

# **Addendum No. 10**

March 30, 2018

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

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

- Section A - Official log of Proposers' questions and NCTA's responses
- Section B - Final BOS RFP Pricing Sheets

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**

The following are answers to written questions submitted in response to the above referenced RFP Pricing Sheets by Short-listed Proposers during the Preliminary System Design Procurement Phase of the North Carolina Turnpike Authority's (NCTA) BOS procurement. All questions have been listed in the order received by the NCTA.

**Proposer  
Questions  
(Pricing Sheets)**

**North Carolina Turnpike Authority (NCTA)**

#	Page	Section	Section Description	Proposer Question	NCTA Response
1				<p>Is the “Pass Through Costs” tab intended to only reflect pass-through costs during the Implementation period?</p> <p>If yes, where do Contractors include pass-through costs during the O&amp;M period?</p>	<p>Proposers should include all anticipated pass through costs on the “Pass Through Costs” tab. NCTA will consider the costs Proposers provide on the “Pass Thought Costs” tab to evaluate and negotiate final pass through cost allocations for both the project’s Implementation and Maintenance Phases. Upon identifying the appropriate allocation for pass through costs, the pricing sheets will be updated to include those costs before the Contract is finalized.</p>
2				<p>The costs reflected on the “Pass Through Costs” tab do not roll up to the “Summary” tab. Is that intended?</p> <p>If it is not intended, will NCTA somehow account for and reflect the total anticipated costs inserted on the “Pass Through Costs” tab in its total bid price evaluation for each Contractor?</p>	<p>Yes, this was intended.</p> <p>NCTA will consider the costs Proposers provide on the “Pass Thought Costs” tab to evaluate and negotiate final pass through cost allocations for both the project’s Implementation and Maintenance Phases.</p>
3				<p>Can Contractors modify the quantities shown on the “Pass Through Costs” tab (i.e., could a Contractor input 160 for the workstations quantity)?</p>	<p>Yes, Contractors can modify the quantities shown on the “Pass Through Costs” tab only.</p>

Proposer Questions (Pricing Sheets)			North Carolina Turnpike Authority (NCTA)		
#	Page	Section	Section Description	Proposer Question	NCTA Response
4				<p>Does the \$2M fixed allocation amount shown on the “Summary” tab reflect pass-through costs only for the Implementation period or for the entire contract period?</p> <p>What happens if the Contractor exceeds the \$2M fixed allocation?</p>	<p>Reference response to question # 1.</p> <p>The \$2M allocation has been removed in the final version of Exhibit C – Pricing Sheets.</p>
5				<p>There seems to be a conflict in the RFP language and Exhibit A. For clarity, can NCTA please provide a list of scope items during the O&amp;M period that will be considered “pass through costs” and clarify whether the items are the responsibility of the Contractor or for NCTA to contract directly with to facilitate? These potential scope items include:</p> <ol style="list-style-type: none"> <li>a. Printing Costs</li> <li>b. Postage</li> <li>c. DMV look up costs</li> <li>d. Communications</li> <li>e. Credit Card fees, including gateway</li> <li>f. Collection Company fees</li> <li>g. SMS costs</li> <li>h. Lockbox fees</li> <li>i. Ongoing IVR maint/support</li> <li>j. License renewals</li> <li>k. Ongoing services (i.e. hosted services, solutions, etc.)</li> <li>l. Other (please define)</li> </ol>	<p>No conflicts between the scope and Exhibit A are evident. Exhibit A is not intended to be all inclusive, but rather an illustrative depiction of how the solution will interact with other entities / systems.</p> <p>Addressing the specific items noted:</p> <ol style="list-style-type: none"> <li>a. Printing Costs – Contractor responsibility via pass through</li> <li>b. Postage - Contractor responsibility via pass through; Authority is willing to consider a billing cycle more frequent than monthly</li> <li>c. DMV look up costs – If costs are associated with registered owner lookups via DMV or another service it is a Contractor responsibility via pass through</li> <li>d. Communications - Contractor responsibility via pass through</li> <li>e. Credit Card fees, including</li> </ol>

