

# NCTA Procurement Roadmap

**Services, Systems and Specialized Expertise**

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# Table of Contents

I.	Introduction and Purpose.....	3
II.	Procurement Approach.....	3
III.	Advisor Services Contracts.....	3
IV.	On-Call Services Contracts.....	4
V.	Toll Technology and Operations Contracts.....	5
VI.	NCTA Procurement Chart.....	7

## I. Introduction and Purpose

This document is intended to illustrate the procurement roadmap for North Carolina Turnpike Authority (NCTA) professional services, systems and other related services-based contracts. The purpose of these contracts is to assist NCTA with the strategic planning, project development, program management, toll collection systems, and operations and maintenance support of its Capital Improvement, Engineering, Finance, Operations, and Technology projects and programs. These contracts augment NCTA staff and provide specialized expertise that helps NCTA provide advanced mobility systems, operate and maintain current revenue systems, and plan, develop, provide and implement capital improvements to the systems.

NCTA has developed this roadmap with the intention of sharing its planned procurement approach with the industry to allow resource planning and teaming arrangements (if necessary). This document provides a procurement overview, including any restrictions for pursuing contracts, current contract expiration dates, and the planned procurement approach and is subject to change as required to meet NCTA needs. A diagram that shows how these procurements align with one another is included at the end of this document.

This document is being provided for informational purposes only; in the event of conflicting information between the information contained in this document and the information presented in a procurement document or contract, the procurement document or contract will govern. NCTA may change the number and aggregation of the procurements at any time at its sole discretion

## II. Procurement Approach

As noted in the diagram below, advisor contracts are intended to serve as functional extensions of NCTA staff to provide financial, traffic and revenue, planning, and specialized engineering expertise for NCTA projects. NCTA also relies on management service providers and intends to leverage existing NC Department of Information Technology (NCDIT) contracts to provide additional technology-related services. Collectively, this group is known as NCTA's advisors (Advisor Services) and includes serving in a staff augmentation capacity as needed.

In addition, NCTA will be seeking on-call services contracts that will encompass Technology, Marketing and Communications, Pre-Construction Services, Roadway Operations, Toll Operations, Customer Service, and Public-Private Partnerships grouped into contracts as shown in the diagram. These on-call contracts may provide professional services or data services to support NCTA. These on-call procurements may acquire staff with specialized expertise to assist NCTA or provide data or technology Software as a Service, Platform as a Service, or Infrastructure as a Service functions at NCTA. Collectively, this group is known as NCTA's on-call service providers (On-Call Services). Lastly, NCTA added the major Toll Technology and Operations Contracts for service providers of its toll collection system.

## III. Advisor Services Contracts

Advisor Services contracts, along with existing Statewide Contracts, are represented in blue boxes in the diagram. While this document outlines the various multi-year advisor and on-call services contracts that the

NCTA intends to develop and maintain, the NCTA may, on occasion, proffer additional individual project or task related procurements as the need arises. For Advisor Services Contracts, NCTA has established the following intentions:

- **Traffic and Revenue Services** - The current **Traffic and Revenue Consultant (TRC)** contracts are valid through April 2024 with one (1) year extension still available. The TRC contracts will be re-advertised roughly six (6) months prior to the expiration of the second available (1) year contract extension. The successful bidders for the new TRC are eligible to bid other Advisory Services and On-call Services contracts. If the TRC is selected for an On-call Services Contract, the TRC may be excluded from specific tasks that are in conflict with tasks performed by the TRC on this Contract.
- **General Engineering Consultant** - The North Carolina Turnpike Authority awarded General Engineering Consultant (GEC) in April 2021 for a four-year contract with a one (1) year extension available. The GEC is not eligible to bid other Advisor Services or On-call Services contracts as the GEC may participate with procurement support, administrative, operations and general finance support for NCTA. Ultimately, it is the intent that the firm serving as the GEC does not hold any other Advisory Service or On-call Services contract unless such contract is held prior to entering into the GEC contract. The GEC will be asked to provide a variety of short-term engineering tasks or services.
- **Financial Advisory Services** - The current **Financial Advisory Services (FA)** contract is valid through June 2026, with two (2) optional one (1) year extensions.
- **Asset Management Services** - The current **Asset Management Services (AM)** contract is valid through November 2026, with two (2) optional one (1) year extensions.
- **Investment Banking Services** - A pool for senior and co-manager **Investment Banking (IB)** firms was established in August 2024. Appointment to the pool of underwriters is for a period of five (5) years unless the Authority deems it necessary to modify the appointment period. If the IB is selected for an On-Call Services Contract, the IB may be excluded from specific tasks that are in conflict with tasks performed by the IB on this Contract.

#### IV. On-Call Services Contracts

For the On-call Services contracts shown in peach color boxes, NCTA is seeking specialized expertise to support the NC Quick Pass program and multiple statewide projects that are operating, being planned or being constructed, as-a-service offerings, and currently envisions a separate procurement for each of the on-call services grouped together as depicted in the diagram. A brief description of the on-call specialized expertise and services is listed below:

- **Technology Services** - provide technical strategy, application support, data management, IT Service Management and infrastructure support. NCTA anticipates using NCDIT contracts including but not limited to: g20S- IT services, ITS-009440 – Short Term Staffing Contract for services and other commodity contracts or other related purposes.
- **Customer Service and Toll Operations/Technology Enhancement and Support** - provide services and technologies that will increase customer service payment options and customer contact channels, provide additional retail options and operational efficiencies, and move NCTA's commercial

back office to the point of sale. Toll Operations and Technology support to provide services that include operations support for roadside, operations back office and tolling policies and business rules for the NCTA toll collection system. This contract will also provide domain- specific toll services required to support architecture review, development and implementation support for toll collection and intelligent transportation systems projects. The current **Customer Service and Toll Operations/Technology Enhancement and Support** contracts are valid through April 2026.

