
[Redacted]	1	03/22/13	18:55 PM	T18	ML-NC 540 SB-N of Green Level Rd	\$1.00
TOTAL						\$1.00

Vehicle Classification	Class 1 - 2 Axle Vehicles	Class 2 - 3 Axle Vehicles	Class 3 - 4 or more Axle Vehicles

ING

After a complete review of the information you provided and NC Quick Pass Customer Service Center documentation, we have determined that you have provided sufficient support to the NC Quick Pass Customer Service Center. Since these tolls have already been removed as a credit to your account, no further actions will be necessary.





NC Quick Pass Customer Service Center
200 Sorrell Grove Church Road, Suite A
Morrisville, NC 27560

**NOTIFICATION
E-Mail Address Update**

Account Number:

04/19/2013



Dear [Redacted]

NC Quick Pass Customer Service Center has attempted to send e-mail notifications regarding your NC Quick Pass account using the e-mail address on file with your account. These e-mails are being sent back to the Customer Service Center as "Undeliverable". Your immediate attention is requested to avoid losing communication with the NC Quick Pass Customer Service Center.

It is extremely important for you to update your account with a new e-mail address. Failure to provide a new e-mail address or change your primary communication method on your account may lead to missed correspondence from the NC Quick Pass Customer Service Center.

NC Quick Pass provides **three** convenient ways for you to update account information.

Website: Access the NC Quick Pass website at www.ncquickpass.com. (Account No. and Password are required).

By Phone: Call the NC Quick Pass Customer Service Center at 1-877-7MY-PASS (1-877-769-7277) and follow the menu options. (Account No. and PIN are required.)

Store Front Location(s): You may obtain our store front hours and locations(s) by visiting our website or calling the NC Quick Pass Customer Service Center.

Thank you for your prompt attention to this request.

Thank You,

NC Quick Pass Customer Service Center



NC Quick Pass Customer Service Center
200 Sorrell Grove Church Road, Suite A
Morrisville, NC 27560

**NOTIFICATION
Credit Card Decline**

Account Number:

04/27/2013



Dear [Redacted]

Your credit card provider declined the replenishment payment that you authorized the NC Quick Pass Customer Service Center to charge to your account. Your immediate attention is requested to avoid any inconveniences or disruptions to your account.

It is extremely important for you to update your account with a valid credit card number and expiration date. **Failure to provide an alternate credit card number and expiration date may result in your account becoming invalid.** If your account becomes invalid you will be charged at the higher Bill by Mail toll rate on all North Carolina toll facilities.

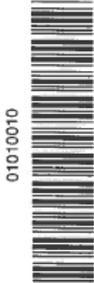
NC Quick Pass provides **four** convenient ways for you to submit your payment and to update account information.

Website: Access the NC Quick Pass website at www.ncquickpass.com. (Account No. and Password are required).

By Phone: Call the NC Quick Pass Customer Service Center at 1-877-7MY-PASS (1-877-769-7277) and follow the menu options. (Account No. and PIN are required.)

Store Front Location(s): You may obtain our store front hours and locations(s) by visiting our website or calling the NC Quick Pass Customer Service Center.

Mail: Complete the form below and mail it with your payment to the NC Quick Pass Customer Service Center. **PLEASE DO NOT SEND CASH.**



Use the www.ncquickpass.com website for the easiest and quickest way to make a payment or update your account information.

Or complete and return this portion to the NC Quick Pass Customer Service Center.

NC Quick Pass Account Number: [Redacted]

Please select payment type below.

Visa MasterCard Discover American Express

Credit Card Number: _____ Expiration Date: _____ Amount: _____

Name as it Appears on Card: _____
(Print)

Cardholder Signature: _____ Date: _____

I agree to the terms and conditions of the NC Quick Pass program as stated on my application. I authorize NC Quick Pass to charge my credit card whenever my account balance reaches the replenishment threshold designated in the amount that reflects my monthly toll usage. I understand that my account will be evaluated every 90 days to determine my average monthly toll usage and my replenishment amount will be changed when necessary to reflect my usage amount.



NC Quick Pass Customer Service Center
200 Sorrell Grove Church Road, Suite A
Morrisville, NC 27560

NOTIFICATION
Credit Card Expiration
Account Number:

04/25/2013



Dear [Redacted]

The credit card you have on file with NC Quick Pass is due to expire on [Redacted]

It is extremely important that you update your account with the new expiration date for this credit card or supply NC Quick Pass with a new credit card number. **Failure to provide a new expiration date or alternate credit card may result in your account becoming invalid.** If your account becomes invalid you will be charged at the higher Bill by Mail toll rate on all future usage of North Carolina toll facilities.

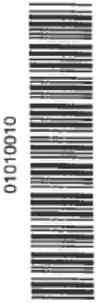
NC Quick Pass provides **four** convenient ways for you to submit your payment and to update account information.

Website: Access the NC Quick Pass website at www.ncquickpass.com. (Account No. and Password are required).

By Phone: Call the NC Quick Pass Customer Service Center at 1-877-7MY-PASS (1-877-769-7277) and follow the menu options. (Account No. and PIN are required.)

Store Front Location(s): You may obtain our store front hours and locations(s) by visiting our website or calling the NC Quick Pass Customer Service Center.

Mail: Complete the form below and mail it with your payment to the NC Quick Pass Customer Service Center. **PLEASE DO NOT SEND CASH.**



01010010

Use the www.ncquickpass.com website for the easiest and quickest way to update your payment information.

Or complete and return this portion to the NC Quick Pass Customer Service Center.

NC Quick Pass Account Number: [Redacted]

Please select payment type below.

- Visa
- MasterCard
- Discover
- American Express

Credit Card Number: _____

Expiration Date: _____

Name as it Appears on Card: _____
(Print)

Cardholder Signature: _____

Date: _____

I agree to the terms and conditions of the NC Quick Pass program as stated on my application. I authorize NC Quick Pass to charge my credit card whenever my account balance reaches the replenishment threshold designated in the amount that reflects my monthly toll usage. I understand that my account will be evaluated every 90 days to determine my average monthly toll usage and my replenishment amount will be changed when necessary to reflect my usage amount



NC Quick Pass Customer Service Center
200 Sorrell Grove Church Road, Suite A
Morrisville, NC 27560

NOTIFICATION
Account Replenishment

Account Number:

04/30/2013



Dear [Redacted]:

For your convenience we have reviewed your average monthly toll usage for the period from 03/20/2013 through 04/23/2013 in accordance with the terms and conditions you agreed to when opening your NC Quick Pass account. During this period your average monthly toll usage was \$41.70 which is not consistent with your current replenishment amount of \$20.00. Therefore to accurately reflect your current monthly toll usage we are adjusting your replenishment amount to \$40.00.

Please note that your account will be evaluated every 90 days to assure your replenishment amount is in the proximity of your average monthly toll usage. If you are not currently enrolled in our automated replenishment by credit card we encourage you to consider this convenient option.

NC Quick Pass provides **four** convenient ways for you to enroll in automatic replenishment and to update account information.

Website: Access the NC Quick Pass website at www.ncquickpass.com. (Account No. and Password are required).

By Phone: Call the NC Quick Pass Customer Service Center at 1-877-7MY-PASS (1-877-769-7277) and follow the menu options. (Account No. and PIN are required.)

Store Front Location(s): You may obtain our store front hours and locations(s) by visiting our website or calling the NC Quick Pass Customer Service Center.

Mail: Complete the form below and mail it with your payment to the NC Quick Pass Customer Service Center. PLEASE DO NOT SEND CASH.



Use the www.ncquickpass.com website for the easiest and quickest way to set up replenishment payments.

Or complete and return this portion to the NC Quick Pass Customer Service Center.

NC Quick Pass Account Number: [Redacted]

Please select payment type below.

Visa MasterCard Discover American Express

Credit Card Number: _____ Expiration Date: _____ Amount: _____

Name as it Appears on Card: _____
(Print)

Cardholder Signature: _____ Date: _____

I agree to the terms and conditions of the NC Quick Pass program as stated on my application. I authorize NC Quick Pass to charge my credit card whenever my account balance reaches the replenishment threshold designated in the amount that reflects my monthly toll usage. I understand that my account will be evaluated every 90 days to determine my average monthly toll usage and my replenishment amount will be changed when necessary to reflect my usage amount.



