

Addendum No. 12

April 18, 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 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. REVISIONS (Deletions are shown in red text strikeout mode and additions are in red text and underlined)

1. Replace the first bullet in Section 1.2.2. Back Office System Architecture in Section III – Scope of Work and Requirements of the RFP in its entirety with the following:

- Utilization of new hardware, new and existing (where approved by NCTA) infrastructure, including wiring and cables

2. Requirement # 220 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

220	<p>The Contractor and NCTA shall coordinate and agree upon what items (e.g. hardware and software), services (e.g. cloud-based infrastructure, storage, telephony, CSC workstations and associated network equipment, etc.) and consumables need to be procured by the Contractor, as pass-through costs to NCTA, when they need to be procured and where they are to be delivered.</p> <p><u>Note: While the Contractor and NCTA shall coordinate on procurement items in support of the BOS as mentioned above, the Contractor shall not be permitted to reuse existing network equipment, telephony equipment, servers, storage, etc. without NCTA's prior written authorization.</u></p>
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3. Requirement # 222 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

222	The Contractor shall first furnish, install, burn-in, and test the new BOS systems equipment and any reused equipment at the NCTA CSC and storefront facilities, and establish all necessary communication network links for back office system operations.
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4. Requirement # 293 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

293	The system shall support English and Spanish languages be internationalized to allow for properly formatted input and output of non-US addresses and license plates, especially those from Mexico and Canada without system changes. The internal elements (e.g. software code) of the system shall support English only.
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5. Requirement # 318 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

318	The BOS shall support account creation functionality for pre-paid and post-paid accounts for all account types as described in the NCTA Business Policies. Refer to Appendix D for the NCTA Business Policies.
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6. Requirement # 321 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

321	The system shall capture and store the minimum information NCTA requires to open a pre-paid account, including:
	• Name
	• Address
	• Contact information
	• License plate number(s)
	• Vehicle information (year, model, number of axles)
	• Payment type (cash, check, money order, or credit and debit cards, <u>Apple Pay, Google Pay, or PayPal</u>)
• Payment information (automatic or manual replenishment)	

7. Requirement # 336 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

336	The system shall accept addresses and license plates from the United States and internationally (e.g. Mexico and Canada only) on customer accounts.
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8. Requirement # 339 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

339	The system shall allow authorized users the following maintenance activities on customer accounts:
	• Add, modify or end date vehicles/license plates
	• Demographic updates
	• Change transponder status
	• Request additional transponders
	• Update replenishment methods upon customer request
	• Update replenishment information
	• Update customer correspondence delivery method
	• Post payments and reversals
	• PCI compliant password requests and resets
	• Reinstate or re-validate suspended accounts and transponders
	• Close accounts
	• Opt into NC Quick Pass Park and Pay (final brand to be determined) Note: Only available for customers whose NC Quick Pass account is backed by a valid credit or debit card, <u>or other valid auto-replenishment payment mechanism supported by the BOS.</u>
• Add account notes	

9. Requirement # 351 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

351	The system shall support and process the following payment types, including but not limited to:
	• Cash
	• Check
	• Money order
	• Automated clearing house (ACH)
	• Debit cards (PIN-less)
	• Credit cards
	• <u>Apple Pay</u>
	• <u>Google Pay</u>
	• <u>PayPal</u>

10. Requirement # 352 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

352	The system shall enable customers to utilize and store multiple auto-replenishment payment types, including but not limited to:
	• ACH
	• Debit cards
	• Credit cards
	• Apple Pay
	• Google Pay
• PayPal	

11. Requirement # 400 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

400	Allow customers whose accounts are backed by a valid credit or debit card, <u>or other valid auto-replenishment payment mechanism supported by the BOS</u> , to opt into NC Quick Pass Park and Pay (final brand to be determined).
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12. Requirement # 526 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

460	If payment is required to successfully convert a Bill by Mail account to a transponder-based account and a one-time payment is not provided at the time of conversion, the system shall require that transponder-based accounts be backed by a credit or debit card, <u>or other valid auto-replenishment payment mechanism supported by the BOS</u> . This shall ensure any balances owed are adequately paid by the conversion to the transponder-based account upon the account's next replenishment.
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13. Requirement # 496 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

496	The system shall support reinstating both toll transactions and fees, previously paid, should NCTA be notified of a returned check and/or credit card charge back <u>from any auto-replenishment payment mechanism supported by the BOS</u> .
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14. Requirement # 497 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

