

# **Addendum No. 11**

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:**

- 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**

The following are answers to written questions submitted in response to the above referenced RFP 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		North Carolina Turnpike Authority (NCTA)			
		#	Page	Section	Section Description
1	167	Section III, Page 113 of 124, Item 850	The Contractor shall, at their own expense, under-go a formal compliance audit by an independent, accredited certification body in order to receive certification of ISO/IEC 27001:2013 compliance. The Contractor shall provide evidence of compliance to NCTA prior to system go-live and maintain compliance during the term of the Contract.	Best practices encourage audits to be conducted in a production environment to ensure completeness and avoid risk that elements in the pre-production may change requiring second re-certification to be conducted. Please confirm the required timing of the initial audit.	The Contractor will be required to identify a version of the BOS software that has passed all system testing required prior to Go Live, and communicate a “code freeze” date to NCTA that provides the Contractor enough time to both conduct the audit and provide evidence of compliance to NCTA prior to the BOS Go Live date.  No change to the requirement.
2	168	Section III, Page 115 of 124, Item 867	Dashboard requirements	With regard to the details displayed in the system health dashboard, please specify the health indicators required.	As specified in Requirement # 867, system dashboards will be “defined by NCTA during system design” phases of the project.  The referenced requirement is functional in nature. The Contractor is required to provide the required functionality based upon their expertise and understanding of tolling systems. NCTA is looking for the Contractor to provide innovation with regard to the BOS in order to provide the very best user experience with its new BOS.
3	133	Section III, Page 80 of 124, Items 533-536	3 <sup>rd</sup> Party Transponder Fulfillment	Please provide clarification on 1) the anticipated number of retail locations and retail vendors that will be part of the base system at the time of go live; and 2) is there anticipated growth defined for additions	The number of retail locations is unknown at this time.  The referenced Requirements # 533-536 pertain to third-party transponder fulfillment, not retail sales.

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				over the term of the contract period?	
4	132	Section III, Page 79 of 124, Items 524-532	Parking and Ferry Payment Support	Please provide clarification on 1) the number of parking and ferry facilities anticipated as part of the base contract and 2) the transactions volumes that should be anticipated in order to enable system sizing, growth consideration, and load over time. Please 3) also supply the supporting business rules anticipated for these entities.	The number of parking and ferry locations is unknown at this time. The requirements relate to building the functionality into the BOS and supporting its implementation at a time to be determined in the future.
5	164	Section III, Page 111 of 124, Items 826-832	Report development requirements	Please clarify that the 50 base, and 25 additional reports (qty 75) encompasses all requirements that contain the reference to the word “report” in the requirement.	The definition of the word “report” depends on the context of how it is used in each particular requirement of the RFP. The referenced language does not encompass all requirements associated with reporting.
6	159	Section III, Page 106 of 124, Item 782	Customer surveys	Please confirm if the customer surveys will only be needed in English, or if they need to support both English and Spanish? (Req’t 293 includes the option for two languages - English and Spanish.)	Refer to Requirement # 293 – the system shall support English and Spanish languages.
7	145	Section III, Page 92 of 124, Item 673	Website/mobile support of multiple languages	Please confirm that the website/mobile applications are required to support English and Spanish only.	Refer to Requirement # 293 – the system shall support English and Spanish languages.

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8	136	Section III, Page 83 of 124, Item 563	Transponder fulfilment	Please confirm that the operations contractor will be responsible for transponder mailing and postage.	The Operations contractor or another third-party will be responsible for transponder shipment. The BOS provider will be responsible for all of the requirements in Section III, Scope of Work and Requirements, Section 3.2 - Transponders Management Requirements.
9	NA	NA	NCTA / NCDOT outlook for expansion over course of contract	<p>Please confirm 1) that the statement “to allow for expansion” only requires the capability to add/enhance capacity of the system and that the base system is to be adequately sized only to the data provided in attachment A.</p> <p>2) Please provide details on expectations for interface expansion over the course of the contract period in order to set proper upper limits for additional interfaces and new technologies? 3) Please clarify and provide finite list of anticipated interfaces as documented in the lists (e.g. other agencies, ETC hubs, state entities, Lockbox, banks, CC processors etc.) and New technologies.</p>	<p>1) Per Requirement # 847, the BOS provided by the Contractor must “allow for expansion to accommodate NCTA’s planned projects,” as well as be designed accommodate “growth of the system in general, accounting for changes in technologies and operational policies.”</p> <p>2) This is unknown at this time. The need for technologies and interfaces will change throughout the duration of the contract.</p> <p>3) Refer to Section III – Scope of Work and Requirements, Section 3.16 NCTA Data Exchange Interfaces for a preliminary list of interfaces.</p>

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10	124	Section III, Page 71 of 124, Item 437	The system shall support the generation of account-based alarms, which will be displayed on a GUI, based on scenarios that must clearly stand out to the user (CSR or web-based user) upon the users' initiation of an activity. These scenarios shall be further defined by the Contractor and NCTA during system design. They shall include, but not be limited to:	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the "not limited to" details of this requirement.	<p>NCTA envisions a collaborative approach with the Contractor during the system design phases of the project to develop a list of account-based alarms for the BOS.</p> <p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the "included, but not limited to" language and/or preceding the term "etc." are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
11	125	Section III, Page 72 of 124, Item 445	The system shall provide the capability for a CRS, or other authorized personnel, to select up to forty wrap-up codes under each queue (Bill by mail, QP Account Manager, General, DMV Collections and Ferry) at the end of a call or interaction with a customer that has visited the CSC or a storefront location. The Contractor shall coordinate with NCTA on the types of wrap-up codes they	Please clarify if there are anticipated specific business rules for each of the wrap up codes or if these will only be used for reporting.	As specified in Requirement # 445, "The Contractor shall coordinate with NCTA on the types of wrap-up codes they desire during system design."

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			desire during system design.		
12	125	Section III, Page 72 of 124, Item 447	The system shall allow a web customer/CSR to select a drop down list of items (to be determined during system design), and enter a complaint.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the number of options to be anticipated.	<p>NCTA envisions a collaborative approach with the Contractor during the system design phases of the project to develop a list of common customer complaints to populate the GUI drop-down in the BOS.</p> <p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
13	129	Section III, Page 76 of 124, Item 488	<b>Note:</b> Details to appear on each statement shall be finalized and approved by NCTA during the Final System Design and Development Phase.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the details that will be included on statements for this requirement.	<p>NCTA envisions a collaborative approach with the Contractor during the system design phases of the project to develop a customer statement design should NCTA decide to modify its current design.</p> <p>The referenced requirement is functional in</p>

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					<p>nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
14	144	Section III, Page 91 of 124, Item 659	<p>The system shall track and report on various metrics associated with each special event conducted by NCTA, such as: the number and type of transponders sold, number of accounts serviced, number of accounts opened, money collected and other metrics to be determined by NCTA during system design.</p>	<p>Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please provide details on the metrics NCTA wants included in this requirement.</p>	<p>NCTA envisions a collaborative approach with the Contractor during the system design phases of the project to develop a list of trackable event metrics for the BOS.</p> <p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>