NC Quick Pass Customer Service Center
200 Sorrell Grove Church Road, Suite A
Morrisville, NC 27560

NOTIFICATION
Account Suspension - Negative Balance

Account Number:

04/30/2013



Dear

You are hereby notified that your account has reached a negative balance in the amount of \$(11.75). Effective immediately your account has been suspended until full payment is made in the amount shown below. **As a result of this suspension you will receive an invoice at the higher Bill by Mail toll rate for all future toll usage on North Carolina toll facilities.**

If you wish for your account to remain open, you must immediately pay all unpaid tolls plus your replenishment payment in the total amount of \$31.75.

NC Quick Pass provides four convenient ways for you to submit your payment and to update account information.

Website: Access the NC Quick Pass website at www.ncquickpass.com. (Account No. and Password are required).

By Phone: Call the NC Quick Pass Customer Service Center at 1-877-7MY-PASS (1-877-769-7277) and follow the menu options. (Account No. and PIN are required.)

Store Front Location(s): You may obtain our store front hours and locations(s) by visiting our website or calling the NC Quick Pass Customer Service Center.

Mail: Complete the form below and mail it with your payment to the NC Quick Pass Customer Service Center. PLEASE DO NOT SEND CASH.

Use the www.ncquickpass.com website for the easiest and quickest way to make a payment.
Or complete and return this portion to the NC Quick Pass Customer Service Center.

NC Quick Pass Account Number: Please select payment type below.

Visa MasterCard Discover American Express Check or Money Order
Make checks payable to NC Quick Pass and include your account number on the face of the check.

Credit Card Number: _____ Expiration Date: _____ Amount: _____

Name as it Appears on Card: _____
(Print)

Cardholder Signature: _____ Date: _____

I agree to the terms and conditions of the NC Quick Pass program as stated on my application. I authorize NC Quick Pass to charge my credit card whenever my account balance reaches the replenishment threshold designated in the amount that reflects my monthly toll usage. I understand that my account will be evaluated every 90 days to determine my average monthly toll usage and my replenishment amount will be changed when necessary to reflect my usage amount.



NC Quick Pass Customer Service Center
200 Sorrell Grove Church Road, Suite A
Morrisville, NC 27560

**NOTIFICATION
Returned Check**

Account Number:

03/26/2013



Dear [Redacted]:

The check you recently sent has been returned due to insufficient funds. In accordance with the NC Quick Pass terms and conditions you agreed to when establishing your account, a \$25 Non-Sufficient Funds (NSF) fee has been added to your account. Please resubmit your payment immediately to assure your account remains in good standing.

Returned Check Number: 1001
Original Amount: \$38.00
NSF Fee: \$25.00
Total Due: \$63.00

Failure to provide a timely payment may result in your account becoming invalid. If your account becomes invalid you will be charged the higher Bill by Mail toll rate on all North Carolina toll facilities.

NC Quick Pass provides **four** convenient ways for you to submit your payment and to update account information.
Website: Access the NC Quick Pass website at www.ncquickpass.com. (Account No. and Password are required).
By Phone: Call the NC Quick Pass Customer Service Center at 1-877-7MY-PASS (1-877-769-7277) and follow the menu options. (Account No. and PIN are required.)
Store Front Location(s): You may obtain our store front hours and locations(s) by visiting our website or calling the NC Quick Pass Customer Service Center.
Mail: Complete the form below and mail it with your payment to the NC Quick Pass Customer Service Center. PLEASE DO NOT SEND CASH.

Use the www.ncquickpass.com website for the easiest and quickest way to make a payment.
Or complete and return this portion to the NC Quick Pass Customer Service Center.

NC Quick Pass Account Number: [Redacted]

Please select payment type below.

Visa MasterCard Discover American Express Check or Money Order
Make checks payable to NC Quick Pass and include your account number on the face of the check.

Credit Card Number: _____ Expiration Date: _____ Amount: _____

Name as it Appears on Card: _____
(Print)

Cardholder Signature: _____ Date: _____

I agree to the terms and conditions of the NC Quick Pass program as stated on my application. I authorize NC Quick Pass to charge my credit card whenever my account balance reaches the replenishment threshold designated in the amount that reflects my monthly toll usage. I understand that my account will be evaluated every 90 days to determine my average monthly toll usage and my replenishment amount will be changed when necessary to reflect my usage amount.



NC Quick Pass Customer Service Center
200 Sorrell Grove Church Road, Suite A
Morrisville, NC 27560

**NOTIFICATION
Password Request**

05/01/2013



Dear [Redacted]

Our files indicate that you have requested that your NC Quick Pass website password be mailed to you. Your temporary password is:

Password: [Redacted]

This password is for www.ncquickpass.com use only. Please log into your NC Quick Pass account using the password provided. You will be required to log into your account using your account or transponder number and this password. You will be given the option of changing this password before proceeding to your account.

Thank you for using the NC Quick Pass website to manage your account. The website is a convenient way for you to view statements and account balance; update personal, vehicle and payment information; make one time payments; and more.

For your protection, please keep your Password private and secure.

Thank You,

NC Quick Pass Customer Service Center



NC Quick Pass Customer Service Center
200 Sorrell Grove Church Road, Suite A
Morrisville, NC 27560

**NOTIFICATION
Account Replenishment**

Account Number:

04/30/2013



Dear [Redacted]:

For your convenience we have reviewed your average monthly toll usage for the period from 01/01/2013 through 03/31/2013 in accordance with the terms and conditions you agreed to when opening your NC Quick Pass account. During this period your average monthly toll usage was \$1.80 which is not consistent with your current replenishment amount of \$25.00. Therefore to accurately reflect your current monthly toll usage we are adjusting your replenishment amount to \$20.00.

Please note that your account will be evaluated every 90 days to assure your replenishment amount is in the proximity of your average monthly toll usage. If you are not currently enrolled in our automated replenishment by credit card we encourage you to consider this convenient option.

NC Quick Pass provides **four** convenient ways for you to enroll in automatic replenishment and to update account information.

Website: Access the NC Quick Pass website at www.ncquickpass.com. (Account No. and Password are required).

By Phone: Call the NC Quick Pass Customer Service Center at 1-877-7MY-PASS (1-877-769-7277) and follow the menu options. (Account No. and PIN are required.)

Store Front Location(s): You may obtain our store front hours and locations(s) by visiting our website or calling the NC Quick Pass Customer Service Center.

Mail: Complete the form below and mail it with your payment to the NC Quick Pass Customer Service Center. PLEASE DO NOT SEND CASH.



Use the www.ncquickpass.com website for the easiest and quickest way to set up replenishment payments.

Or complete and return this portion to the NC Quick Pass Customer Service Center.

NC Quick Pass Account Number: [Redacted] Please select payment type below.

Visa MasterCard Discover American Express

Credit Card Number: _____ Expiration Date: _____ Amount: _____

Name as it Appears on Card: _____ (Print)

Cardholder Signature: _____ Date: _____

I agree to the terms and conditions of the NC Quick Pass program as stated on my application. I authorize NC Quick Pass to charge my credit card whenever my account balance reaches the replenishment threshold designated in the amount that reflects my monthly toll usage. I understand that my account will be evaluated every 90 days to determine my average monthly toll usage and my replenishment amount will be changed when necessary to reflect my usage amount.



NC Quick Pass Customer Service Center
200 Sorrell Grove Church Road, Suite A
Morrisville, NC 27560

NOTIFICATION
Transponder Not Detected

Account Number:

04/16/2013



Dear [REDACTED]

A review of your records indicates that 15% or more of your toll transactions last month were posted to your account through our license plate imaging system rather than through your transponder. In accordance with the NC Quick Pass terms and conditions a \$5.00 fee has been charged to your account. These image transactions may be the result of one of the following situations:

The transponder is not mounted correctly in your vehicle: Your transponder must be mounted in your vehicle according to the instructions you received with the transponder. Please make sure your transponder is mounted correctly.

If your transponder is properly mounted, it may be malfunctioning and will need to be tested at the NC Quick Pass Customer Service Center during normal business hours. If it is determined that your transponder is defective, the \$5.00 fee will be credited back to your account.

NC Quick Pass provides three convenient ways for you to receive transponder mounting and replacement information.

Website: Access the NC Quick Pass website at www.ncquickpass.com.

By Phone: Call the NC Quick Pass Customer Service Center at 1-877-7MY-PASS (1-877-769-7277) and follow the menu options.

Store Front Location(s): You may obtain our store front hours and locations(s) by visiting our website or calling the NC Quick Pass Customer Service Center.

