

CSC Operations Staffing & Customer Contact Technology

Request For Proposals

Addendum No. 1

Issued 06/30/2026

This is an addendum to the CSC Operations Staffing & Customer Contact Technology Request for Proposals (RFP) offered by the North Carolina Turnpike Authority.

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 CSC Operations Staffing & Customer Contact Technology RFP

All other terms, conditions and requirements of the original RFP dated **05/29/2026**, remain unchanged unless modified by this Addendum.

Section A: Official Log of Proposers’ questions and NCTA’s responses

Below are the answers to a portion of the questions submitted in response to the above referenced RFP.

Important Note: NCTA will be issuing responses to Proposer questions in batches, as questions are reviewed and finalized, rather than releasing all responses at once.

#	Page	Section	Section Description	Proposer Question	NCTA Response
01	N/A	General	N/A	Has the current contract gone full term?	This question is outside the scope of this procurement and not relevant to this RFP. Please refer to the Procurement Roadmap document found on the NCTA Connect Website: North Carolina Turnpike Authority
02	N/A	General	N/A	Have all options to extend the current contract been exercised?	This question is outside the scope of this procurement and not relevant to this RFP. Please refer to the Procurement Roadmap document found on the NCTA Connect Website: North Carolina Turnpike Authority
03	N/A	General	N/A	How are fees currently being billed by any incumbent(s), by category, and at what rates?	This question is outside the scope of this procurement and not relevant to this RFP.
04	N/A	General	N/A	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	This question is outside the scope of this procurement and not relevant to this RFP.
05	N/A	General	N/A	What is the current average after-call work time for operators?	This question is outside the scope of this procurement and not relevant to this RFP.

#	Page	Section	Section Description	Proposer Question	NCTA Response
06	N/A	General	N/A	Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	This question is outside the scope of this procurement and not relevant to this RFP.
07	N/A	General	N/A	Is NCTA using any other AI technology?	This question is outside the scope of this procurement and not relevant to this RFP.
08	N/A	General	N/A	Who is the incumbent, and how long has the incumbent been providing the requested services?	<p>InteLogix is NCTA’s current customer service vendor responsible for management of the NC Quick Pass call center and staffing.</p> <p>InteLogix (previously GC Services) was awarded the 2019 NC Quick Pass and NC Ferry Customer Service Operations contract. That RFP was issued March of 2019.</p>
09	N/A	General	N/A	If there was a previous solicitation for these services, what was its title, number, release date, and due date?	<p>InteLogix is NCTA’s current customer service vendor responsible for management of the NC Quick Pass call center and staffing.</p> <p>InteLogix (previously GC Services) was awarded the 2019 NC Quick Pass and NC Ferry Customer Service Operations contract. That RFP was issued March of 2019.</p>
10	N/A	General	N/A	What time of day, days of the week, or times of the year do calls typically peak?	NCTA does not have any abnormal daily or weekly peaks outside of normal call center volumes (i.e. Mondays, days after holidays, etc.).
11	N/A	General	N/A	What is the maximum hold time?	There is no KPI for hold time.

#	Page	Section	Section Description	Proposer Question	NCTA Response
12	N/A	General	N/A	Why has this bid been released at this time?	Refer to RFP Part I, Section 1.1.1 NCTA Project Goals.
13	N/A	General	N/A	What is NCTA's current IVR platform?	Refer to RFP Attachment E: RingCentral Specs.
14	N/A	General	N/A	Does NCTA own the inbound phone numbers?	Yes.
15	N/A	General	N/A	Given the RFPs notice to have vendors make a good faith effort to hire incumbent staff - can NCTA provide labor category and number of personnel, salary range for each position - for each site NCTA HQ, CSC sites, walk in sites?	The Proposer should provide their analysis based on their expertise in managing a call center of this size and the evaluation of the call center stats that have been provided, using call center geographical locations and appropriate pay equity analysis.
16		Part I, § 1.1 Background and Purpose		We understand NCTA anticipates expansion of its tolling network and customer base over the contract term. Could you share the anticipated timeline for bringing additional tolling points or facilities online?	Refer to RFP Part I, Section 1.1 Background and Purpose and Attachment G: NCTA Roadway Projects.