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15	145	Section III, Page 92 of 124, Item 670	The Contractor shall develop the NC Quick Pass website to be 100% functional on the latest version of the web browsers approved by NCTA. <b>Note:</b> The final list of required web browsers to support shall be identified by NCTA and the Contractor, and approved by NCTA during the Final System Design and Development.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the web browsers included in this requirement.	NCTA will coordinate with the Contractor to identify the list of required web browsers based on the latest technology available at the time of the Final System Design and Development phase of the project.
16	145	Section III, Page 92 of 124, Item 673	All NCTA websites and mobile applications shall support multiple languages and international addresses without making software changes, as specified by NCTA during system design.	Please confirm that “multiple languages” is indicative of requirement #293 that specifies Spanish and English only. Please also clarify the broadness of international addresses, or confirm that it only includes Canada and Mexico.	Confirmed, per Requirement # 293, English and Spanish languages shall be supported.  Refer to Requirement # 690, which states:  “The website and mobile application shall be internationalized to allow for properly formatted input of non-US addresses and license plates, especially those from Mexico and Canada.”
17	159	Section III, Page 106 of 124, Item 783	The system shall provide web-based dashboard functionality that allows supervisors, managers and other NCTA personnel the ability to login, view real-time call center call metrics, team quality measurements, and other functionality as defined by NCTA during system design.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “other” functionality anticipated by NCTA as part of this requirement.	NCTA envisions a collaborative approach with the Contractor during the system design phases of the project to develop a list of metrics to populate a dashboard(s).  The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their



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					<p>expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
18	159	Section III, Page 106 of 124, Item 785	<p>The system shall provide a real-time call queue dashboard, available online or with the ability to be displayed on monitors installed on the CSC walls, providing information with regard to the number of calls in queues (Bill by mail, QP Account Manager, General, DMV Collections and Ferry) and call waiting time for each queue based on information call-in customers provide via IVR system. The Contractor shall coordinate with NCTA to determine the metrics for the dashboard during system design.</p>	<p>Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify that only the categories listed; Bill by mail, QP Account Manager, General, DMV Collections and Ferry are included in this requirement.</p>	<p>As specified in Requirement # 785, “The Contractor shall coordinate with NCTA to determine the metrics for the dashboard during system design.”</p> <p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>

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19	161	Section III, Page 108 of 124, Item 802	The system shall provide reports, to be defined during system design, on uncollected tolls and any associated fees.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the number reports anticipated as part of this requirement.	The Contractor will coordinate with NCTA to determine the number of reports related to uncollected tolls and any associated fees necessary to fulfill reporting requirements during the system design phases of the project.
20	161	Section III, Page 108 of 124, Item 808	The Contractor's interface with a collection agency shall automate all processes, including but not limited to: file transfer, payment updates, payment status, flagging accounts marked in collection status, updating addresses identified through skip tracing, ceasing other system processes as required per NCTA Business Policies. Other automated details shall be determined by NCTA during system design.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the "not limited to" details of this requirement.	The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.  The descriptors following the "included, but not limited to" language and/or preceding the term "etc." are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
21	164	Section III, Page 111 of 124, Item 829	The system shall allow users to print, save, share, and export reports to CSV, PDF, XLSX, and other file types as directed by NCTA during system design.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the "other file types" to be included in this requirement	The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.  The descriptors following the "included, but not limited to" language and/or preceding the

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						term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
22	164	Section III, Page 111 of 124, Item 832	The Contractor shall be required to coordinate with NCTA on the development of 50 pre-defined reports during the Final System Design and Development Phase. The Contractor shall include in their price proposal the development of another 25 custom reports that will be developed at NCTA’s request either during system design or after the system has gone live. These reports shall include but not be limited to:	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “not limited to” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>	
23	116	Section III, Page 63 of 124, Item 351	The system shall support and process the following payment types, including but not limited to:	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “not limited to” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no</p>	

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					way all inclusive.
24	116	Section III, Page 63 of 124, Item 352	The system shall enable customers to utilize and store multiple auto-replenishment payment types, including but not limited to:	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “not limited to” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
25	128	Section III, Page 75 of 124, Item 479	The system shall offer customers multiple methods for delivery of customer account statements, including but not limited to: mail, e-mail, text, etc.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc.” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>

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26	140	Section III, Page 87 of 124, Item 625	The system shall track and store for future reporting all payment types and payment transactions, including but not limited to: cash, personal check, certified check, business check, money order, Visa, Master Card, American Express (AMEX), ACH.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “not limited to” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
27	141	Section III, Page 88 of 124, Item 632	The system shall provide functionality allowing authorized users to audit and reconcile all financial activity on the system, including but not limited to: replenishments, deposits, transaction postings, reversal of fees, etc.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “not limited to” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
28	142	Section III, Page 89 of 124, Item	The system shall support processes to reconcile all financial activity with	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify	The referenced requirement is functional in nature and may result in the development of derived requirements as the design process

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		637	NCTA's/NC DOT's financial systems as well as with NCTA's bank accounts for all financial transactions, including but not limited to: deposits, credits, refunds, returned items, adjustments and notifications of change of payment type (i.e. credit card, cash, ACH).	the "not limited to" details of this requirement.	<p>progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the "included, but not limited to" language and/or preceding the term "etc." are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>	
29	144	Section III, Page 91 of 124, Item 658	The back office system shall enable NCTA and/or Contractor staff to provide full-service customer support during a special event, including but not limited to answering questions about NC Quick Pass, registering new customers, performing account maintenance activities, etc.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the "not limited to" details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the "included, but not limited to" language and/or preceding the term "etc." are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>	
30	147	Section III, Page 94 of 124, Item 704	The website shall enable customers to enroll for notices and alarms via delivery via e-mail and/or text messages for multiple forms of account correspondence,	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the "not limited to" details of this requirement.	The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their	

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			including but not limited to statements, low balance notifications, credit card expiration notifications, payment declined notifications.		<p>expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
31	149	Section III, Page 96 of 124, Item 719	The Contractor shall develop a Mobile Application enabling customers to download the Application from Google Play and Apple Stores to perform functions including, but not limited to:	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “not limited to” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
32	161	Section III, Page 108 of 124, Item 808	The Contractor’s interface with a collection agency shall automate all processes, including but not limited to: file transfer, payment updates, payment status, flagging accounts marked in collection status, updating addresses identified through skip tracing,	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “not limited to” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but</p>

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			ceasing other system processes as required per NCTA Business Policies. Other automated details shall be determined by NCTA during system design.		not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
33	162	Section III, Page 109 of 124, Item 819	The Contractor shall develop and present, for NCTA’s approval, an approach to interface design, development, test and deployment of data interfaces. The Contractor shall develop and/or implement defined data exchange interfaces between all systems, agencies, contractors, vendors and third-parties NCTA has data processing agreements with, including but not limited to:	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “not limited to” details of this requirement.	The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.  The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
34	164	Section III, Page 111 of 124, Item 826	The back office system shall provide users with a user friendly user interface for access to a self-service menu wherein non-technical users, with minimal training, can run pre-defined reports and run reports using pre-defined filters, including but not limited to: date(s), file type, report type (summary, detail, etc.), tolling point, transaction	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “not limited to” details of this requirement.	The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.  The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the