Thank You,

NC Quick Pass Customer Service Center



NC Quick Pass Customer Service Center
200 Sorrell Grove Church Road, Suite A
Morrisville, NC 27560

ACCOUNT STATEMENT
This is NOT a Bill

Account Number:

04/30/2013

Page 1 of 2



Dear [Redacted]

All Phases of the Triangle Expressway are open and now accepting E-ZPass. NC Quick Pass hard case transponders now accepted on E-ZPass facilities.

Transaction Date	Posting Date	Transponder /License Plate	Agency	Entry			Exit			Class	Amount	Description	Account Balance
				Toll Zone	Date	Time	Toll Zone	Date	Time				
											Beginning Balance	\$0.00	
											\$74.66	Payment - Thank you	\$74.66
03/06/13	03/06/13												
03/12/13	03/12/13		NCTA				T14	03/12	14:03	1	\$0.52	TOLL	\$74.14
03/12/13	03/12/13		NCTA				T26	03/12	15:17	1	\$0.82	TOLL	\$73.32
03/12/13	03/12/13		NCTA				T34	03/12	15:21	1	\$0.35	TOLL	\$72.97
03/12/13	03/12/13		NCTA				T13	03/12	15:07	1	\$0.52	TOLL	\$72.45
03/12/13	03/12/13		NCTA				T18	03/12	15:11	1	\$0.65	TOLL	\$71.80
03/15/13	03/15/13		NCTA				T17	03/15	13:09	1	\$0.65	TOLL	\$71.15
03/15/13	03/15/13		NCTA				T21	03/15	13:07	1	\$0.36	TOLL	\$70.79
03/15/13	03/15/13		NCTA				T14	03/15	13:13	1	\$0.52	TOLL	\$70.27
03/15/13	03/15/13		NCTA				T13	03/15	13:53	1	\$0.52	TOLL	\$69.75
03/15/13	03/15/13		NCTA				T18	03/15	13:57	1	\$0.65	TOLL	\$69.10
03/15/13	03/15/13		NCTA				T22	03/15	14:00	1	\$0.36	TOLL	\$68.74
03/15/13	03/15/13		NCTA				T14	03/15	15:31	1	\$0.52	TOLL	\$68.22
03/15/13	03/15/13		NCTA				T13	03/15	16:35	1	\$0.52	TOLL	\$67.70
03/21/13	03/21/13		NCTA				T14	03/21	17:56	1	\$0.52	TOLL	\$67.18
03/21/13	03/21/13		NCTA				T13	03/21	19:00	1	\$0.52	TOLL	\$66.66
03/28/13	03/28/13		NCTA				T13	03/28	19:34	1	\$0.52	TOLL	\$66.14
04/01/13	04/01/13		NCTA				T14	04/01	18:57	1	\$0.52	TOLL	\$65.62
04/01/13	04/01/13		NCTA				T13	04/01	19:49	1	\$0.52	TOLL	\$65.10
04/06/13	04/06/13		NCTA				T14	04/06	19:06	1	\$0.52	TOLL	\$64.58
04/06/13	04/06/13		NCTA				T13	04/06	20:13	1	\$0.52	TOLL	\$64.06
04/11/13	04/11/13		NCTA				T14	04/11	17:43	1	\$0.52	TOLL	\$63.54
04/11/13	04/11/13		NCTA				T13	04/11	19:39	1	\$0.52	TOLL	\$63.02
04/11/13	04/11/13		NCTA				T18	04/11	19:44	1	\$0.65	TOLL	\$62.37
04/11/13	04/11/13		NCTA				T22	04/11	19:47	1	\$0.36	TOLL	\$62.01
04/15/13	04/15/13		NCTA				T17	04/15	20:11	1	\$0.65	TOLL	\$61.36
04/15/13	04/15/13		NCTA				T21	04/15	20:08	1	\$0.36	TOLL	\$61.00
04/15/13	04/15/13		NCTA				T14	04/15	20:16	1	\$0.52	TOLL	\$60.48
04/15/13	04/15/13		NCTA				T13	04/15	21:03	1	\$0.52	TOLL	\$59.96
04/18/13	04/18/13		NCTA				T21	04/18	18:20	1	\$0.36	TOLL	\$59.60
04/18/13	04/18/13		NCTA				T17	04/18	18:23	1	\$0.65	TOLL	\$58.95
04/18/13	04/18/13		NCTA				T14	04/18	18:28	1	\$0.52	TOLL	\$58.43



NC Quick Pass Customer Service Center • 200 Sorrell Grove Church Road, Suite A • Morrisville, NC 27560-9543
Web: www.ncquickpass.com • Phone: 1-877-7MY-PASS (1-877-769-7277) • Fax: (919) 388-3279



NC Customer Service Center

Page 2 of 2

Account Number: [REDACTED]

Transaction Date	Posting Date	Transponder /License Plate	Agency	Entry			Exit			Class	Amount	Description	Account Balance
				Toll Zone	Date	Time	Toll Zone	Date	Time				
04/18/13	04/18/13	[REDACTED]	NCTA				T13	04/18	18:58	1	\$0.52 TOLL	\$57.91	
04/24/13	04/24/13	[REDACTED]	NCTA				T21	04/24	09:56	1	\$0.36 TOLL	\$57.55	
04/24/13	04/24/13	[REDACTED]	NCTA				T14	04/24	10:03	1	\$0.52 TOLL	\$57.03	
04/24/13	04/24/13	[REDACTED]	NCTA				T17	04/24	09:59	1	\$0.65 TOLL	\$56.38	
04/24/13	04/24/13	[REDACTED]	NCTA				T13	04/24	11:02	1	\$0.52 TOLL	\$55.86	
04/24/13	04/24/13	[REDACTED]	NCTA				T18	04/24	11:06	1	\$0.65 TOLL	\$55.21	
04/24/13	04/24/13	[REDACTED]	NCTA				T22	04/24	11:09	1	\$0.36 TOLL	\$54.85	
											Ending Balance	\$54.85	

Vehicle Classification	Class 1 - 2 Axle Vehicles	Class 2 - 3 Axle Vehicles	Class 3 - 4 or more Axle Vehicles
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Thank you for using NC Quick Pass.

Toll Zone Listing

T13 - Mainline - NC540 SB at NC147
 T18 - Mainline-NC540 SB, N Grn Lvl Rd
 T26 - Mainline-NC540 SB, N of Old US1

T14 - Mainline - NC540 NB at NC147
 T21 - Ramp - NC540 NB On from US64
 T34 - Mainline - NC540 SB, N of NC 55

T17 - Mainline-NC540 NB, N Grn Lvl Rd
 T22 - Ramp - NC540 SB Off to US64

REQUEST FOR PROPOSAL-QUESTION SUBMITTAL FORM						
Q #	Page #	RFP Section #/Name	Sub-Section	Reference Language	Vendor Question Addendum 6	NCTA Response-Addendum 6
248 Addendum 5	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?	NCDOT has the merchant ID
249 Addendum 5	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?	"Attestations of Compliance" for NCDOT is signed by Mark Foster, NCDOT Chief Financial Officer
250 Addendum 5	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?	Appendix N "Attestation of Compliance-2012" has been added to Addendum 6.
313	NA	General	NA		Considering the fact that we don't have the answers to the first batch of question before the submission of the second and last batch of questions, is it possible for the Authority to organize a third batch of questions ? This is because we consider that some responses provided by the Authority in the first bath may lead to a few request for clarification.	Questions will be responded to through Addendum 6.
314	NA	General	NA		Today's we have registered our US subsidiary (owned at 100%) to conduct business in North Carolina, we assume that this structure will be the official bidder to the tender. 1) In such case, is it possible to use all references of the bidder's parent company and the rest of the group (all subsidiaries of the bidder's parent company) as valid references for the bid ? 2) Could the bidder use and provide to the authority, in particular as part of the "Section III - Qualifications, sub-section 1. Relevant Successful Firm Qualifications and Experience " of its response, the financial documentation of the mother company ? What kind of document do we have to provide in such case to pass the qualification criteria's ?	1) Bidder may use and provide all references of the bidder's parent company and the rest of the group (all subsidiaries of the bidder's parent company) as valid references for your proposal. 2) Bidder may use and provide to the authority, in particular as part of the "Section III - Qualifications, sub-section 1. Relevant Successful Firm Qualifications and Experience" of its response, the financial documentation of the mother company. Refer to Section 1, sub-section 3.3 Financial Stability and Resources for information on providing financial documentation.
315	I.8 & I.9	SECTION I ADMINISTRATION	3.1.6 Traffic Management Center 3.1.7 Relevant Experience	3.1.6 Traffic management center: "The proposing contractor shall demonstrate firm-wide or management personnel experience in traffic management and safety operations of day-to-day activities for two (2) equal or larger in scope projects " 3.1.7 Relevant experience: "NCTA is seeking information regarding the proposing contractor's relevant recent latest five (5) years of experience. The proposing contractor shall demonstrate at least three (3) prior successful projects of a similar responsibility level and contract value within the past five (5) years.	In reference to sections 3.1.6 and 3.1.7 we understand that the contractor shall provide a relevant experience of at least 3 similar projects for Toll and Ferry customer service center operations except for TMC which the contractor is required to provide at least 2 similar projects experience. Could NCTA confirm our understanding of these requirements?	Yes, 3 similar projects for customer service centers and 2 similar projects for TMC. Section 3.1.7 was deleted in Addendum 3. Addendum 6 replaces the first sentence with the following language to section 3.1.5: "The proposing contractor shall provide a table of at least three (3) related toll and call center prior successful projects of similar responsibility level and contract value within the past five (5) years.