#	Page	Section	Section Description	Proposer Question	NCTA Response
17	I-2 to I-3	Part I, §1.1 Background and Purpose Part III, §1.4 Customer Service Center Operations	NTP1-A Transition Structure	<p>a. Who is the current operations contractor and what is the anticipated end date of their contract?</p> <p>b. Will the NTP1-A transition be structured as a hard cutover on a single date, or will there be a parallel-run period during which both contractors operate simultaneously? If parallel operation is expected, how long and who bears the cost?</p>	<p>a. IntelLogix is NCTA's current customer service vendor responsible for management of the NC Quick Pass call center and staffing.</p> <p>b. Refer to RFP Part I, Section 3 Procurement Schedule, Table I-1: Procurement Schedule. It is incumbent on the Proposer to propose a transition approach that minimizes disruption to current operations.</p>
18	III-73 to III-75	Part I, §1.1.1 Part III, §4.2 Operations Approach	Current Contact Volumes Baseline	<p>What is the current monthly average: (a) inbound call volume, (b) outbound call volume, (c) live chat volume, (d) email volume, (e) walk-in visitor count per WIC location, and (f) total case volume? Additionally, what are the highest-volume days or weeks seasonally (e.g., around toll rate changes, DMV renewal periods, or holiday traffic increases)?</p>	<p>Refer to RFP Attachment D: Operational Statistics - Call Center Stats. These are all the statistics that will be provided. Please be advised that live chat is not being utilized currently.</p>

#	Page	Section	Section Description	Proposer Question	NCTA Response
19	I-3 to I-5	Part I, §1.3 NCTA Toll Program Part III, §4.1 General Requirements	Facility Ownership & Lease Structure	<ul style="list-style-type: none"> a. Does NCTA own the CSC facilities in Rocky Mount and Winston-Salem and the WICs in Monroe and Charlotte, or are they leased by the current operations contractor? b. Will the incoming contractor assume existing facility leases, or will NCTA execute new facility leases directly? c. Are there any planned facility changes (relocations, expansions) within the first 24 months of the contract? 	<ul style="list-style-type: none"> a. Yes, the CSCs and WICs are leased facilities. b. Yes, Contractor will assume all leases. c. There are no planned facility changes within the first 24 months.
20	I-7 V-30	Part I, § 2 General Information Part V, § 3-7 Other General Provisions	General question	Would NCTA please confirm whether any performance or payment bond requirements are anticipated at award or during the contract term?	NCTA confirms a payment and performance bond is not a requirement for this contract.
21		Part I, § 3 Procurement Schedule		Please reconfirm the due date for this procurement by providing it in response to answers to questions.	Refer to RFP Part I, Section 3 Proposal Schedule, Table I-1: Procurement Schedule.

#	Page	Section	Section Description	Proposer Question	NCTA Response
22		Part I, § 3 Procurement Schedule		When is the anticipated contract start date?	Refer to RFP Part I, Section 3 Proposal Schedule, Table I-1: Procurement Schedule.
23	16	Part I, § 3. Procurement Schedule Table I-1: Procurement Schedule	NCTA Response to Questions: July 23, 2026	<p>Question: Would NCTA consider issuing responses to proposer questions in periodic batches, as questions are reviewed and finalized, rather than releasing all responses on a single date?</p> <p>A batch-release approach would enable bidders to begin evaluating NCTA’s clarifications earlier and incorporate any resulting adjustments into their proposals on a rolling basis, thereby supporting more efficient proposal development and reducing the risk of compressed revisions near the submission deadline.</p>	Confirming NCTA will be issuing responses to questions in periodic batches, as questions are reviewed and finalized.

#	Page	Section	Section Description	Proposer Question	NCTA Response
24	16	Part I, § 3. Procurement Schedule Table I-1: Procurement Schedule	Proposer Questions Due: July 2, 2026 (4:00 PM ET)	<p>Question: Would NCTA consider revising the Procurement Schedule to extend the deadline for proposer questions from Thursday, July 2, 2026, to Thursday, July 23, 2026?</p> <p>Such an extension would afford prospective bidders additional time to complete teaming arrangements and formulate informed, comprehensive questions, thereby supporting the submission of more responsive and well-developed proposals.</p> <p>In addition, based on NCTA's initial three-week response period, the proposed response date would shift to Thursday, August 13, 2026. This would still provide bidders with sufficient time to review NCTA's clarifications and incorporate any necessary adjustments into their proposals before the Wednesday, September 2, 2026, bid submission date.</p>	<p>Refer to RFP Part I, Section 3 Procurement Schedule: Table I-1.</p> <p>Per this Addendum 1, NCTA has updated RFP Table I-1: Procurement Schedule extending the Proposer Questions Due date from July 2, 2026 to July 16, 2026.</p>
25		Part III, §1.1 Introduction		Would NCTA consider CCaaS and CRM tooling in NTP1	<p>Yes - NTP1-B. Refer to RFP Part III, Section 1.1 Introduction, Table III-1: Project Notice to Proceed Summary.</p>