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			type, payment type, account type, etc., and other meaningful parameters. Tableau, Microsoft Power BI or approved equivalent shall be utilized for this functionality.		functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
35	168	Section III, Page 115 of 124, Item 863	Provide audit tracking and logging features to trace database activity, including but not limited to: read, write, and modify activity. Each record shall include (at minimum) a time stamp, the activity, the result, and requester.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “not limited to” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
36	170	Section III, Page 117 of 124, Item 891	The Contractor shall provide local staff for technical support, system monitoring and other services, as directed by NCTA, for all personnel engaged with Contractor’s system (e.g. Help Desk services for Contractor staff, NCTA, CSC Operations staff, NCTA consultants, etc.) and according to the approved	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc”, and “not limited to” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the</p>

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			Roles and Responsibilities Matrix, including but not limited to:		term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
37	113	Section III, Page 60 of 124, Item 324	The system shall enable customers to select and modify their preferred method of contact from NCTA (e.g. e-mail, text, mail, etc.).	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.  The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
38	114	Section III, Page 61 of 124, Item 330	The system shall consolidate and associate all transaction types with a single account for each customer. The system shall not create separate accounts for each transaction type (e.g. image-based vs transponder-based).	Please clarify that there are only two transaction types defined in this requirement; image based and transponder based.	To be determined during the final design phase of the project.

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		#	Page	Section	Section Description
39	114	Section III, Page 61 of 124, Item 331	The system shall display all transactions chronologically, by default, but the system shall allow users to sort transaction views by various data types (e.g. date, time, transaction type, paid, unpaid, license plate, transponder number, etc).	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
40	114	Section III, Page 61 of 124, Item 336	The system shall accept addresses and license plates from the United States and internationally (e.g. Mexico and Canada) on customer accounts.	Please clarify that only the two examples provided, Mexico and Canada, are required for international addresses.	<p>The system is required to be internationalized to allow for properly formatted input of non-US addresses and license plates, especially those from Mexico and Canada without system changes.</p> <p>Refer to clarifications made to Requirement # 293 in Addendum 11.</p>
41	115	Section III, Page 62 of 124, Item 347	The system shall provide functionality for large, business accounts (e.g. rental car fleet accounts) to easily manage and maintain their account. For example, the system shall provide functionality for large businesses to manage fleet license plate additions and	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please confirm that only rental car fleet accounts , are included in this requirement	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but</p>

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				deletions via a secure file transfer protocol (FTP) or web interface.		not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
42	115	Section III, Page 62 of 124, Item 349	The system shall automatically update customer address data obtained from various sources (e.g. DMV) while maintaining all previous customer data information/history (e.g. all other data provided by the customer).	Please confirm that only addresses obtained from the DMV are included in this requirement. If other sources are anticipated please define what sources should be expected in order to properly address design.	No, “DMV” is an example, as indicated by “e.g.” Other sources very likely will be defined and provided to the Contractor to meet the requirements, which will be finalized during the system design phases of the project.	
43	116	Section III, Page 63 of 124, Item 360	The system shall provide functionality for both automated (e.g. based on road usage history) and manual (user changing individual accounts) adjustments to replenishment amounts.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify and define all examples needed for this requirement.	The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.  The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.	

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44	117	Section III, Page 64 of 124, Item 372	Allow customers to designate or modify contact preferences (e.g. mail, e-mail, text, etc). The system shall notify customers of any fees associated with their selection, where applicable.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
45	117	Section III, Page 64 of 124, Item 373	Display information to customers as it appears on the system application (e.g. account holder name, account number, address(es), phone, etc.).	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>

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46	117	Section III, Page 64 of 124, Item 374	Provide customers the ability to update to biographical information (e.g. account holder name, account number, address(es), phone, etc.).	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
47	118	Section III, Page 65 of 124, Item 376	Display financial information (e.g. account balance, replenishment amount, low-balance threshold, replenishment method(s), etc.).	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>

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48	121	Section III, Page 68 of 124, Item 406	“Date in the Future” (e.g. single day or timeframe 3/13/17 – 3/20/17) enables users to select a declaration status for a date in the future.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify that only a single day and a single date range are included in this requirement.	No, “single day or timeframe” is an example, as indicated by “e.g.” Other time frames very likely will be defined and provided to the Contractor to meet the requirements, which will be finalized during the system design phases of the project.
49	123	Section III, Page 70 of 124, Item 427	The system shall automate the transfer of all data and history, based on unique information (e.g. transponder ID, license plate, credit card number, etc.), in the event that accounts are unmerged.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.  The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
50	125	Section III, Page 72 of 124, Item 444	The system shall allow account notes to be placed into a report or other document system (e.g. Microsoft Word) to be printed or e-mailed.	Please confirm that Microsoft word is the only “other” document system required.	No, “Microsoft Word” is an example, as indicated by “e.g.” Other report or document systems very likely will be defined and provided to the Contractor to meet the requirements, which will be finalized during the system design phases of the project.

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51	129	Section III, Page 76 of 124, Item 488	All activity on a customer account during the current billing cycle (e.g. credits, adjustments, payments, charge-backs, fees, charges incurred, tolls, parking and/or ferry charges, etc.)	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify and define all examples of “etc” needed for this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
52	130	Section III, Page 77 of 124, Item 510	Bills distributed by the back office system shall include an image of the license plate associated with the transaction(s), along with other transaction data (e.g. time, location, etc.). The image shall be printed in black and white, and clearly depict the license plate number.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify and define all examples of “etc” needed for this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>



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53	131	Section III, Page 78 of 124, Item 521	The system shall support the ability to obtain more current address information from approved source databases (e.g. NCDOT DMV, NCOA, collection agency/skip tracing, etc.) and add the address to the account, noting the source of the address update.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify and define all examples of “etc” needed for this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
54	131	Section III, Page 78 of 124, Item 522	The system shall validate address and name data received from outside sources (e.g. NCDOT DMV, NCOA, etc.), and update address data resulting in a reduced quantity of returned mail.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify and define all examples of “etc” needed for this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>

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55	132	Section III, Page 79 of 124, Item 524	The system shall support customers whose accounts are in good standing (e.g. not suspended, Close pending or any other status than “good”), backed by a valid credit or debit card to opt into NC Quick Pass Park and Pay, which shall enable customers to pay for charges affiliated with parking at designated areas and ferry service with their NC Quick Pass using the credit or debit card on their account.	Please confirm that status types of; not suspended, and close pending are the only required statuses for this requirement.	To be finalized based on NCTA business rules, and decisions made during the final design phase of the project after Contract award.
56	133	Section III, Page 80 of 124, Item 534	Customer account information (e.g. name, address, and account number)	Please confirm that only name, address and account number are included in this requirement.	To be determined and finalized during the final design phase of the project after Contract award.
57	133	Section III, Page 80 of 124, Item 535	Details on defective transponders received from the transponder vendor (e.g. transponder number and type of transponder)	Please confirm that only transponder number and type of transponder are included in this requirement.	To be determined and finalized during the final design phase of the project after Contract award.
58	134	Section III, Page 81 of 124, Item 541	The system shall keep an accurate record of transponder inventory and activation status (e.g. active/valid, invalid, lost,	Please confirm that only active/valid, invalid, lost, stolen, customer retained, damaged, or defective are included in this requirement.	To be determined and finalized during the final design phase of the project after Contract award.