**Proposer  
Questions  
(Pricing Sheets)**

**North Carolina Turnpike Authority (NCTA)**

#	Page	Section	Section Description	Proposer Question	NCTA Response
					<p>gateway – Assuming a third party solution, the Contractor will implement the gateway and pass through any associated costs. Contractor responsibility to establish and maintain gateway interface. The Authority will designate the payment processor that the gateway interfaces with and be responsible for any associated fees.</p> <p>f. Collection Company fees - Authority will designate the collection agency(ies) and own any fees associated with processing. Contractor responsibility to establish and maintain the interface as specified in the requirements.</p> <p>g. SMS costs - Contractor responsibility via pass through</p> <p>h. Lockbox fees - Authority will designate the lockbox, and own any fees associated with processing. Contractor responsibility to establish and maintain the interface as specified in the requirements.</p> <p>i. Ongoing IVR maint/support - Contractor responsibility via pass through and/or ongoing</p>

Proposer Questions (Pricing Sheets)			North Carolina Turnpike Authority (NCTA)		
#	Page	Section	Section Description	Proposer Question	NCTA Response
					<p>maintenance support services.</p> <p>j. License renewals - Contractor responsibility via pass through</p> <p>k. Ongoing services (i.e. hosted services, solutions, etc.) - Contractor responsibility via pass through and/or ongoing maintenance support services.</p>
6		Section IV		<p>Section IV, #3, Price Proposal Format and Content states: “Note: Any costs for work that is not provided in the Price Proposal will be assumed as no charge to NCTA.” Is this inclusive of pass-through costs for both implementation and O&amp;M that are not ultimately listed on the “Pass Through Costs” tab?</p>	<p>No.</p> <p>NCTA will utilize the costs Proposers provide on the “Pass Thought Costs” tab to evaluate and negotiate costs for both the project’s Implementation and Maintenance Phases.</p>
7			Summary Tab	<p>Summary tab – Would the Authority please clarify that the \$2 million figure listed as a Fixed Allocation for Pass Thru Costs is identified for Implementation? Where should the allocation for the eleven (11) years of O&amp;M for pass through services be identified?</p>	<p>Reference responses to questions # 1 and 4.</p>
8			Summary Tab	<p>Please clarify how the \$2 million dollar static value inserted on the form, relates to the total on the Pass Through Costs tab to be provided by the vendor?</p>	<p>Reference responses to questions # 1, 2 and 4.</p>
9			Program Management Tab	<p>Please clarify the difference between the tasks in Program Management tab - PM2 and the Back Office tab IMP-1, where the term “all” is referenced, as they seem to be similar.</p>	<p>The task list in PM-2 on the “Program Management” tab covers costs associated with Project Documentation and Management,</p>

Proposer Questions (Pricing Sheets)			North Carolina Turnpike Authority (NCTA)			
#	Page	Section	Section Description	Proposer Question	NCTA Response	
					and the task listed in IMP-1 on the “Back Office System” tab is meant to cover all costs associated with the design and development of the system, minus project documentation.	
10			Program Management Tab	PM2 – please confirm that the description “maintaining project documentation on NCTA’s SharePoint Site” relates to this activity only during the Implementation Phase.	Yes, PM-2 covers Project Documentation and Management costs, including, maintaining project documentation on NCTA’s SharePoint site, during the Implementation Phase only. Costs associated with documentation management, including maintaining project documentation on NCTA’s SharePoint site, after the Implementation Phase should be included in maintenance costs on the “O&M” tabs in the OM-1, 3, 5 and 7 tasks.	
11			Pass Through Cost Tab	Pass Through Costs tab – Where should vendors show the administrative costs associated with managing the third-party software licenses and Hosted Services?	If they are Contractor costs, these activities should be included in the “O&M” tabs. If they are a third-party’s administrative costs associated with their management of third-party software licenses and Hosted Services, these items should be captured in the Miscellaneous Pass Through Costs table on the “Pass Through Costs” tab.	