#	Page	Section	Section Description	Proposer Question	NCTA Response
26		Part III, §1.1 Introduction		Can you please explain how CCaaS comes under NTP2 ?	Please refer to RFP Part III, Section 1.1 Introduction, Table III-1: Project Notice to Proceed Summary for descriptions of Scope by NTP. NTP2 will include the integration into the TISDSR system and must include CCaaS solutions and Case Management.
27	I-3 to I-5	Part III §1.4 Customer Service Center Operations	NTP1-A Scope / Pass-Through Contracts	The RFP states the Contractor will assume 'oversight of all third-party contracts and pass-through services currently managed by the existing operations contractor.' Can NCTA provide a complete schedule of all current pass-through service contracts — including vendor name, service description, annual cost, contract expiration date, and whether each is assignable or will require a new agreement with the incoming contractor?	Refer to RFP Attachment H: Typical Pass-Through . Anticipated costs are provided in this attachment. Actual contracts will be provided to the top-ranked proposer during the BAFO process.

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28	III-5 to III-6	Part III, §1.4 Customer Service Center Operations §1.5 Contact Center Technology KPI LD-CC1	NTP1-A Inherited Phone System	The RFP states the Contractor will continue to use NCTA's existing phone system and IVR during NTP1-A. Can NCTA confirm: (a) the name and vendor of the current phone system and IVR platform, (b) the current contract term and monthly cost, and (c) whether the current system supports omnichannel routing (chat, email, SMS) or is voice-only?	a. Refer to RFP Attachment H: Typical Pass-Through Items . b. Refer to RFP Attachment H: Typical Pass-Through Items . c. Current system only supports voice for NTP1-A.
29	III-119 to III-122	Part III, §1.5 Contact Center Technology REQ 629; REQ 703; REQ 727	Proprietary Dialer Acceptability	The RFP requires the Contractor to design and implement a new phone system and IVR/IVA under NTP1-B. If a Proposer's existing proprietary dialer platform already satisfies REQ 703-742 requirements and is Azure-compatible and PCI-DSS compliant, is NCTA willing to accept that platform as the proposed phone system — or does NCTA require a commercial off-the-shelf (COTS) CCaaS product as the primary telephony solution?	NCTA currently uses a PCI compliant solution using Ring Central for the Phone and IVR. It does not currently enable expanded CCaaS features required for NTP1-B.

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30	III-5 to III-6	Part III, §1.5 Contact Center Technology Apache Kafka; Red Hat 3Scale	Kafka & API Integration Architecture	NCTA's integration stack includes Red Hat 3Scale for API management and Apache Kafka for messaging. For the CCT solution under NTP1-B: (a) Will the Contractor's CCaaS platform need to publish or consume Kafka topics directly, or only interact with 3Scale-managed REST endpoints? (b) What Kafka topic schemas are available for customer account events, transaction updates, and case notifications?	a. Under NTP1-B, CCaaS will integrate with existing BOS API. Refer to RFP Attachment I: BOS Telephony APIs . NCTA's integration stack includes Red Hat 3Scale for API management and Apache Kafka for messaging, applies only to NTP2. No, all interactions with CCaaS would be via APIs. b. There are no interactions with Kafka topics. All interactions will be through APIs.
31	III-5 to III-6	Part III, §1.5 Contact Center Technology Attachment I: BOS Telephony APIs	API Completeness & Sandbox Availability	Does Attachment I (BOS Telephony APIs) represent the complete and final API surface the NTP1-B CCT solution must integrate with? Specifically: (a) Are there any known API gaps or planned BOS API changes before NTP1-B integration begins? (b) Will there be a formal API freeze date before design begins? (c) Is the 3Scale API management layer accessible to the Contractor for testing via a sandbox environment before Go-Live?	a. There will be no changes to the BOS for NTP1-B. b. Yes, there will be a formal API freeze. c. Yes, this applies to NTP2 only and will be available after NTP2 is issued.