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			stolen, customer retained, damaged, or defective).		
59	134	Section III, Page 81 of 124, Item 543	They system shall allow the CSC staff to track all transponder shipments and all activities related to the shipments whether distributed/sold internally or fulfilled from an offsite location (e.g. storefront, retailer or third-party fulfillment vendor).	Please confirm that only storefront, retailer or third-party fulfillment vendor are included in this requirement.	To be determined and finalized during the final design phase of the project after Contract award.
60	134	Section III, Page 81 of 124, Item 545	The system shall allow NCTA to modify or adjust transponder, or transponder deposit, costs without recalling or reissuing the transponder inventory already distributed to the NCTA store front or other locations (e.g. storefronts, third-party fulfillment vendors, or retail locations).	Please confirm that only storefronts, third-party fulfillment vendors, or retail locations are included in this requirement.	To be determined and finalized during the final design phase of the project after Contract award.

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61	135	Section III, Page 82 of 124, Item 554	The system shall track the distribution of transponders through all distribution methods (e.g. CSC, storefront, retail, third-party fulfillment, etc.).	Please confirm that only storefronts, third-party fulfillment vendors, or retail locations are included in this requirement.	To be determined and finalized during the final design phase of the project after Contract award.
62	136	Section III, Page 83 of 124, Item 564	Once a customer requests a new NC Quick Pass Transponder, via any customer interface (e.g. website, phone, application, etc.), the system shall provide a GUI that enables the customer to see the status of their order as fulfillment updates are provided by the third-party fulfillment vendor or USPS.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify and define all examples of "etc" needed for this requirement.	The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.  The descriptors following the "included, but not limited to" language and/or preceding the term "etc." are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
63	136	Section III, Page 83 of 124, Item 565	The system shall provide functionality allowing a user to "opt in" to receiving notifications via their preferred method of contact (e.g. e-mail or text message) to track their transponder order.	Please confirm that only e-mail, and text are included in this requirement.	To be determined and finalized during the final design phase of the project after Contract award.

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64	136	Section III, Page 83 of 124, Item 566	The system shall support providing a user that has opted in to receiving notifications with notifications via their preferred method of contact (e.g. e-mail or text message) upon each read of the transponder package as it moves through the fulfillment process.	Please confirm that only e-mail, and text are included in this requirement.	To be determined and finalized during the final design phase of the project after Contract award.
65	139	Section III, Page 86 of 124, Item 600	The system shall track unpaid image-based transactions (e.g. via a unique status code) as they age within the system.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify and define all examples of “unique status codes” needed for this requirement.	To be determined and finalized during the final design phase of the project after Contract award.
66	143	Section III, Page 90 of 124, Item 645	The system shall allow customers the ability to request refunds via online customer interfaces (e.g. web and phone-based applications).	Please confirm 1) that only, web and phone based applications are included in this requirement. Please also confirm 2) if this request generated from the customer allows them to execute the refund automatically and if so what business policy drives the process.	To be determined and finalized during the final design phase of the project after Contract award.
67	144	Section III, Page 91 of 124, Item 656	Upon request, the Contractor shall coordinate with, and provide data to, NCTA from the BOS in the format they request for use in the development and execution of marketing or research initiatives (e.g. e-mails for e-	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify and define anticipated number of requests per month, and the type of formats required.	To be determined and finalized during the final design phase of the project after Contract award.

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			mail campaigns or surveys).		
68	146	Section III, Page 93 of 124, Item 683	The Contractor shall design all websites and mobile applications to include links to NCTA/NCDOT information (e.g. disclaimers, privacy & security policy, accessibility policy, etc.) on all pages.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify and define all examples of “etc” needed for this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
69	147	Section III, Page 94 of 124, Item 701	The website shall prompt customers to confirm actions prior to completing any financial transaction or making changes to their account (e.g. changing passwords, updating contact information, etc.).	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify and define all examples of “etc” needed for this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the</p>

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						functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
70	150	Section III, Page 97 of 124, Item 726	Once a user has successfully registered with the Application, the Application shall automatically send the user a notification via their preferred method of communication (e.g. phone/text or e-mail) welcoming them to the Application, providing them links to the NC Quick Pass Customer Service Center, a high-level overview of the Application and links to an Application “how to” and/or help system.	Please confirm that only phone/text or email are included in this requirement.	To be determined and finalized during the final design phase of the project after Contract award.	
71	154	Section III, Page 124 of 124, Item 746	Once the information is submitted, the Application shall support transmission of an e-mail or text message providing basic information about the Application, and an invitation to register (e.g. a link to the website and/or link to download the Application from the Google Play or the Apple Application Store).	Please confirm that only a link to the website and/or link to download the Application from the Google Play or the Apple Application Store is included in this requirement.	To be determined and finalized during the final design phase of the project after Contract award.	

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72	165	Section III, Page 112 of 124, Item 832	Number of registered Application users by location (e.g. registered zip code)	Please confirm that only registered zip code is included in this requirement.	To be determined and finalized during the final design phase of the project after Contract award.
73	165	Section III, Page 112 of 124, Item 832	HOV Declaration activation history by user by method (e.g. web or mobile), including activation/deactivation time	Please confirm that only web or mobile methods are included in this requirement.	To be determined and finalized during the final design phase of the project after Contract award.
74	165	Section III, Page 112 of 124, Item 832	Operations-related reports (e.g. quality control, IVR, tag distribution, call center metrics, etc.)	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify and define all examples of “etc” needed for this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
75	170	Section III, Page 117 of 124, Item 891	The Contractor shall provide local staff for technical support, system monitoring and other services, as directed by NCTA, for all personnel engaged with Contractor’s	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please 1) clarify the “not limited to” details of this requirement. Please 2) also clarify what “other” services may be directed by NCTA	The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their



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				system (e.g. Help Desk services for Contractor staff, NCTA, CSC Operations staff, NCTA consultants, etc.) and according to the approved Roles and Responsibilities Matrix, including but not limited to:	that are not already defined in the RFP.	expertise and formal design processes which include collaboration with the Authority.  The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
76	110	Section III, Page 57 of 124, Item 294	The system shall include an interactive website component that shall allow customers to initialize and maintain an account, order transponders, make payments, and access statements and historical data, contact the CSC, dispute transactions, etc.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.  The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.	
77	110	Section III, Page 57 of 124, Item 296	The systems must be auditable, and provide for reconciliation processes associated with all system activity including CSR transactions, ETC transactions, image-based transactions, account balances, front counter and	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.  The descriptors following the “included, but	

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			call center activity, adjustments, credit card transactions, payments, etc.		not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
78	113	Section III, Page 60 of 124, Item 324	The system shall enable customers to select and modify their preferred method of contact from NCTA (e.g. e-mail, text, mail, etc.).	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
79	113	Section III, Page 60 of 124, Item 325	The system shall provide the ability to send notifications (e-mail, mail, phone, and/or Short Message Service (SMS)) to customers either individually or to a group. Such notifications shall include bills, statements, periodic announcements, promotional messages, real-time ad hoc notifications, etc. The Contractor shall be	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “not limited to” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the</p>