REQUEST FOR PROPOSAL-QUESTION SUBMITTAL FORM						
Q #	Page #	RFP Section #/Name	Sub-Section	Reference Language	Vendor Question Addendum 6	NCTA Response-Addendum 6
316	I.17	SECTION I ADMINISTRATION	5.3 Bonding Requirements	All bid and performance bonds will be handled as provided for in the current North Carolina Department of Transportation Specifications and the following procedures. The Authority Bid Bond form is available on NCDOT website: https://connect.ncdot.gov/letting/Pages/Central-Letting-Forms.aspx .	Please clarify which NC DoT template is to be used for a proponent as several templates are available, in particular with regard to : - the bid-bond, - the performance bond.	A bid bond is no longer required only P & P bonds. Refer to modification to Section 5.3 in Addendum 6.
317	II.7	SECTION II PROJECT BACKGROUND	3.1 TMC responsibilities Current Operations	NA	To whom within the NCTA does the TMC report?	Traffic Management Center staff report to Brian Purvis, NCTA Manager of Roadway Operations
318	II.7	SECTION II PROJECT BACKGROUND	3.1 TMC responsibilities Current Operations	NA	How does this TMC integrate within the Departmental organizational structure?	The NCTA TMC reports to NCTA staffing. The NCTA is a separate unit of NCDOT and, as such, coordinates incidents with NCDOT but is not overseen by NCDOT Regional or Statewide Operations.
319	II.7	SECTION II PROJECT BACKGROUND	3 .2 TMC Staffing	NA	Are the TMC employees members of a union? If yes, please provide information on the union, including applicable union policies.	No, they are not members of a union.
320	II.7	SECTION II PROJECT BACKGROUND	3 .2 TMC Staffing	NA	Does the staff currently operating the TMC work for the State or a Contractor?	Contractor
321	II.7	SECTION II PROJECT BACKGROUND	3 .2 TMC Staffing	NA	If it is a Contractor, please provide a copy of their contract and any available information on salaries, benefits (including pension schemes arrangements) overhead and profit?	The pricing structure of the current Operations contract is different from the required pricing in the RFP. Therefore, proposing Contractors should utilize their companies salary structure, benefits, overhead and profit.
322	II.7	SECTION II PROJECT BACKGROUND	3 .2 TMC Staffing	NA	If it is the state, please provide a list of employees, benefits and salaries?	NA based on response to question 320
323	II.7	SECTION II PROJECT BACKGROUND	3 .2 TMC Staffing	NA	Please provide a list of employees at the TMC, their position title, and tenure at the TMC.	Personnel files of existing employees are solely the property of the current contractor and are not the property of NCTA. As such NCTA cannot provide the information requested. General Information: Project Manager (1.5 years at TMC, 10+ years experience), 2 TMC Operators at supervisor level (8-10 years experience at TMC) and 4.2 TMC Operators (1.5 years TMC experience)
324	II.7	SECTION II PROJECT BACKGROUND	3 .2 TMC Staffing	NA	Please provide an organizational chart of the staff at the TMC.	Contractor's Project Manager (PM) reports to NCTA TMC Manager. Shift supervisors report to Contractor's PM. TMC Operators report to shift supervisors.
325	II.7	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2. SCOPE OF WORK-TOLL CUSTOMER SERVICE OPERATIONS	NA	Does the staff currently operating the CSC call center and storefront, work for the State or a Contractor?	Contractor
326	II.7	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2. SCOPE OF WORK-TOLL CUSTOMER SERVICE OPERATIONS	NA	If it is a Contractor, please provide a copy of their contract and any available information on salaries, benefits (including pension schemes arrangements) overhead and profit?	The pricing structure of the current Operations contract is different from the required pricing in the RFP. Therefore, proposing Contractors should utilize their companies salary structure, benefits, overhead and profit.

REQUEST FOR PROPOSAL-QUESTION SUBMITTAL FORM						
Q #	Page #	RFP Section #/Name	Sub-Section	Reference Language	Vendor Question Addendum 6	NCTA Response-Addendum 6
327	II.7	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2. SCOPE OF WORK-TOLL CUSTOMER SERVICE OPERATIONS	NA	If it is the state, please provide a list of employees, benefits and salaries?	NA based on response to question 325
328	II.7	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2. SCOPE OF WORK-TOLL CUSTOMER SERVICE OPERATIONS	NA	Please provide a list of employees at the CSC call center and storefront, their position title, and tenure at the CSC.	Personnel files of existing employees are solely the property of the current contractor and are not the property of NCTA. As such NCTA cannot provide the information requested.
329	II.7	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2. SCOPE OF WORK-TOLL CUSTOMER SERVICE OPERATIONS	NA	Please provide an organizational chart of the staff at the CSC call center and storefront	General organization: Service Center and Business Managers report to Project Manager. Supervisors (storefront, call center/image review and ferry) and QC/trainer report to Service Center Manager. Storefront representatives, mail clerks, payment processors, and SR CSRs report to the storefront supervisor. Call center CSR, video specialist and image review clerks report to the call center/image review supervisor. Ferry CSRs report to the Ferry supervisor.
330	II.7	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2. SCOPE OF WORK-TOLL CUSTOMER SERVICE OPERATIONS	NA	Are the CSC call center and storefront employees members of a union? If yes, please provide information on the union, including applicable union policies.	These employees are not union.
331	III.3	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2.3.1 Functions	Table III.1 Customer Services Summary (Replenishment Payments - IVR)	Is the phone system integrated with the tolling system to allow for payment management? How are the phone system and the tolling system inter-connected?	The IVR system is directly integrated into the BOS to allow for one time payments using a credit/debit card. The BOS contractor is responsible for the interconnection between the phone system and the BOS.
332	III.7-III.8	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2.5.4 Inventory Count 2.6 Video Image Review Operations	2.5.4 Inventory counts - Monthly inventory reconciliation reports shall include at a minimum: ... BOS system counts from BOS reports 2.6 Video Image Review Operations - Functions shall include, but are not limited to: Monitoring of image batches through BOS reports ...	Would NCTA please provide a detailed summary of each function that the BOS performs, including the reports it generates, and other outputs?	Addendum 3 provided a list of Operations and Image Processing Reports provided by the BOS. The BOS performs all functions necessary to support the CSC including call center, transponder inventory and fulfillment, account establishment, account maintenance, self service web and IVR, image processing, customer correspondence mailings, invoice and escalation mailings, financial reconciliation, financial and operational reporting. All of these functions are described in detail within this RFP.
333	III.8	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2.6 Video Image Review Operations	Properly code all images that are rejected	Would NCTA please provide a list of these reject codes?	Section 2.6 Video Image Review Operations has been modified to add a 6th bullet that lists image review reject codes.
334	III.8	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2.6 Video Image Review Operations	Provide monthly image review reports that include at a minimum:	First, are these reports, system-generated? Second, are such reports extracted from the BOS? If not, what existing system is responsible for? Would NCTA please provide a detailed summary of the relevant function(s) involved to produce such reports?	The BOS provides a report that shows total images processed both manual and automatically and how many are rejected. The Contractor will be responsible for summarizing this information into a monthly Image Review report that incorporates this data with their monthly Image QC reports which are produced by the Contractor outside the BOS.