497	The system shall include reinstated transactions and fees, associated with returned checks and credit card charge-backs <u>from any auto-replenishment payment mechanism supported by the BOS</u> , on the next customer statement with a new due date.
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15. Requirement # 524 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

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, <u>or other valid auto-replenishment payment mechanism supported by the BOS</u> , 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 payment method on their account.
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16. Requirement # 526 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

526	The Contractor shall coordinate with NCTA and its third-party parking and/or ferry vendors to develop an ICD that shall enable real-time payments to the a valid credit or debit card, <u>or other valid auto-replenishment payment mechanism supported by the BOS</u> , associated with an the NC Quick Pass customer account.
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17. Requirement # 625 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

625	The system shall track and store for future reporting all <u>supported</u> 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.
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18. Requirement # 629 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

629	The system shall provide the following payment functions to manage charges to customers, and the revenues which result from those charges:
	• Payments applied to specific toll transactions and fees
	• Financial Transactions
	• Payment Details
	• Payment Batches
	• System-generated receipt that is re-printable on demand
	• Payment Interfaces which includes Manual (storefront, retail locations and special events), Lockbox (utilizing NCTA’s contracted Lockbox services vendor), Point-of-Sale, IVR and Web self-service
	• Accommodate manual payment processing
	• Unapplied Payments
	• Payment reversals
	• Partial Payments
	• Payment Plans
	• Applying additional fees
	• Ability to waive fees based on security access levels
	• End-of-day closeout per CSR, Location and System
	• Bank deposit generation and reconciliation
	• Security password and <u>/or</u> card verification value (CVV) code for credit card <u>and other applicable payments types</u>
• Ability to remove payment information (i.e. credit card, debit card, ACH) from an account	

19. Requirement # 700 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

700	Account-side website(s) shall support payments to accounts via credit card, debit card, or ACH <u>all valid auto-replenishment payment mechanism supported by the BOS.</u>
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20. Requirement # 739 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

739	When a user selects the “ <i>Make a Payment</i> ” button or hyperlink, the Application shall present the user with a page enabling them to make a payment to their Bill by Mail Account or replenish their NC Quick Pass account <u>via credit card, debit card, or ACH, Apple Pay, Google Pay or PayPal.</u>
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21. Requirement # 819 in Section III – Scope of Work and Requirements of the RFP is replaced in their entirety with the following:

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:
	<ul style="list-style-type: none"> • All roadside toll collection systems for North Carolina toll roads, whether managed by NCTA or a concessionaire
	<ul style="list-style-type: none"> • Interoperable agencies
	<ul style="list-style-type: none"> • NC DMV
	<ul style="list-style-type: none"> • Out of state DMVs with which NCTA has agreement to share data
	<ul style="list-style-type: none"> • Third-party license plate lookup service (service provided by Contractor)
	<ul style="list-style-type: none"> • Banks
	<ul style="list-style-type: none"> • Lockbox
	<ul style="list-style-type: none"> • Credit and Debit Card Processing Host(s), <u>including Apple Pay, Google Pay and PayPal</u>
	<ul style="list-style-type: none"> • Third-party transponder fulfillment service
	<ul style="list-style-type: none"> • Mail House (service provided by Contractor)
	<ul style="list-style-type: none"> • Retail locations for transponder sales
	<ul style="list-style-type: none"> • Third-party retail payment processor supporting cash-based payment provision
	<ul style="list-style-type: none"> • Collections agency

	<ul style="list-style-type: none"> • Third-party parking entities (repeatable, scalable interface with secure web facing communications)
	<ul style="list-style-type: none"> • NCTA and Concessionaire Express Lanes for HOV Declaration Support
	<ul style="list-style-type: none"> • High-Occupancy Vehicle Declaration Application

22. Replace the 'Payment processing errors' requirement in Section 4.I.I. Back Office System Requirements in Section III – Scope of Work and Requirements of the RFP in its entirety with the following:

Payment processing errors	<p>The system shall prevent system generated payment processing errors.</p> <p>Payment processing errors include, but not limited to:</p> <ul style="list-style-type: none"> • Double or over- charging (billing) of a customer's credit card, debit card, or bank account (via ACH), Apple Pay, Google Pay or PayPal account • Improperly drawing down a customer's account causing an improper replenishment 	100%	System reports, customer complaints	\$500 per event, or \$10 per affected account or customer (whichever is greater)
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