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			responsible for obtaining SMS service, and managing the service throughout the duration of the contract on behalf of NCTA.		functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
80	115	Section III, Page 62 of 124, Item 350	The system shall support both in-bound and out-bound customer contacts (phone, mail, email, facsimile, text, etc.).	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
81	117	Section III, Page 64 of 124, Item 373	Display information to customers as it appears on the system application (e.g. account holder name, account number, address(es), phone, etc.).	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the</p>

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						functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.
82	117	Section III, Page 64 of 124, Item 374	Provide customers the ability to update to biographical information (e.g. account holder name, account number, address(es), phone, etc.).	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>	
83	118	Section III, Page 65 of 124, Item 376	Display financial information (e.g. account balance, replenishment amount, low-balance threshold, replenishment method(s), etc.).	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no</p>	

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#	Page	Section	Section Description	Proposer Question	NCTA Response
					way all inclusive.
84	118	Section III, Page 65 of 124, Item 379	Show transponder information: transponder ID, date assigned, etc.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
85	123	Section III, Page 70 of 124, Item 427	The system shall automate the transfer of all data and history, based on unique information (e.g. transponder ID, license plate, credit card number, etc.), in the event that accounts are unmerged.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>

Proposer Questions		North Carolina Turnpike Authority (NCTA)			
		#	Page	Section	Section Description
86	128	Section III, Page 75 of 124, Item 479	The system shall offer customers multiple methods for delivery of customer account statements, including but not limited to: mail, e-mail, text, etc.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
87	129	Section III, Page 76 of 124, Item 488	All activity on a customer account during the current billing cycle (e.g. credits, adjustments, payments, charge-backs, fees, charges incurred, tolls, parking and/or ferry charges, etc.)	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>

Proposer Questions		North Carolina Turnpike Authority (NCTA)			
		#	Page	Section	Section Description
88	130	Section III, Page 77 of 124, Item 510	Bills distributed by the back office system shall include an image of the license plate associated with the transaction(s), along with other transaction data (e.g. time, location, etc.). The image shall be printed in black and white, and clearly depict the license plate number.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
89	131	Section III, Page 78 of 124, Item 521	The system shall support the ability to obtain more current address information from approved source databases (e.g. NCDOT DMV, NCOA, collection agency/skip tracing, etc.) and add the address to the account, noting the source of the address update.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>

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90	131	Section III, Page 78 of 124, Item 522	The system shall validate address and name data received from outside sources (e.g. NCDOT DMV, NCOA, etc.), and update address data resulting in a reduced quantity of returned mail.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
91	134	Section III, Page 81 of 124, Item 540	The System shall be required to track all transponders from time of purchase by NCTA, with the ability to track a transponder throughout its use (issuance to customer, warranty times, removal from inventory, etc.).	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
92	135	Section III, Page 82 of 124, Item	The system shall track the distribution of transponders through all distribution	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify	The referenced requirement is functional in nature and may result in the development of derived requirements as the design process



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		554	methods (e.g. CSC, storefront, retail, third-party fulfillment, etc.).	the “etc” details of this requirement.	<p>progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
93	136	Section III, Page 83 of 124, Item 564	Once a customer requests a new NC Quick Pass Transponder, via any customer interface (e.g. website, phone, application, etc.), the system shall provide a GUI that enables the customer to see the status of their order as fulfillment updates are provided by the third-party fulfillment vendor or USPS.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
94	140	Section III, Page 87 of 124, Item 614	The system shall support functionality to send and receive notification of transfers of funds between NCTA and designated parties such as banks, lockbox,	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please 1) clarify the “etc” details of this requirement. Please also 2) confirm that only the intervals of daily and Ad-hoc are included in this	1) The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The

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				stakeholders, etc. at planned intervals, i.e. daily and ad hoc.	requirement.	<p>Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p> <p>2) To be determined during the final design phase of the project after Contract award.</p>
95	141	Section III, Page 88 of 124, Item 632	The system shall provide functionality allowing authorized users to audit and reconcile all financial activity on the system, including but not limited to: replenishments, deposits, transaction postings, reversal of fees, etc.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “not limited to” details of this requirement	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>	

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#	Page	Section	Section Description	Proposer Question	NCTA Response
96	143	Section III, Page 90 of 124, Item 652	The back office system shall support customer self-service channels, allowing self-maintenance of accounts from all customer contact points, i.e. walk in, web, phone, mobile application, IVR, etc.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
97	144	Section III, Page 91 of 124, Item 658	The back office system shall enable NCTA and/or Contractor staff to provide full-service customer support during a special event, including but not limited to answering questions about NC Quick Pass, registering new customers, performing account maintenance activities, etc.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “not limited to” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>

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		#	Page	Section	Section Description
98	146	Section III, Page 93 of 124, Item 683	The Contractor shall design all websites and mobile applications to include links to NCTA/NCDOT information (e.g. disclaimers, privacy & security policy, accessibility policy, etc.) on all pages.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement?	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
99	147	Section III, Page 94 of 124, Item 701	The website shall prompt customers to confirm actions prior to completing any financial transaction or making changes to their account (e.g. changing passwords, updating contact information, etc.).	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>

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100	159	Section III, Page 106 of 124, Item 781	The telephony / IVR system shall incorporate real-time speech analytics that monitors all customer interactions, flags calls that contain key words, elevates tones, phrases, etc., and produces an automated score / ranking for each call.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
101	163	Section III, Page 110 of 124, Item 823	A dashboard shall be implemented that depicts real-time status of all file reconciliation processes, external interfaces, interoperable interfaces, etc. Drill down functionality shall be provided.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>

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102	164	Section III, Page III of 124, Item 826	The back office system shall provide users with a user friendly user interface for access to a self-service menu wherein non-technical users, with minimal training, can run pre-defined reports and run reports using pre-defined filters, including but not limited to: date(s), file type, report type (summary, detail, etc.), tolling point, transaction type, payment type, account type, etc., and other meaningful parameters. Tableau, Microsoft Power BI or approved equivalent shall be utilized for this functionality.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>
103	164	Section III, Page III of 124, Item 832	Operations-related reports (e.g. quality control, IVR, tag distribution, call center metrics, etc.)	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the “etc” details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the “included, but not limited to” language and/or preceding the term “etc.” are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no</p>

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						way all inclusive.
104	170	Section III, Page 117 of 124, Item 891	The Contractor shall provide local staff for technical support, system monitoring and other services, as directed by NCTA, for all personnel engaged with Contractor's system (e.g. Help Desk services for Contractor staff, NCTA, CSC Operations staff, NCTA consultants, etc.) and according to the approved Roles and Responsibilities Matrix, including but not limited to:	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the "etc" details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the "included, but not limited to" language and/or preceding the term "etc." are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>	
105	170	Section III, Page 117 of 124, Item 891	Equipment, software and third party vendor support for procurements, leases, licenses, equipment repair, etc.	Scope is unbounded and limits the ability to address proper design, system scalability, and performance robustness. Please clarify the "etc" details of this requirement.	<p>The referenced requirement is functional in nature and may result in the development of derived requirements as the design process progresses after Contract award. The Contractor is required to implement the required functionality based upon their expertise and formal design processes which include collaboration with the Authority.</p> <p>The descriptors following the "included, but not limited to" language and/or preceding the term "etc." are intended to expand upon the functional requirement and illustrate typical aspects of its implementation. They are in no way all inclusive.</p>	