REQUEST FOR PROPOSAL-QUESTION SUBMITTAL FORM						
Q #	Page #	RFP Section #/Name	Sub-Section	Reference Language	Vendor Question Addendum 6	NCTA Response-Addendum 6
335	III.8	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2.7 Video Invoicing services/Bill by Mail	The Contractor will be responsible for working with the BOS vendor and NCTA to assure invoices are sent on a timely basis with the highest level of accuracy possible.	What is the current level of accuracy and at what volume? What is the highest level of accuracy achieved and at what volume? What invoice billing cycles are being observed at present?	The accuracy rate average is 98% based on a 30% invoice QC sample size. The highest level of accuracy achieved has been 99.7% at a 50% QC sample size. The invoice billing cycles are 15 days for the first invoice from the date of the first transaction and then every 35 days after that.
336	III.8	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2.7.1 Invoice Quality Control	The current invoicing system has an online QC tool from the mail house that allows invoices to be QC'd before being printed.	Is this QC activity at the Contractor's location or at the mail-house?	QC activity is conducted at the CSC.
337	III.8	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2.7.2 Toll Dispute Process/Informal Review	Customers have thirty (30) days from the date of the invoice to dispute a bill.	Does this timetable include mail delivery time?	Yes, the system actually allows for QC and mail delivery by being set at 35 days.
338	III.8	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2.7.2 Toll Dispute Process/Informal Review	After completion of informal review, a letter is generated through the BOS and sent to the customer informing them of the determination.	Would NCTA please provide a sample of such letter? How long does an informal review take before said letter is generated?	Sample customer correspondence has been added as Appendix O in Addendum 6.
339	III.9	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2.8.1 Functions	NCTA is currently interoperable with E-ZPass Group agencies. The Contractor shall manage the reciprocity and settlement process as defined by the E-ZPass Group	Would NCTA please provide a copy of the interoperability agreement with the E-Zpass Group? What is the current scope of such interoperability? What is the planned or target scope, and when?	Appendix E-Toll business Policies contains Appendix I-IAG Reciprocity Document. NCTA follows the scope established by the IAG file specs and operational procedures which can be found on the E-Zpass website.
340	III.9	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2.9 Financial/Banking and Accounting/ Reconciliation Services	For manual payments, the Contractor shall ensure that all money is handled and accounted for in a proper and timely manner,	What is NCTA's time requirement for processing manual payments?	Manual payments must be processed every business day. Also refer to response to question 244 in Addendum 5
341	III.10	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2.9.7 Reports	Reporting.	With regard to the reporting for tolling and ferry booking, what systems application are currently being used and can be made available to the Contractor for this operations reporting requirement?	As referenced in response to question 98: The BOS provides detailed daily reports for CSR close outs, payment and adjustment detailed and summary reports, interoperability reconciliation reports, billing summary and aging reports.
342	III.10	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2.10 HOT List Notification to NCTA and Law Enforcement Officials	Hot List Notification to NCTA and Law Enforcement Officials. The Contractor shall support immediate notification of hot-list vehicles received from NCTA and/or law enforcement officials in accordance with approved business policies and procedures.	How is such Hot List Notification currently being provided?	As addressed in response to question 103: Hot List Alerts are managed through the BOS and RTCS. The alerts are entered through the BOS by selecting the Hot List tab and using a drop down menu to select the alert type and then entered the plate number. Once the alert is created the RTCS is accessed and alert is selected and the email distribution list is typed into the system. Alerts can be entered by authorized Operations Contractor, NCTA, BOS and RTCS personnel.
343	III.10	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2.11.1 General	General. The Contractor shall ensure that NCTA customers' information and any relevant documentation is handled and accounted for in a proper and secured manner.	How is document control currently maintained?	Paper documents are stored on-site. If possible, documents are also stored electronically by attaching to a customer's account.
344	III.10	SECTION III SCOPE OF WORK TOLL CUSTOMER SERVICE OPERATIONS	2.11.4 Document Storage	Document Storage. Paper documents shall be annually archived for three (3) years and then destroyed.	Are such paper documents stored on-site or off-site? Either way, how is it being managed and maintained at present?	Paper documents are stored on-site. NCTA is currently revising their data and document retention policy. More information will be forthcoming when available but could be after this procurement process.

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345	III.12	SECTION III SCOPE OF WORK TRAFFIC MANAGEMENT CENTER	3.1.1 Current Operations	Operate various ITS devices	Please confirm that the software system, hardware, and communications network required to be operated by the Contractor will be provided and maintained by others.	Confirmed as correct
346	III.12	SECTION III SCOPE OF WORK TRAFFIC MANAGEMENT CENTER	3.1.1 Current Operations	current operations... Coordinate with public safety agencies such as the North Carolina State Highway Patrol (NCSHP), local law enforcement, fire and emergency medical services among others	Could NCTA precise roles, perimeter and limit of operational responsibilities between Contractor and NCSHP, local law enforcement, fire and emergency medical services? (particularly in case of incident response management)	NCTA TMC staffing roles during incident response will be to monitor response communications, dispatch accordingly, coordinate activities as required and properly document activities for debriefing and reporting.
347	III.12	SECTION III SCOPE OF WORK TRAFFIC MANAGEMENT CENTER	3.1.1 Current Operations	current operations... Coordinate with IMAP	Could NCTA precise roles, perimeter and limit of operational responsibilities between Contractor and IMAP? (particularly in case of patrolling management and others)	NCTA TMC staffing roles during incident response will be to monitor response communications, dispatch accordingly, coordinate activities as required and properly document activities for debriefing and reporting.
348	III.12	SECTION III SCOPE OF WORK TRAFFIC MANAGEMENT CENTER	3.1.1 Current Operations	current operations...Dispatch and document Intelligent Transportation System (ITS) maintenance activities of the roadside contractor	Could NCTA clarify what nature of information has to be dispatched and documented regarding ITS maintenance activities performed by the roadside contractor ?	NCTA TMC staff are to monitor ITS equipment and dispatch/log into maintenance tracking system for device performance issues and verify/validate response times and issue resolution. In addition, TMC Staff are to coordinate/monitor traffic control activities while ITS maintenance takes place.
349	III.12	SECTION III SCOPE OF WORK TRAFFIC MANAGEMENT CENTER	3.1.1 Current Operations	current operations...Monitor and coordinate toll, ITS, roadway and facility maintenance	Could NCTA precise what level of monitoring is expected from Contractor on toll, ITS, roadway and facility maintenance? (e.g. routine maintenance, heavy maintenance, asset management...) Could NCTA provide the existing procedures related to monitoring ?	NCTA TMC staff are to monitor on a 24/7/365 basis all Toll, ITS and facilities are performing as designed. Toll equipment is monitored by performing image reviews along with monitoring security cameras and validating vehicular volumes by performing manual counts with CCTV and cross referencing with MVD data. ITS is polled regularly to verify performance. Roadways are monitored via CCTV and through input from IMAP to monitor roadway maintenance activates along with monitoring of various websites (INRIX, local media, NCDOT TIMS, etc.), radio dispatch and ITS devices to monitor traffic performance.
350	III.14	SECTION III SCOPE OF WORK TRAFFIC MANAGEMENT CENTER	3.3 Reporting	Reporting. The Contractor is responsible for all monthly TMC operations reporting.	What systems application are currently being used and can be made available to the Contractor for this monthly operations reporting requirement?	NCDOT TIMS website, NCDOT IMAP Log database, MVD reports, Toll System reports, RWIS System reports, Daktronics DMS usage reports, Manual Dispatch Logs and Phone Logs, Manual Shift Summary reports. All will be made available to the winning bidder.
351	III.13	SECTION III SCOPE OF WORK TRAFFIC MANAGEMENT CENTER	3.4.1 Current Operations	1. Review to ensure that Standard Operating Procedures (SOP) are clear for all functions at the TMC.	Please provide a copy of the current SOP and other work rules.	All Training Materials and SOP's will be made available to the winning bidder upon award of the contract and should be reviewed and updated to winning bidder's standards during the transition period.
352	III.13	SECTION III SCOPE OF WORK TRAFFIC MANAGEMENT CENTER	3.4.1 Current Operations	2. For external contact with NCSHP, NCDOT, fire and local law enforcement and towing agencies, the Contractor shall replicate NCDOT procedures.	Please provide a copy of the procedures that are currently used to perform this function, including the current procedures with IMAP.	All Training Materials and SOP's will be made available to the winning bidder upon award of the contract and should be reviewed and updated to winning bidder's standards during the transition period.

