

Addendum No. 13

May 2, 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 – Updated documentation

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 (Pricing Sheets)			North Carolina Turnpike Authority (NCTA)			
#	Page	Section	Section Description	Proposer Question	NCTA Response	
1	N/A	N/A	N/A	What are the image, document, and transaction retention requirements for accounts, video transactions, and call recordings?	Subject to further refinement during system design, all data shall be retained in some fashion (online, archive, etc.) for the life of the Contract.	
2	N/A	N/A	N/A	What are the call volume total, average talk times, calls handled by CSR, and IVR per year?	<p>For calendar year 2017:</p> <ul style="list-style-type: none"> • Overall call volume – 846,589 • Calls handled by CSR – 319,221 • Average talk time – 4 min 39 sec • Calls handled by IVR – 527,368 <p>Historical data points are provided as <u>reference only</u> and are reflective of the current BOS solution and associated operating procedures.</p>	
3	N/A	N/A	N/A	What is the total number of credit card transactions per year?	<p>For calendar year 2017:</p> <ul style="list-style-type: none"> • 1,607,346 	

Proposer Questions (Pricing Sheets)			North Carolina Turnpike Authority (NCTA)		
#	Page	Section	Section Description	Proposer Question	NCTA Response
4	77	2.1.13	Data Migration Plan	Could NCTA share the transaction summary metadata? This metadata will assist us in defining the data migration strategy and estimation.	No, metadata will not be shared during the procurement. The data to be migrated is consistent with a typical tolling back office solution.
5		Pricing Sheet	Pass Through Cost Tab	Would NCTA be willing to leverage any existing Enterprise Agreements that the Authority may have with 3rd party software / hardware /services providers by procuring directly from respective vendors instead of through the Contractor if it were advantageous to NCTA? (The Contractor would still be responsible for providing the Bill Of Materials, identifying appropriate vendors, coordination with these vendors, tracking / receiving shipment and deployment, etc.)	Generally speaking, the Authority expects the Contractor to source and maintain all 3 rd Party items as stipulated in the RFP. Any diversion from that approach will be on a case by case basis, and would require explicit approval of the Authority in writing.
6		Pricing Sheet	Pass Through Cost Tab	Would NCTA be willing to create new Enterprise Level Agreements with any 3rd party software / hardware /services providers, if the vendor may offer better pricing for Government entities vs. resale prices to the Contractor?	Generally speaking, the Authority expects the Contractor to maintain agreements with all 3rd Party providers as stipulated in the RFP. Any diversion from that approach will be on a case by case basis, and would require explicit approval of the Authority in writing.
7		Pricing Sheet	Pass Through Cost Tab	In the case of pass-through costs to third party software vendors, service providers, and authorized resellers, would it be acceptable for NCTA if the Contractor collects and submits the invoices to NCTA for direct payment to respective third party software vendors, service providers, authorized resellers?	No.

B. Updated Documentation

- I. The NCTA Business Policies provided with the BOS RFP issued on October 10, 2017 have been updated with DRAFT version 4.0, and are included with this Addendum. This draft document is currently being updated, and is only being shared for the purposes of providing recent updates to the policy in the interest of schedule.