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106	14 of 25 & 1 of 126	Section I, 3.1 & Section III, 1.1.1	Qualification Package Submission and Evaluation & Key Implementation Dates	<p>Section I, 3.1, indicates the Preliminary System Design Procurement Phase is 120 calendar days; Section III, 1.1.1, indicates the Preliminary System Design Procurement Phase is 112 calendar days (3/19-7/9/18).</p> <p>Please clarify the duration of the Preliminary System Design Procurement Phase, for use in preparing our Project Implementation Schedule.</p>	<p>The end date for the Preliminary System Design Procurement Phase has been revised to July 16, 2018.</p> <p>Refer to the RFP issued with Addendum 11 for updates made to dates in Section III – Scope of Work and Requirements, Section 1.1.1. Key Implementation Dates.</p>
107	15 of 25 & 18 of 25 & 1 of 126	Sections I, 3.2 & 4.3 & Section III, 1.1.1	Preliminary System Design and Procurement Phase and Evaluation & Preliminary System Design Procurement Evaluation & Key Implementation Dates	<p>Section I, 3.2 and 4.3 indicate the evaluation of the Preliminary Design Package is 60 calendar days; Section III, 1.1.1, indicates the Preliminary System Design Procurement Evaluation Period is 21 calendar days (7/10-7/31/18).</p> <p>Please clarify the duration of the Preliminary System Design Procurement Evaluation Period, for use in preparing our Project Implementation Schedule.</p>	<p>The milestone referred to in the question, which spans from “7/10-7/31/18,” is actually for the milestone titled “Final Selection and Contract Negotiations.” This milestone is for NCTA’s selection of, and negotiation with, the selected Proposer at the conclusion of the Preliminary System Design Procurement Phase of the project.</p> <p>The evaluation period referred to in Section I – Administrative, Section 3.2 and 4.3 refers to the evaluation period that will begin 60 calendar days after short-listed vendors have submitted their Preliminary Design Package. The Preliminary System Design Procurement Evaluation will span the next 60 calendar days of the Preliminary System Design Procurement Phase, making the Preliminary System Design Procurement Phase 120 calendar days in total.</p> <p>Refer to the RFP issued with Addendum 11 for clarifications made to Section I –</p>



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						Administrative, Section 3.2 Preliminary System Design Procurement Phase and Evaluation, as well as dates in Section III – Scope of Work and Requirements, Section I.1.1. Key Implementation Dates.
108	1 of 126	Section III, I.1.1	Key Implementation Dates	<p>Section III, I.1.1, indicates the Back Office Go Live date is 8/1/2019, based on an 8/1/2018 Notice to Proceed for the Final System Design Phase. This represents a 365 cd Final System Design Phase duration.</p> <p>Using the current 3/19/18 NTP for Preliminary Design Phase +120 cd Preliminary Design Phase duration +60 cd Preliminary Design Evaluation period durations noted above, Notice to Proceed for the Final System Design Phase could be issued as late as 9/16/2018.</p> <p>Should the Final System Design and Development Phase completion date be recalculated using Final System Design NTP +365 cd? This would result in a 9/16/2019 Go Live Date.</p>	<p>As noted in answer 107, the 60 calendar day Preliminary System Design Procurement Evaluation is part of the 120 calendar day Preliminary System Design Procurement Phase of the project. While the Back Office Go Live date has been adjusted due to questions received during this phase, the duration of time from NTP to Back Office Go Live will remain 252 working days (366 calendar days).</p> <p>Refer to the RFP issued with Addendum I I for updates made to Section III – Scope of Work and Requirements, Section I.1.1. Key Implementation Dates.</p>	
109	8 of 15	Section IV, I.3.1.F	Approach to Project Plan and Implementation	<p>This section mentions milestone dates in bold italics must be identified in the schedule.</p> <p>Please advise where the bold, italic critical milestone dates are in the RFP documents, for use in preparing our Project Implementation Schedule.</p>	<p>The milestone dates referred to in Section IV – Qualification Package Response and Submission Instructions, Section I.3.1. F are contained in Table 3-1 Key Implementation Dates of Section III – Scope of Work and Requirements, Section I.1.1. Key Implementation Dates.</p> <p>Refer to the RFP issued with Addendum I I</p>	

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						for updates made to Section III – Scope of Work and Requirements, Section 1.1.1. Key Implementation Dates and Section IV – Qualification Package Response and Submission Instructions, Section 1.3.1. F.
110	NA				Will NCTA please provide an organization chart of the CSC showing department/ functions?	This information will be addressed during the upcoming Stakeholder Interviews.
111	4 of 126	Section III, subsection 1.3.1	Preliminary System Design Procurement Phase		Please provide more details on what should be included in the System Network Evaluation required in Section III 1.3.1, Preliminary System Design Procurement Phase.	The <i>System Network Evaluation</i> will be removed from the Preliminary System Design via Addendum.-
112	96 of 126	Section III, subsection 3.11.1	General Application Requirements		The RFP states “The BOS must comply with the State’s information system security compliance requirements as described in the current versions of NIST SP800-53, PCI-DSS and the Statewide Information Security Manual”. The baseline controls in NIST SP800-53 rev 4 are categorized as Low, Moderate or High and the baseline controls in the N.C. Statewide Information Security Manual are categorized as Low and Moderate. What is the categorization of the Back Office System (BOS) in this RFP?	Moderate.

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113	6 of 126	Section III 1.3.1	Section III 1.3.1 Preliminary System Design Procurement Phase	Please provide more details on what should be included in the Preliminary Roles and Responsibilities Matrix required in Section III, subsection 1.3.1, Preliminary System Design Procurement Phase.	Refer to Requirements # 853 and 881.
114	19 of 126	Section III 2.1.6	Requirement 59	<p>The requirement states: “Proposer and Contractor logos or other such markings shall not be included on any documentation or deliverables developed for NCTA, for any phase, without prior approval obtained from NCTA in writing.”</p> <p>Please verify whether a logo is permitted to be used for any of the documentation being delivered during this phase.</p> <p>TransCore would like to request permission to include its logo on all submissions during the Preliminary Design procurement phase to help distinguish/ protect TransCore proprietary information on any future discovery.</p>	<p>No change to the requirement.</p> <p>Refer to the RFP for instructions on marking trade secrets and/or proprietary information as confidential.</p>
115	10	1.3.3	Current BOS Technology and Operations – Back Office Technology	We understand that external-facing systems shall support both English and Spanish. Are we also to understand that internal-facing aspects of the system shall do so as well?	English only for internal facing aspects of the system. Refer to Requirement # 293 of Addendum 11 for clarification.
116	11	1.3.3	Current BOS Technology and Operations – Back Office Operations	How are the CSC agents expected to access information from partner portals (e.g. E-ZPass portal) through the BOS? Separate logon or integrated into the NCTA BOS?	Access to existing partner “portals” will be no different than existing practice. There is no requirement for the Contractor to integrate partner “portals” into their proposed BOS solution beyond any of the