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353	III.14	SECTION III SCOPE OF WORK TRAFFIC MANAGEMENT CENTER	3.4.1 Current Operations	4. Use of regular performance measurements and reports to track contract compliance and to make early identification problems.	In conjunction with Section V-Performance Specifications, SS. 2-Traffic Management Center (Page V.5): What are the existing performance criteria for IMAP/Highway Patrol/Responders Operations, ITS Performance, Toll System Performance, Toll Facilities Performance and Roadway Maintenance Performance, for which monthly and yearly performance measure reports are required?	See monthly TMC Operations reports for measures provided in Appendix H.
354	III.13	SECTION III SCOPE OF WORK TRAFFIC MANAGEMENT CENTER	3.4.1 Current Operations	6. Provide MVD manual review counts at seventy-four (74) locations to verify proper operations on a monthly basis.	Please provide a copy of the procedures that are currently used to perform this function and any related reports.	All Training Materials and SOP's will be made available to the winning bidder upon award of the contract and should be reviewed and updated to winning bidder's standards during the transition period.
355	III.13	SECTION III SCOPE OF WORK TRAFFIC MANAGEMENT CENTER	3.4.1 Current Operations	8. Perform Toll Image Reviews during each shift to verify proper operations and dispatch issues to maintenance personnel.	To understand the scope of the IRW (Toll Image Review) to be completed by the Traffic Management Centre: 1) Is it live IRW as per the regular IRW queues or is it post-IRW work to validate and verify proper operations? 2) Would it be possible to request for a process map showing the interrelationship between these two activities?	1) It is live IRW per the regular IRW queues, but it is used to look for reoccurring issues (poor lighting situations, cameras misaligned, etc.) and report for Toll system maintenance response. 2) A process map may be provided to the winning bidder.
356	III.16	SECTION III SCOPE OF WORK FERRY PHONE RESERVATION OPERATIONS	4.2 Phone Reservations	(1) CSRs will take Ferry phone reservations. Patrons requesting information beyond reservations will be directed by CSRs to the NCDOT Ferry Division.	What systems application is currently being used for processing call reservations and other customer inquiries such as those that need to be directed to the NCDOT Ferry Division? How is this currently implemented?	Ferry Reservations is a DOT software application that is accessed through VPN at the CSC. DOT maintains, updates and troubleshoots any errors with the system. Currently call types and volume are recorded manually and reported daily.
357	IV.3	SECTION IV PRICE	2 Price Sheet-Traffic Management Center	Price Sheet - Traffic Management Center. NCTA requires that the minimum hourly way for staffing be \$21.00 for the supervisor,	We assume that the minimum hourly wage for staffing includes both salary and benefits. What percent of this hourly wage, do benefits and other constitute?	The minimum salaries are for base pay only and do not include benefits. Percentage is based on bidder's benefit packages.
358	V.2	SECTION V PERFORMANCE SPECIFICATIONS	1.1 Call Center	Toll Customer Service Operations - Call Center. (2) Professional and courteous	Are there other call monitoring attributes currently part of the existing Quality Control process? What are these and how each is measured ?	All call center toll customer service requirements and measurements are listed in section 1.1.
359	V.3	SECTION V PERFORMANCE SPECIFICATIONS	1.4 Customer Satisfaction	Customer Satisfaction. (1.1) Measurement. Periodic formal surveys as requested by NCTA	How are such formal surveys currently undertaken? How are the feedback results tracked and analyzed?	Surveys will be conducted by NCTA. Frequency of survey will be determined by NCTA, there is no schedule at this time. Feed back will be summarized and shared with Contractor, then discussion of improvements identified will be authorized by NCTA.
360	V.5	SECTION V PERFORMANCE SPECIFICATIONS	2.1 Traffic Management Center	Provide camera tours every thirty (30) minutes of the entire Triangle Expressway and respond to incidents accordingly	Could NCTA precise which of the cameras are concerned by the scan? (Video enforcement, roadside operations, security...etc.)	NCTA camera tours are for the roadway and are to be performed using CCTV to monitor all activities (maintenance and construction activities, incident detection and security issues).
361	V.2	SECTION V PERFORMANCE SPECIFICATIONS	3.1 Call Center	Ferry Reservation Phone Operations - Call Center. (2) Professional and courteous	Are there other call monitoring attributes currently part of the existing QC process? What are these and how each is measured ?	All call center ferry phone reservation requirements and measurements are listed in section 3.1.

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362	VII	SECTION VII CONTRACT TERMS AND CONDITIONS	NA	General	The contract contains several provisions which leave the decision at the Authority's sole discretion (for instance in section 1.2.1 "[...] unless a period of more than thirty (30) days is required by NCTA). Will the Authority please consider removing most of these types of provisions and provide instead wording specifying a general reasonableness test?	No change to RFP
363	VII.3	SECTION VII CONTRACT TERMS AND CONDITIONS	1.2 General Payment Terms and Conditions		If the Authority does not pay an amount, will the Contractor have the ability to stop work?	Any and all payments to the Contractor are dependent upon and subject to the availability of funds to the Authority for the purpose set forth in this solicitation document. Contractor shall perform all work under the contract pursuant to the terms and conditions of the contract. Contractor is entitled to all remedies set forth in the contract
364	VII.6	SECTION VII CONTRACT TERMS AND CONDITIONS	2.1. General		The contract does not contain any protection for change in law. We would expect some protection for a contract of such duration. Will the Authority please consider inserting any such protection?	No change to RFP
365	VII.7	SECTION VII CONTRACT TERMS AND CONDITIONS	2.5.. Time Extensions and Schedule Change	NCTA will only approve Time Extensions ONLY for Force Majeure causes or acts by NCTA which impede the Contractor's project progress.	Is a Time Extension the sole remedy of the Contractor for acts by NCTA which would impede the Contractor's project progress?	Time extensions are Contractor's sole remedy for acts by NCTA which would impede the Contractor's project progress.
366	VII.7	SECTION VII CONTRACT TERMS AND CONDITIONS	2.5.. Time Extensions and Schedule Change	All time extensions shall be approved in writing by NCTA.	Will the Authority please consider amending this § as follows: All time extensions shall be approved in writing by NCTA, which approval shall not be unreasonably withheld or delayed?	No change to RFP
367	VII.7	SECTION VII CONTRACT TERMS AND CONDITIONS	2.6. Contract Termination		Would the Authority please include a provision that indicates that the Contractor is entitled to terminate the Contract with the Authority in the event of Authority's default ?	No change to RFP
368	VII.7	SECTION VII CONTRACT TERMS AND CONDITIONS	2.6. Contract Termination		The Contract does not contain any termination for prolonged force majeure. Would the Authority please include a provision to that effect together with details about the compensation package (we would expect compensation of Contractor's breakage costs) ?	No change to RFP (Termination for prolonged force majeure- triggers mutual termination provision). See VII.3.3.28
369	VII.8	SECTION VII CONTRACT TERMS AND CONDITIONS	2.6 Contract Termination		Please clarify exactly what sections of the Contract will survive termination ?	Any contract provision which includes post-termination obligations.
370	VII.7	SECTION VII CONTRACT TERMS AND CONDITIONS	2.6.1 Termination General Requirements	5. NCTA may terminate this Contract, in whole or in part, pursuant to the Special Terms and Conditions in the Solicitation Documents	Could the Authority please confirm that Section VII of the RFP constitutes the entire Special Terms and Conditions in the Solicitation Documents ?	There are no special terms and conditions. All Terms and Conditions are found in Section VII