Proposer Questions (Pricing Sheets)			North Carolina Turnpike Authority (NCTA)		
#	Page	Section	Section Description	Proposer Question	NCTA Response
12			Pass Through Costs Tab	Pass Through Costs Tab – Column F; should proposers assume that the value inserted in the quantity field not be edited?	Contractors can modify the quantities shown (in column F) on the “Pass Through Costs” tab only.
13			Pass Through Cost Tab	Row 60, and 61 – please clarify that for the “additional administration voice handsets” should not have workstation equipment included. (also see the summary tab lines 19 and 20)	No workstation equipment should be included with the additional voice handsets (i.e. administrative desk phones).
14			Pass Through Costs Tab	Would the Authority please clarify how vendors are to show both one-time implementation costs and ongoing costs for the 11 years of O&M for Owned Licensed Products, Third Party Products, Hosted Services and Miscellaneous Pass Through costs? There are only 10 line items for each of the categories and the tab makes no distinction for the O&M years (1-3, 4-5, 6-8 and 9-11).	Proposers can add additional lines to the tables in the “Pass Through Costs” tab; however, it is the Proposer’s responsibility to ensure all added items are numbered correctly and dollar values on the “Pass Through Costs” tab add correctly.
15			O&M Labor Rates Tab (s)	O&M and Labor Rate tabs – Would the Authority please confirm that the amounts shown on these tabs are valid for the period noted and that they will NOT be adjusted by an annual COLA or index during that time period?	The pricing will not be adjusted in any way. Proposers shall provide firm prices for each maintenance period.
16			O&M Labor Rates Tab (s)	Please confirm that the labor categories table should remain static. If other disciplines are needed to work on a project, how would these be represented appropriately? (eg; tester or scheduler)	The job classifications provided offer a range of responsibilities and work classifications. Should additional roles be needed in the future the Authority will consider a change order to amend the

Proposer Questions (Pricing Sheets)			North Carolina Turnpike Authority (NCTA)			
#	Page	Section	Section Description	Proposer Question	NCTA Response	
					categories and associated pricing as needed.	
17			Back Office System Tab	For Item Number IMP-3 - Please clarify that equipment purchases would be contained in this lump sum value. Please clarify where maintenance of equipment/hardware should be represented on the price sheets – is it intended that this should be represented in OM-1, OM-3, OM-5, and OM-7?	Equipment purchases will need to be captured on the “Pass Through Costs” tab. Maintenance of equipment/hardware should be captured on OM-1, OM-3, OM-5, and OM-7 of the “O&M” tabs.	
18		Exhibit C	Exhibit C – Price Proposal Instructions (To be provided to Short-listed Proposers)	In the original RFP there is language that states the short-listed proposers would receive price proposal instructions, Exhibit C. Other than the instructions given in the first pricing sheet tab will the Authority provide an Exhibit C?	The price sheets are Exhibit C, and have been revised to include this title.	
19				Our Labor rates for Onsite and Offsite are different. Could you include an additional column in the Labor Rates sheet for providing both the Onsite and Offsite rates?	The pricing sheets have been modified to allow for Onsite and Offsite labor rate pricing.	
20				Can the proposers add in Inflation and/or COLA as part of the O&M Pricing?	The Proposer is required to provide discrete pricing for each period of maintenance. Any inflation and/or cost of living allowance shall be considered by the Proposer when preparing the discrete pricing for each	

Proposer Questions (Pricing Sheets)			North Carolina Turnpike Authority (NCTA)		
#	Page	Section	Section Description	Proposer Question	NCTA Response
					maintenance period.
21				Can proposers add a new worksheet for including pricing assumptions? Or... where would you like to see them?	Any pricing assumptions shall be included in the letter transmitting the pricing. A note has been added to the "Summary" tab reflecting this.
22				In the pricing sheet template, we don't see a provision to accommodate Pass through for recurring pass through charges that will be incurred during the O&M Phase. Can you please help us with such provision?	Reference response to question # 1.

## **B. FINAL BOS RFP PRICING SHEETS**

Refer to **Exhibit C – BOS Pricing Sheets** for the final version of the pricing sheets Short-listed Proposers are to use when developing their BOS Price Proposal.