

Addendum No. I

October 23, 2017

Back Office System (BOS) Request for Proposals (RFP)

Prospective Respondents: You are hereby notified of the following information in regard to the referenced RFP:

- Section A - Official log of Proposers' questions and NCTA's responses
- Section B - Official revisions to the BOS RFP

All other terms, conditions and requirements of the original RFP dated October 10, 2017 remain unchanged unless modified by this addendum, or previous addenda to this RFP.

A. QUESTIONS AND ANSWERS

Following are the answers to questions submitted in response to the above referenced RFP between October 10, 2017 and October 22, 2017. All questions have been listed in the order received by the North Carolina Turnpike Authority (NCTA).

Proposer Questions		North Carolina Turnpike Authority (NCTA)			
#	Page	Section	Section Description	Proposer Question	NCTA Response
1	4 of 15	IV; 1.3.1.C.6.b	C. Qualification Package Section 1: Proposer Qualifications	Qualification Section 6.b. in the RFP does not indicate that this experience must be toll-specific. Can a firm that meets this requirement with projects from outside the toll industry use these references to meet the qualification criteria for 6.b?	Yes.
2	N/A	N/A	N/A	Our bid team is eager to start getting their questions onto your “proposer questions form”. Can you tell me when it will become available to us?	The Proposer Question Form can be found embedded within the .pdf file entitled BOS_RFP_Exhibits.pdf. The file must be opened using Adobe Acrobat. The embedded files are accessed by clicking the paperclip icon on the left within Acrobat.
3	N/A	N/A	N/A	Is the site visit mandatory for both the Back Office System RFP and the Roadside Toll Collection System, or is this site visit only mandatory for the Roadside RFP?	The mandatory site visit is only for firms interested in pursuing the Roadside Toll Collection System project.

B. REVISIONS (Deletions are shown in red text strikeout mode and additions are in red text and underlined)

1. Replace 'Section 2.4. Non-Solicitation Provision' on page 9 of 25 in Section I – Administrative of the RFP in its entirety with the following:

From the date that this RFP is issued until the award of a BOS Contract is announced, Proposers shall only contact the contact person with respect to any facet of this procurement. Proposers shall not be permitted to contact any NCTA or NCDOT employee, Agent or Selection Committee member with respect to this procurement. Violation of this provision ~~shall result in the disqualification~~ may be grounds for rejection of the Proposer's Qualification Package.

2. Replace 'Section 4.1.2. Maintenance Requirements' on pages 123-125 of 126 in Section III – Scope of Work and Requirements of the RFP in its entirety with the following:

Performance Objective	Required Service	Performance Standard	Method of Measurement	Damages*
4.1.2 Maintenance Requirements				
Priority 1 Failure/Event Response	For this Priority, the Contractor shall have a two (2) hour time to respond and complete repair.	≤ 2 hours	Maintenance event log	\$100 per occurrence for every additional delay of one (1) hour to respond and complete repair of Priority 1 failures/events.
Priority 2 Failure/Event Response	For this Priority, the Contractor shall have a four (4) hour time to respond and complete repair.	≤ 4 hours	Maintenance event log	\$100 per occurrence for every additional delay of two (2) hours to respond and complete repair of Priority 2 failures/events.
Priority 3 Failure/Event Response	For this Priority, the Contractor shall have a twenty four (24) hour time to respond and complete repair.	≤ 24 hours	Maintenance event log	\$100 per occurrence for every additional delay of two (2) hours to respond and complete repair of Priority 3 failures/events.
Acknowledgement of Events	95% of all failure or Priority events shall be acknowledged and logged in issue tracking software within thirty (30) minutes of receipt.	≤ 30 Minutes	Maintenance event log	\$250 for every Priority event if the monthly acknowledgment and logging percent is below the 95%
Preventative maintenance	The Contractor shall be responsible for fully resolving 95%, or more, of the maintenance events generated each month.	≥ 95%	Maintenance event log	\$1,000 per day out of compliance, \$2,500 for every maintenance

Performance Objective	Required Service	Performance Standard	Method of Measurement	Damages*
				event that remains open for longer than thirty (30) Calendar Days
<u>Third-Party Software Version Update</u>	<p><u>Ensure all third-party software on all system components and subsystems is no more than one version behind, including associated website(s) and Mobile Application(s).</u></p> <p><u>Version releases for third-party software shall be tested with all system components and subsystems, and implemented immediately after an updated version release by the third-party provider.</u></p> <p>Note: <u>Should any test of third-party software by the Contractor indicate potential adverse impacts with the Contractor system, the Contractor shall notify NCTA in writing immediately.</u></p>	<p><u>100%</u></p>	<p><u>Evidence of third-party version history/releases and Contractor internal test results</u></p>	<p><u>\$500 per Calendar Day out of compliance, per third-party software component</u></p>
<p>Note: All unscheduled maintenance events (e.g. corrective maintenance) shall be considered as system downtime. Scheduled events (e.g. preventive maintenance) shall not be used to correct system issues unless NCTA provides prior approval in writing. Scheduled maintenance shall be communicated to NCTA a minimum of five (5) Business Days in advance for approval, and will be scheduled for times when the customer service center is not operating.</p>				