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371	VII.8	SECTION VII CONTRACT TERMS AND CONDITIONS	2.6.2 Termination for Cause	4. Termination Without Notice of Cure/Warning. If the NCTA has issued two notices of cure/warning to the Contractor, upon the issuance of the third or subsequent notice the NCTA reserves the right to terminate the Contract without further notice. The failure of the NCTA to exercise this right on any occasion shall not be deemed a waiver of any future right.	Does the two notices triggering event apply to same occurrence (same event) or for all occurrences in a cumulative manner? Does it apply per year or for the whole term of the Contract ?	The two notices referenced in this provision refer to any notices of cure/warning to the Contractor. The two notices do not have to stem from the same occurrence. Also see Default provisions (Section VII 3.3.13)
372	VII.8	SECTION VII CONTRACT TERMS AND CONDITIONS	2.6.3 Termination For Convenience without Cause	TERMINATION FOR CONVENIENCE WITHOUT CAUSE 1. The NCTA may terminate the Contract without cause, in whole or in part by giving ninety (90) calendar days prior notice in writing to the Contractor. The Contractor shall be entitled to sums due as compensation for Deliverables provided and services performed in conformance with the Contract. In the event the Contract is terminated for the convenience of the NCTA, the NCTA will pay for all work performed and products delivered in conformance with the Contract up to the date of termination. This is an incidental item within the scope of work, but without separate compensation.	The compensation package for termination for convenience does not include Contractor's subcontractors breakage costs (ex: redundancy, etc.) nor loss of profits. Would the Authority please include a provision to include such heads of loss as it is customary for transactions of that nature?	No change to RFP
373	VII.9	SECTION VII CONTRACT TERMS AND CONDITIONS	2.7 Succession and Transition Plan	2. Cost. Phase-out period costs shall be born completely by the Contractor regardless of the reason for Contract termination.	Could the Authority please indicate in which item of the Price Schedule should be integrated the costs corresponding to this Phase-Out period ?	Since the contract may be terminated at any time by the NCTA there is no specified line item for such costs. It is the Contractors responsibility to assure their pricing is sufficient to cover all costs associated with contract termination.
374	VII.10	SECTION VII CONTRACT TERMS AND CONDITIONS	3.1.2 Acceptance Criteria	Specifications: The apparent silence of the specifications as to any detail, or the apparent omission of detailed description concerning any point, shall be regarded as meaning that only the best commercial practice is to prevail and only material and workmanship of the first quality may be used.	How the Authority will define the best commercial practice?	Best commercial practice refers to the methods, processes, procedures, systems, and/or usage that is commonly implemented in the business world and that is generally agreed to have produced the most satisfactory or desirable results on a consistent basis.
375	VII.11	SECTION VII CONTRACT TERMS AND CONDITIONS	3.1.4 Personnel	PERSONNEL 1. Contractor shall not substitute key personnel assigned to this Contract without prior written approval by NCTA. Any desired substitution shall be noticed to NCTA, accompanied by the names and references of Contractor's recommended substitute personnel. NCTA will approve or disapprove the requested substitution in a timely manner. NCTA may, in its sole discretion, terminate the services of any person providing services under this Contract. Upon such termination, NCTA may request acceptable substitute personnel or terminate the contract services provided by such personnel.	Please confirm NCTA approval shall not be unreasonably withheld. Please confirm NCTA shall act reasonably on deciding to terminate the services of any key person providing services under the Contract.	As a state agency, NCTA is obligated to administer this contract fairly and in accordance with State law.

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376	VII.11	SECTION VII CONTRACT TERMS AND CONDITIONS	3.1.4 Personnel	NCTA reserves the right to assess a penalty of twenty thousand dollars (\$20,000.00) for any key personnel that are changed within the first twelve (12) months following go-live should the personnel remain with the Contractor's organization in any form. A penalty of ten thousand dollars (\$10,000.00) may be assessed for any key personnel that are changed during the second year following go-live should the personnel remain with the Contractor's organization in any form. These penalties are on a per occurrence basis.	Please confirm any such penalty is not applicable if NCTA has agreed to the substitution ?	NCTA reserves the right to assess this penalty as defined in this document. The contract will be awarded based on one of the factors being personnel. It is therefore expected that such personnel will remain on the project as intended as long as they are still with the Contractors organization.
377	VII.18	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.1 Governmental Restrictions	<p>GOVERNMENTAL RESTRICTIONS</p> <p>1. In the event any restrictions are imposed by governmental requirements that necessitate alteration of the material, quality, workmanship, or performance of the Deliverables offered prior to delivery thereof, the Contractor shall provide written notification of the necessary alteration(s) to NCTA. NCTA reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the Contract. NCTA may advise Contractor of any restrictions or changes in specifications required by North Carolina legislation, rule or regulatory authority that require compliance by the State. In such event, Contractor shall use its best efforts to comply with the required restrictions or changes. If compliance cannot be achieved by the date specified in the Contract, NCTA may terminate this Contract and compensate Contractor for sums due under the Contract.</p>	Please confirm the Contractor's breakage costs would be included in the sums due under the Contract.	Sums due under the contract include any services satisfactorily completed, less payment or compensation previously made. This does not include any other costs incurred by Contractor as a result of the contract termination.
378	VII.15	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.7 Deliverables	<p>1. Deliverables, as used herein, shall comprise all project materials, including goods, software licenses, data, and documentation created during the performance or provision of services hereunder. Deliverables are the property of NCTA. Proprietary Contractor materials licensed to NCTA shall be identified to NCTA by Contractor prior to use or provision of services hereunder and shall remain the property of the Contractor. Embedded software or firmware shall not be a severable Deliverable. Deliverables include "Work Product" and means any expression of Licensor's findings, analyses, conclusions, opinions, recommendations, ideas, techniques, know-how, designs, programs, enhancements, and other technical information; but not source and object code or software. All Software source and object code is the property of Licensor and is licensed nonexclusively to NCTA , at no additional license fee, pursuant to the terms of the software license contained herein, and in the Supplemental Terms and Conditions for Software and Services or the License Agreement if incorporated in the Solicitation Documents.</p>	<p>In addition, save any omission on our part, some terms in capitals (Supplemental Terms and Conditions for Software; License Agreement) are not defined.</p> <p>Are such definitions or documents available?</p>	<p>Section 3.3.7 Deliverables has been modified in Addendum 6. to delete the following language: ". All Software source and object code is the property of Licensor and is licensed nonexclusively to NCTA , at no additional license fee, pursuant to the terms of the software license contained herein, and in the Supplemental Terms and Conditions for Software and Services or the License Agreement if incorporated in the Solicitation Documents. And add the following language: Such Deliverables are not intended or represented by the Contractor to be suitable for reuse on modifications of the project or on any other project.</p>

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379	VII.17	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.13 Default	If Contractor fails to deliver Deliverables within the time required by this Contract, NCTA may provide written notice of said failure to Contractor, and by such notice require payment of a penalty.	How any such penalty is to be calculated? Could the Authority please confirm that such penalty would count towards the overall Limitation of Contractor's Liability ?	This can be negotiated by the winning bidder during contract negotiations.
380	VII.17	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.13 Default	3.3.13. DEFAULT Default may be cause for debarment as provided in 09 NCAC 06B.1030. NCTA reserves the right to require performance guaranties pursuant to 09 NCAC 06B.1031 from the Contractor without expense to the State. The rights and remedies of NCTA provided above shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract. NCTA allows for ten (10) calendar days to rectify a problem and thirty (30) calendar days to cure a termination. 6. Contractor is responsible for compliance with all performance standards as defined in Section V Performance Specifications of the RFP. For each occurrence of non-compliance NCTA reserves the right to assess liquidated damages in the amount of two thousand dollars (\$2,000.00). These liquidated damages will be in the form of a reduction in payment of the next invoice in the amount of the damages assessed. Liquidated damages will not be assessed for any non-compliance outside of Contractor's control, as determined by NCTA.	Please confirm that the penalty clause does not apply if the error or KPI non-compliance items are due to third-parties (e.g. toll system or equipment supplier, back-office supplier, phone system supplier) or due to reasons beyond the Contractor's control or scope (e.g. power failure during a few hours) ? For each KPI, we understand an occurrence of non-compliance will be measured on a monthly basis. For example, regarding the KPI number 6 of TMC, the maximum penalty which would apply in case of non-compliance is \$2,000 per month. Could we assume that all KPI (15, 8, 5 respectively for Tolling, TMC, Ferry Booking) are reported monthly to the Authority ? If not what are those not reported monthly ?	Contractor is not responsible for items out of their control. All KPIs are reported monthly.
381	VII.17	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.13 Default	1. Default may be cause for debarment as provided in 09 NCAC 06B.1030. NCTA reserves the right to require performance guaranties pursuant to 09 NCAC 06B.1031 from the Contractor without expense to the State. The rights and remedies of NCTA provided above shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract. NCTA allows for ten (10) calendar days to rectify a problem and thirty (30) calendar days to cure a termination.	This Section does not specify that the claims and losses are due to any negligence from the Contract. Would the Authority please consider to relate any such obligation to a failure of the Contractor in a manner similar to 3.3.16§1 ("provided that the injury or damage was caused by the fault or negligence of the Contractor")?	No change in RFP
382	VII.19	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.13 Default	6. Contractor is responsible for compliance with all performance standards as defined in Section V Performance Specifications of the RFP. For each occurrence of non-compliance NCTA reserves the right to assess liquidated damages in the amount of two thousand dollars (\$2,000.00). These liquidated damages will be in the form of a reduction in payment of the next invoice in the amount of the damages assessed. Liquidated damages will not be assessed for any non-compliance outside of Contractor's control, as determined by NCTA.	It is unusual to provide for a warranty with no limit in time. There should be no warranty past the end of Project. Will the Authority please include such limitation in time (usually 3-6 months for software - 12 months for hardware)?	No change in RFP