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					interfaces defined in the requirements.
117	11	1.3.3	Current BOS Technology and Operations – Back Office Operations	What is the total count of users accessing the Back Office System? We need this information to purchase software licenses.	Refer to the instructions on the pricing sheets.
118	76	2.1.13	Data Migration Plan	What is the total volume of data in the database?	The requested data will be fully validated and vetted during the development and implementation of the Data Migration Plan. The current online database is roughly 1.5 TB. The current size of the volumes that store images, customer correspondence, etc. is roughly 18 TB.
119	76	2.1.13	Data Migration Plan	Can NCTA break down the volume of data in the current database by year? Knowing this information will assist in planning the data migration.	The requested data will be fully validated and vetted during the development and implementation of the Data Migration Plan.
120	76	2.1.13	Data Migration Plan	Please provide the transaction count by transaction status (optionally broken down by year) – e.g. Number of transactions in Unpaid invoiced status, un-invoiced status, escalated transactions (Collections, DMV Hold, etc.). This will help in estimating the data migration volume & defining the system cut-over plan	The legacy solution does not track status at the transaction level.
121	76	2.1.13	Data Migration Plan	Please provide the Data Dictionary and Schema / Canonical Diagram for the existing System. This information is required for data migration.	The requested information will not be provided during procurement.

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122	76	2.1.13	Data Migration Plan	Please provide the volume of master data records for the following: - Account - Vehicle - Transponder	The requested data will be fully validated and vetted during the development and implementation of the Data Migration Plan. There are approximately 2.3M accounts, 3.2M vehicles, and 380,000 transponders in the legacy database. There are roughly 300,000 Quick Pass accounts.
123	76	2.1.13	Data Migration Plan	As the image review is to be performed out of the existing infrastructure, would you want the existing image repository to be replicated to the BOS? If yes, can you please provide the year on year image repository volume?	The final approach to image data migration will be determined as the project progresses. The Authority anticipates migrating the region of interest (ROI) image and overview image for all active accounts to the new system.
124	110	3.1.1	Software and Technology	We understand that CSC retention periods for the types of recording (audio & screen) required by NCTA is six months to one year in general. What is the retention period for NCTA for this data type? This information is required for software pricing.	Generally speaking all data must be retained for the duration of the Contract. The Contractor shall define and implement a data retention approach that includes the approach to data archiving as approved by the Authority. Refer to Requirement # 303.
125	141	3.8.3	Payment Processing	What is the payment gateway currently in use? What web service is NCTA using (REST API, Soap, Etc.)	The existing solution's payment gateway and its communication protocol is not relevant. The Contractor is required to implement a payment gateway that support's the overall solution's needs and requirements. This gateway will be interfaced to the Authority's designated payment processor – currently First Data Merchant Services.
126	158	3.1.2	Telephony / IVR System Requirements	The requirements state that the BOS shall support Softphones. Will NCTA consider a	The final telephony solution will be defined and approved during the design process, but

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					migration to use Softphones exclusively?	the Authority envisions the use of soft phones within the call center.
127	169	3.20.1	General Requirements		Please provide the existing WAN architecture diagram with details on bandwidth and type of connectivity between existing DCs, office locations, vendors, storefronts, toll gantries. Knowing this information will help us map the stated requirements to the private cloud solution and to establish the connectivity between existing to the private cloud.	The Authority will distribute information regarding the existing Customer Service Center's infrastructure and connectivity to existing and planned roadside systems during the upcoming Stakeholder Interviews. Some of the requested information (e.g. existing WAN architecture, existing DCs, etc.) is not pertinent and will not be shared.
128	169	3.20.1	General Requirements		Can you please provide the existing ICDs for each of the following:? <ul style="list-style-type: none"> <li>- Interoperable agencies</li> <li>- NC DMV</li> <li>- Out of state DMVs with which NCTA has agreement to share data</li> <li>- Third-party license plate lookup service (service provided by Contractor)</li> <li>- Banks</li> <li>- Lockbox</li> <li>- Credit and Debit Card Processing Host(s)</li> <li>- Third-party transponder fulfillment service</li> <li>- Mail House (service provided by Contractor)</li> <li>- Retail locations for transponder sales</li> <li>- Toll Collection Systems</li> <li>- Third-party retail payment processor</li> <li>- Collection Agencies</li> <li>- Parking Agencies</li> <li>- HOV Declaration Application</li> </ul>	The requested information will not be provided during procurement.

Proposer Questions			North Carolina Turnpike Authority (NCTA)		
#	Page	Section	Section Description	Proposer Question	NCTA Response
				If there is no existing ICD, then we want to know details around the current integration (data exchange interfaces, specification, protocols, mode of communication, different type of interactions with System, In-coming / out-going / both etc.) for each internal and external systems.	
129	144	3.10	Website Hosting and Development Requirements	Does NCTA have any standards to follow for web or mobile development?	The web service standards align with the DISA, OWASP, and Center for Internet Security (CIS) standards and guidelines while maintaining compliance with the Statewide Information Security Manual.

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

I. Replace the date for "Final Contractor Selection" in Table I-I BOS RFP Procurement Schedule of 'Section 2.I Schedule, in Section I – Administrative of the RFP. Table I-I BOS RFP Procurement Schedule is replaced in its entirety with the following:

<b>SCHEDULE</b>	
(The NCTA reserves the right to modify the schedule at any time and for any reason.)	
RFP Issue Date	October 10, 2017
Mandatory Pre-Proposal Conference	October 24, 2017 <del>(10:00 a.m. to 12:00 p.m. EDT)</del>
RFP Questions and Proposer Industry Comment Due	November 7, 2017
NCTA Question Responses and Addendum (if required) Due	November 27, 2017
Response to RFP (Proposer's Qualification Package) Due Date/Time	<del>December 21, 2017</del> <u>January 16, 2018</u> <u>(4:00 p.m. EDT)</u>
Short-list Notification	<del>February 22, 2018</del> <u>March 5, 2018</u>
Final Contractor Selection	<del>June 21, 2018</del> <u>July 18, 2018</u>
<b>GENERAL INFORMATION</b>	
<del>Contact Person</del> <del>Contact Information</del>	<del>Kristen Pearce</del> Toll Systems Manager E-Mail: <a href="mailto:nctabosrfp@ncdot.gov">nctabosrfp@ncdot.gov</a> Phone: (919) 674-5544
<del>Response Delivery</del>	<del>NCDOT-North Carolina Turnpike Authority</del> 1578 Mail Service Center Raleigh, NC 27699-1578
<del>Posting Locations</del>	<del><a href="http://www.ncdot.gov">www.ncdot.gov</a></del> <del><a href="http://www.tollroadsnews.com">www.tollroadsnews.com</a></del>



2. Table 3-I Key Implementation Dates of ‘Section I.I.I Key Implementation Dates, in Section III – Scope of Work and Requirements of the RFP is replaced in its entirety with the following:

Milestone	Start Date	End Date
Receipt of Qualification Packages		<del>December 21, 2017</del> <u>January 16, 2018</u>
Qualification Package Scoring and Short-listing	<del>December 22, 2017</del> <u>January 17, 2018</u>	<del>February 11, 2018</del> <u>March 2, 2018</u>
Authority Notifies Short-listed Proposers and Holds Kick-off Meeting	<del>February 12, 2018</del> <u>March 5, 2018</u>	<del>February 28, 2018</del> <u>March 16, 2018</u>
Preliminary System Design Procurement Phase	<del>March 1, 2018</del> <u>March 19, 2018</u>	<del>June 20, 2018</del> <u>July 16, 2018</u>
Final Selection and Contract Negotiations	<del>June 21, 2018</del> <u>July 17, 2018</u>	<del>July 31, 2018</del> <u>August 13, 2018</u>
Notice to Proceed (Final System Design and Development Phase Commences)	<del>August 1, 2018</del> <u>August 14, 2018</u>	<del>January 31, 2019</del> <u>February 13, 2019</u>
System Testing and Installation Phase	<del>February 1, 2019</del> <u>February 14, 2019</u>	<del>May 20, 2019</del> <u>June 3, 2019</u>
Training Phase	<del>May 21, 2019</del> <u>June 4, 2019</u>	<del>August 1, 2019</del> <u>August 13, 2019</u>
Cutover from Legacy System	<del>July 1, 2019</del> <u>July 15, 2019</u>	<del>July 31, 2019</del> <u>July 15, 2019</u>
Back Office Go Live		<del>August 1, 2019</del> <u>August 13, 2019</u>
Maintenance and Project Closeout Phases	August 2019	<del>October 2024</del> <u>November 2024</u>

3. The last two paragraphs of ‘Section 3.2 Preliminary System Design Procurement Phase and Evaluation, in Section I – Administrative of the RFP are replaced in their entirety with the following:

Once the complete Preliminary Design Packages are received, the TEC and the Selection Committee will evaluate each complete Preliminary Design Package in accordance with the process outlined in Section 4.3 Preliminary System Design Procurement Evaluation below. The evaluation of the Preliminary Design Packages is expected to span approximately sixty (60) Calendar Days.

At the conclusion of this phase, NCTA will select one (1) Proposer with which to enter into a Contract and complete implementation of a BOS solution. The evaluation of the Preliminary Design Packages is expected to span approximately sixty (60) Calendar Days.

4. Replace the second paragraph in ‘Section I.3.1 Content of Qualification Package, F. Qualification Package Section 4: Approach to Project Plan and Implementation’ in Section IV – Qualification Package Response and Submission Instructions of the RFP in its entirety with the following:

NCTA has established milestone and key implementation dates for the BOS Implementation that are subject to change at the sole determination of NCTA. These milestones are provided in **Section III, Scope of Work and Requirements**. This list of milestones is not intended to include all Implementation milestones, but to present planned major milestones to allow the Proposer sufficient detail to develop a meaningful Preliminary Implementation Schedule as a part of its Qualification Package. Proposers may identify certain interim milestones on the Implementation schedule; however, it is critical that the milestones and key implementation dates in ~~bold italics~~ Table 3-1 of Section I.1.1. Key Implementation Dates of Section III, Scope of Work and Requirements are achieved on the dates shown in the schedule.

5. ‘Section I.3.1 Preliminary System Design Procurement Phase, in Section III – Scope of Work and Requirements of the RFP are replaced in their entirety with the following:

### **I.3.1 Preliminary System Design Procurement Phase**

This phase of work commences after the final Proposers have been short-listed by NCTA. This phase includes the Preliminary System Design of the back office system, including but not limited to:

- Clarification of the BOS requirements (including mobile application requirements), as necessary, to fully develop the new BOS.
- Coordinating with NCTA to schedule and attend a Preliminary Design Kick-off conference with NCTA and other representatives as designated by NCTA.
- ~~Evaluation of the existing primary CSC facility and planned storefront location(s)- communications infrastructure in place to support NCTA’s back office operations, and design of any new infrastructure that may be needed to support the new system.~~
- Identification of any differences necessary between the BOS, website(s) and mobile device based application(s).
- Identification/clarification of the type of the required browser types, mobile devices and mobile device operating systems/versions to develop to and support.
- Preliminary back office system and communications infrastructure design, system hosting mechanism (e.g. cloud-based or other) proposal of hardware and software components that shall be utilized to support NCTA BOS Operations once the BOS is installed at the NCTA CSC, and other locations as directed by NCTA.
- Preliminary plan for conversion and migration of legacy data into the new system.
- Preliminary design of the back office system software that will be customized to manage NCTA’s back office operations.

- Preliminary design of tools, concept of interfaces, and system functionality required to operate the back office system. This includes the software applications, customer correspondence (e.g. bills, statements, system generated notices, etc.), notifications, and triggers that allow system users to actively manage certain aspects of the back office system and its subsystems.
- Preliminary design of customer self-service tools and functionality, including but not limited to: IVR, websites, mobile applications, phone system applications and tools.
- Coordination with NCTA on the look and organization and review of the BOS and application website(s) and Graphical User Interfaces (GUI) for all system applications (BOS client, website(s) and mobile application), as well as development of user interface mockups for review and approval by NCTA.
- Creation of Mobile Application and website wireframes for all supported platforms and functions.
- Coordinating with NCTA to schedule and attend regular design meetings and other status meetings as directed by NCTA.
- Development of Preliminary Compensating Control Worksheet listing the security and compliance requirements that the Contractor cannot meet as currently specified, including each compensating control and the Contractor's risk-based scoring methodology. NCTA must approve all Compensating Controls relating to security and compliance requirements (e.g., PCI-DSS, NIST 800-53r4, Statewide Information Security).
- Development of the Short-listed Proposers' approach to system training.
- Development of Preliminary System Design Procurement Phase documentation for NCTA's review and approval, including but not limited to:
  - Draft Project Management Plan \*
  - Draft Software Development Plan \*
  - Draft Quality Management Plan \*
  - Draft Project Communication Plan \*
  - Draft Subcontractor Management Plan \*
  - Draft System Hardware / Hosting / IAAS / Private Cloud-based Design
  - Draft Data Migration Plan
  - ~~System Network Evaluation~~
  - Preliminary Implementation Schedule, Including all System-related Milestones and Touchpoints
  - Draft System Training Plan
  - Draft Requirements Traceability Matrix

- Draft Business Continuity / Disaster Recovery Plan
- Preliminary System Design Document
- Preliminary Security Configurations Documents that align with required security and compliance standards (e.g. PCI-DSS, NIST 800-53r4, etc.)
- Preliminary Network and Dataflow Diagrams
- Preliminary Roles and Responsibilities Matrix that align with required security and compliance standards (e.g. PCI-DSS, NIST 800-53r4, etc.)

**Note:** Aside from the items marked with an \*, ~~All of~~ the deliverables listed ~~herein above~~ shall make up the complete Preliminary Design Package, and shall be to be presented to NCTA for evaluation ~~at the conclusion of the initial sixty (60) Calendar Day period of this phase sixty (60) Calendar Days after the Preliminary Design Kick-off.~~

6. Requirement # 293 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

293	The <u>external-facing elements of the</u> system shall support English and Spanish languages. <u>The internal elements (e.g. software code) of the system shall support English only.</u>
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