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32		Part III, § 2 Project Management		In our experience, maintaining institutional knowledge during transition is critical to operational success. Has NCTA developed an approach to enable early engagement with incumbent staff to support knowledge transfer?	It is up to the Proposer to present a transition approach for incumbent staff. Refer to RFP Part III, Section 2.3 Project Planning and Schedule and Section 2.4.3 Acquiring Incumbent Staff .
33		Part III, § 2.4 Personnel		Is there a minimum or maximum number of operators and supervisors?	No. The RFP does not specify a minimum or maximum number of operators or supervisors; staffing levels are to be proposed by the Contractor and must meet the Contract requirements. Refer to RFP Part III: Section 2.4.2 Staffing Requirements, Section 3.4.4 Staffing Plan, Section 4.2.1 Contact Center Staffing and Management, and Section 4.2.2 Walk-In Center Staffing and Management.
34		Part III, § 2.4 Personnel		What is the required degree of dedication for the call center? (Can the call center work on other contracts at the same time as this one)?	Refer to RFP Part III, Section 2.4.1.1 General Requirements, Requirement No. 59 .
35		Part III, § 2.4 Personnel		What is the required degree of dedication for the operators? (Can the operators assigned to this contract work on others at the same time as this one)?	Refer to RFP Part III, Section 2.4.1.1 General Requirements, Requirement No. 59 .

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36		Part III, § 2.4 Personnel		Key Personnel - is the expectation that the Program Manager and Business Manager will work from the NCTA HQ building?	Per this Addendum 1, RFP Part III, Section 2.4.1.1 General Requirements, Requirement No. 58 has been updated to address this question.
37		Part III, § 4.2.3.7 Case Management		Is there currently a case management platform that is connected to BOS?	The case management system is a solution within the current Backoffice System to be utilized by the Operations contractor until NTP2.
38		Part III, § 4.2.6.9 Reciprocity & Interoperability		Are there current warm handoffs to other agencies?	No
39		Part III, § 5 Technology		What is the minimum required total call capacity?	Refer to RFP Part III Section 5.1.4.1 Telephony Services, Requirement No. 704 and Attachment D: Operational Statistics .
40		Part III, § 5 Technology		What is the minimum simultaneous inbound call capacity?	Refer to RFP Part III Section 5.1.4.1 Telephony Services, Requirement No. 704 and Attachment D: Operational Statistics .
41		Part III, § 5 Technology		Is there a separate section for proposing AI channels for agents to use? I.e. AI capability	Refer to RFP Part III, Section 5 Technology . It is incumbent on the Proposer to include any/all AI capabilities they will bring to the solution and scope and price the tools and support accordingly.

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42	III-137 to III-138	Part III §5.1 Technology Approach REQ 824; REQ 826	Azure Cloud Hosting Requirement	REQ 824 requires all solutions to be cloud-hosted and Azure-compatible. If a Proposer's existing telephony platform is hosted on a different cloud provider (e.g., AWS or GCP) but communicates with NCTA's Azure-hosted BOS via secure API, does it satisfy REQ 824 — or does REQ 824 require the Contractor's CCT solution itself to be hosted within an Azure tenant?	Yes, it satisfies the requirement if the solution is compatible to NCTA's Azure-hosted BOS.
43	III-172	Part III, §5.1 Technology Approach KPI PT-T4	System Responsiveness Test Conditions	a. KPI PT-T4 requires system responsiveness of ≤2 seconds under 'controlled conditions using approved analytic tools.' Who defines the controlled test conditions — NCTA or the Contractor — and are they documented in a Test Plan template? Will the test simulate peak concurrent user loads, or only baseline loads? b. Who provides and operates the approved analytic tools?	a. Refer to RFP Part III, Section 3.5.5 Testing Documentation, Requirement No. 195 . b. It is the Proposer's responsibility to provide and operate analytic tools. Refer to RFP Part III, Section 2.2 Project Management Approach-Requirement No. 15 .