- **Roadway Operations** - provide services that include incident management planning and response (including, but not limited to, North Carolina State Highway Patrol (NCSHP) and Incident Management Assistance Patrol (IMAP) coordination), traffic control design and work zone evaluation, traffic management center oversight including, but not limited to, Maintenance Rating Program inspections, asset tracking and maintenance, statistical reporting, and facility monitoring. NCTA anticipates advertising for these services on an as-needed basis.
- **Pre-Construction Services** - provide services that include multi-discipline design reviews for civil, electrical, geotechnical, structural and other related services to prepare drawings, specifications and miscellaneous design services. NCTA anticipates advertising for these services on an as-needed basis.
- **Marketing and Communications** - provide marketing strategy, outreach planning and customer experience improvement services. This work is intended to sell/issue NC Quick Pass transponders, acquire and maintain NC Quick Pass transponder customers, and increase payment rates for Toll Invoice customers. Additionally, the vendor provides public outreach support during project planning, design and construction phases. The North Carolina Turnpike Authority awarded a three-year marketing and communications contract in January 2021. The contract has two (2) potential one (1) year extensions.

## V. Toll Technology and Operations Contracts

NCTA acquires specialized expertise to support the NC Quick Pass program and multiple statewide projects to provide systems and services associated with the toll collection system and operation.

Note: These contracts are not shown in the diagram below but are part of the toll collection system. A brief description of the contracts is listed below:

### **Customer Service Center Operations for NCTA Quick Pass and Bill-By-Mail Customer Services**

- This Contract was awarded in December 2019 with an effective start data of May 2020 and expires in April 2025. NCTA has awarded the first extension which will end in April 2028. The Contract will have one (1) three-year renewal.

### **Monroe Roadside Toll Collection System and related support services**

- This Contract was awarded in March 2017, went live in October 2018, and expired in February 2024. NCTA has awarded the first extension which will end in January 2027. The Contract will have one (1) three-year renewal.

### **Triangle Expressway Roadside Toll Collection System and related maintenance services**

- This Contract was awarded in October 2018 and went live in 2021. NCTA restructured the

Contract to synchronize Phase 0 and Phase 1 Contract terms at the time of Complete 540 Phase I implementation in 2024. The current Contract ends in 2030. The Contract will have one (1) three-year renewal.

#### **NC Quick Pass BackOffice System for Quick Pass and Toll Invoice Services**

- This Contract was awarded in November 2018 with a soft go-live in October 2022 and the official go-live in February 2023. The current Contract ends in September 2027. The Contract has two (2) three-year renewals.

#### **Statewide Roadside Toll Collection System - Bench Contract**

- This Contract was awarded in September 2023 to a bench of 4 vendors. The Contract has two (2) three-year renewals.
- Roadside Toll Collection System Contracts awarded during this period will be advertised to the selected bench and a Task Order will be awarded to the successful bench vendor.
- I-485 Express Lanes Task Order #1 was awarded in December 2023. The base Contract of 5 years will begin upon start of maintenance. The I-45 Express Lanes Contract has two (2) three-year renewals.

#### **Transponder Management and Fulfillment**

- This Contract was awarded in June 2024 and went live in October 2024. The Contract expires in September 2029. The Contract has two (2) three-year renewals.

#### **Digital Transformation and Modernization**

- RFP to provide an event-driven microservices-based 'integration layer' to manage data exchange. This RFP was released in October 2024 and is expected to be awarded by Quarter 1 of 2025. This Contract has a base 3-year implementation, followed by two (2) one-year renewals.

#### **NC Quick Pass Customer Experience**

- Plan on issuing this RFP in Quarter 3 of 2025. RFP to provide the NC Quick Pass website, mobile app, telephone, and CSR facing application to integrate with the API's developed with the Digital Transformation and Modernization RFP.

## VI. NCTA Procurement Chart

### Oversight, Policy and Delivery

#### Board of Directors

- Policy Oversight
- External Stakeholder Management
- Toll Rate Review and Approval
- Bond Issuance Approval

#### NCTA Staff

- Policy Implementation
- Contract Management
- Procurement Selection
- Program and Project Delivery

### Advisor Services

#### Statewide Contracts

- Leverage Statewide IT procurement for application support, infrastructure, cybersecurity, and architecture.
- Leverage statewide networks and communications services and ITIL service desk support functions.

#### Traffic and Revenue Services (Consultant)

- Provide Investment Grade Traffic and Revenue Studies.
- Conduct Operations Management studies for efficiencies.
- Assist with Bond Issuance for projects.
- Prioritize criteria for new projects and corridors.

#### General Engineering Consultant

- Develop Program Design Criteria.
- Preliminary Design and Cost Estimates.
- Assist with Procurement Documents for program.
- Review and support Bond Covenants and other related regulatory compliance.

#### Financial Advisory Services (Consultant)

- Develop financial operations model and capital cost estimates for project.
- Develop Investment strategy including revenue, expenses and income management approach.
- Develop risk mitigation plan for environmental, social, safety, asset performance and project delivery risks.

#### Investment Banking Services (As needed)

- Assist in completing bond issues for NCTA future projects or refinancing existing debt issues.
- Underwriting services financing, refinancing or restructuring NCTA debt.

### On-Call Services