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383	VII.18	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.15 Limitations of Contractor's Liability	2. The Contractor's liability for damages to NCTA for any cause whatsoever, and regardless of the form of action, whether in contract or in tort, shall be limited to two (2) times the value of the Contract.	<p>From the Price Sheet which will be used to define the limit of Contractor's liability for damages to NCTA, we can assume that :</p> <p>1) Because the performance bound is valid for one year, could we also assume that the Contractor's liability for damages is equal to 2 time the value of the TOTAL of the year (but not the Total Base for 7 years) defined in the worksheet "Summary" ?</p> <p>2) We assume that 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 in the value of the Contract defined in section "3.3.15. LIMITATION OF CONTRACTOR'S LIABILITY"</p> <p>Could NCTA confirm the above two points ?</p> <p>If not, could NCTA define how the "3.3.15. LIMITATION OF CONTRACTOR'S LIABILITY" will be assessed based upon the Price Sheet information ?</p>	<p>Payment and performance bonds are set at a fixed \$1.5 million per addendum 5 and do not necessarily reflect an annual contract value. The Contractors liability will be two times the total value for base years one through seven excluding the optional years and any pass-through costs.</p>
384	VII.18	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.15 Limitations of Contractor's Liability	2. The Contractor's liability for damages to NCTA for any cause whatsoever, and regardless of the form of action, whether in contract or in tort, shall be limited to two (2) times the value of the Contract.	<p>Please confirm the loss of toll revenue for tolls is subject to the cap on Limitation of Contractor's Liability set out in 3.3.15§2.</p>	<p>Loss of Toll revenue may or may not be subject to the cap on Limitation of Contractor's Liability. To be determined after review of conditions of the Revenue Bond documents.</p>
385	VII. 18	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.15 Limitations of Contractor's Liability		<p>2 We would request that the Authority please include a waiver of consequential, indirect, punitive, exemplary damages, and loss of profit as such waiver is customary for a project of this nature.</p> <p>A partial exclusion is only provided in relation to section 3.3.17.</p>	<p>No change to RFP</p>
386	VII.18	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.15 Limitations of Contractor's Liability	3. The foregoing limitation of liability shall not apply to the payment of costs and damage awards referred to in the Paragraph entitled "Patent, Copyright, and Trade Secret Protection", to claims covered by other specific provisions calling for liquidated damages or specifying a different limit of liability, or to claims for injury to persons or damage to property caused by Contractor's negligence or willful or wanton conduct. This limitation of liability does not apply to the receipt of court costs or attorney's fees that might be awarded by a court in addition to damages after litigation based on this Contract.	<p>We would expect the liquidated damages to be counted towards the overall cap set out in 3.3.15§2 or, in the alternative, to be subject to a sub-cap being an exclusive remedy therefore in lieu of any other remedies.</p> <p>Will the Authority please consider inserting any provision to that effect which would increase value for money?</p>	<p>No change to RFP</p>

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387	VII. 18	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.16 Contractor's Liability for Injury to Persons or Damage to Property		Contractor is prepared to indemnify for third party personal injury and property damage to the proportionate extent of its negligence. The current Section requires Contractor to indemnify for breach and beyond the proportionate extent of its negligence. The Authority has other remedies for Contractor's breach and should not be responsible for the acts and omission of others. Further, Contractor should not be indemnifying parties with which it does not have a contractual relationship. Will the Authority limit the indemnity obligation of Contractor to the third party personal injury and property damage to the proportionate extent of Contractor's negligence and limit the indemnified party to the Authority?	No change to RFP
388	VII.18	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.16 Contractor's Liability for Injury to Persons or Damage to Property		This Section does not specify that the claims and losses are due to any negligence from the Contract. Would the Authority please consider to relate any such obligation to a failure of the Contractor?	No change to RFP
389	VII.20	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.28 Force Majeure	Force Majeure events shall not otherwise limit NCTA's rights to enforce contracts.	What is the purpose of such provision in the context of a relief from performance due to force majeure? Please explain.	Force majeure events prevent either party from being deemed in default. However, this provision provides a mechanism for NCTA to enforce obligations under the contract, to the extent at all possible.
390	V.II.20	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.29 Compliance with Laws	1. The Contractor shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business, including those of federal, state, and local agencies having jurisdiction and/or authority	The contract does not contain any protection for change in law. Who is assigned the risk when there is a change in law that increase ? The scope of the project or impacts the project schedule? We would expect some protection of the Contractor (relief and compensation through change orders) for a contract of such duration. Will the Authority please consider inserting any such protection?	Any changes in law will be handled in accordance with the Contract changes provisions. All see Section VII 3.3.1.regarding Government Restrictions.
391	V.II.20	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.29 Compliance with Laws	1. The Contractor shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business, including those of federal, state, and local agencies having jurisdiction and/or authority	We would expect change in law includes change of norms or standards and triggers some protection for the Contractor as mentioned above. Will the Authority consider inserting such change of norms and standards in such section?	No change to RFP
392	V.II.20	SECTION VII CONTRACT TERMS AND CONDITIONS	3.3.29 Compliance with Laws	1. The Contractor shall comply with all laws, ordinances, codes, rules, regulations, and licensing requirements that are applicable to the conduct of its business, including those of federal, state, and local agencies having jurisdiction and/or authority	Would more information be available regarding what laws, statutes, ordinances, rules, regulations and procedural requirements will be imposed on Contractor due to this section?	Generally, this provision refers to any laws relative to this contract and the Toll Operations system.
393	E.7	APPENDIX E-TOLL BUSINESS POLICIES	Introduction - Fees	NCTA will apply fees for various reasons. The amounts of these fees may be changed at the discretion of the NC legislation and/or NCTA. Table 3 summarizes the fees that will be collected by the NCTA.	Is there a Good Will policy/management discretion to waive fees (beyond the one time waiver of the processing fee)?	Supervisors/managers only have the ability to waive fees beyond the one time waiver of the processing fee. These are on a case by case basis.
394	E.10	APPENDIX E-TOLL BUSINESS POLICIES	Policy 1.5 Account Maintenance	...the BOS will automatically update credit card expiration dates on a monthly basis for all cards due to expire the following month	By what method is this accomplished and is it limited to particular credit cards? If so what are they?	The policy states "when available" the BOS will automatically update any credit card information. This function has not yet been activated in the BOS system.

REQUEST FOR PROPOSAL-QUESTION SUBMITTAL FORM						
Q #	Page #	RFP Section #/Name	Sub-Section	Reference Language	Vendor Question Addendum 6	NCTA Response-Addendum 6
395	E.11	APPENDIX E-TOLL BUSINESS POLICIES	Policy 1.7.1 Auto Replenishment Payment Requirements	The auto replenishment feature allows the customer to provide a credit or debit card number to the NCTA and authorizes the NCTA to automatically replenish the account periodically by charging the credit or debit card at the applicable auto-replenishment threshold.	Are there any payment means that are not currently accepted for auto-replenishment?	Only accounts with credit/debit cards accepted by NC Quick Pass can be used for auto-replenishment.
396	E.11	APPENDIX E-TOLL BUSINESS POLICIES	Policy 1.7.2 Threshold Amount	The BOS will automatically adjust the threshold amount quarterly based on the adjustments to the replenishment amount.	By what method does the BOS calculate the replenishment amount for an account?	Replenishment amount is adjusted automatically by the BOS after the first 30 days from account opening and then every 90 days after that. Amounts are calculated based on the average monthly toll usage for the evaluation period.
397	E.32	APPENDIX E-TOLL BUSINESS POLICIES	Policy 4.9 Collection Assistance & Fees	NCTA may utilize more than one collection agency	What collection agencies does the NCTA currently work with?	NCTA is currently establishing the collection agency process with First Point Collection Agency.
398	E.64	APPENDIX E-TOLL BUSINESS POLICIES	Appendix F-Vehicle Registration Hold/Release	1. VECTOR provides a real time Web Service interface between the VEECTOR application and the NC DMV systems for Holds and Releases to the NC DMV in order to set "TollStops" within the DMV Stars system.	Is this feature integrated into the BOS that the CSR's can see or is it implemented by a separate system?	CSR's with proper permissions use VECTOR to implement vehicle registration holds/releases. They do not have direct access to the DMV Stars system.