#	Page	Section	Section Description	Proposer Question	NCTA Response
44	III-119	Part III, § 5.1.1 General Requirements REQ 629; REQ 631 § 5.1.6 Chat/Chatbot REQ 780	Social Channel Definition	a. For the omnichannel requirement in REQ 629, does 'social' refer to a specific social media platform (e.g., Facebook Messenger, X/Twitter DMs), or any social-channel integration NCTA designates? b. Which channels are currently active in NCTA's operations (voice, chat, email, SMS, social) versus which are aspirational targets for NTP1-B or NTP2?	a. Yes, RFP Part III, Section 5.1.1 General Requirements, Requirement No. 629 does include social media. b. Current channels include Voice for phone system, and SMS/email are part of the current BOS.
45	III-170	Part III, § 5.1.4 Telephony Services, Phone System and IVA KPI PT-CC1-B	Scheduled Callback KPI Likelihood	KPI PT-CC1-B (Scheduled Callback Wait Time) is listed as a 'potential KPI to be finalized in negotiations.' What is the probability this KPI will be included in the final contract, and can NCTA share the preliminary target metric? Will this KPI apply to the NTP1-A inherited phone system or only to the NTP1-B system the Contractor implements?	A KPI regarding callback wait time will be included, however, the exact metric will be determined according to the proposed solution.
46		Part III, § 5.13 Case Management Tool		Can NCTA elaborate on its vision for case management within the future operating model, including how it is expected to integrate with core systems and support end-to-end customer resolution?	The Proposer is responsible for selecting a Case Management process and system, which can integrate open API specifications. Refer to RFP Part III, Section 5.13 Case Management Tool for additional details.
47		Part III, § 7 KPIs		What percentage of inbound calls must be answered by a live operator?	It is incumbent on the Proposer to determine this answer based on their experience with the expectation of meeting KPIs.

#	Page	Section	Section Description	Proposer Question	NCTA Response
48		Part III, § 7 KPIs		What is the maximum percentage of calls that can be terminated by the caller without resolution?	Refer to RFP Part III, Section 7.2 Point Assessment KPIs – specifically, KPI: PT-QA2 Contact Resolution Efficiency.
49		Part III, § 7 KPIs		What is the maximum wait time?	Refer to RFP Part III, Section 7.2 Point Assessment KPIs , specifically - KPI: PT-CC1-A Wait Time for Incoming Calls KPI: PT-CC1-B Wait Time for Scheduled Call Backs KPI: PT-CH1 Wait Time Live Chats
50	III-163	Part III, §7.1.4 Customer Service KPI LD-CS1	WIC 30-Minute SLA Measurement	KPI LD-CS1 requires 100% of walk-in customers to be served within 30 minutes of arrival, every day. How is 'arrival' defined — is it the timestamp when the customer joins a physical queue, the time they sign in at a kiosk, or the time they are formally assigned a service number? And what constitutes 'served' — the start of a transaction, or the completion of the customer's request?	Currently, it's a manually tracked process which defines arrival from when the customer walks in the door and is greeted until the time they are served at the window. Intent is to get a more automated process to track the customer productivity and efficiency.

#	Page	Section	Section Description	Proposer Question	NCTA Response
51	III-90 to III-92	Part III, §7.2.5 Quality Assurance KPI PT-QA3	QA Scoring Model Baseline	KPI PT-QA3 (Customer Contact Quality Audit) states the quality scoring model is 'subject to determination in negotiations.' Can NCTA share the current quality scorecard or evaluation rubric used by the existing operations contractor, including the categories scored, point weighting, and definition of an automatic critical failure? If the current rubric is not available, can NCTA share the minimum dimensions it expects the scorecard to cover?	Per this Addendum 1, these scorecards have been provided as a new Attachment which is named Attachment O: Quality Scorecard Examples . Note: Reference the latest version of the Attachments file on the NCTA Connect Site .
52		Part III, §7.2.5 Quality Assurance		What percentage of calls must be resolved without a transfer, second call, or a return call?	Refer to RFP Part III, Section 7.2.5 Quality Assurance – KPI PT-QA2 Contact Resolution Efficiency.
53		Part IV, §1.1 Content of Technical Proposal		Administrative question on RFP content: Can NCTA confirm whether items such as cover sheets, dividers, or appendices are included in the page count requirements outlined in the RFP?	Per this Addendum 1, RFP Part IV, Section 1.1 Content of Technical Proposal, Table IV-1: Technical Page Limitations has been updated to address this question.

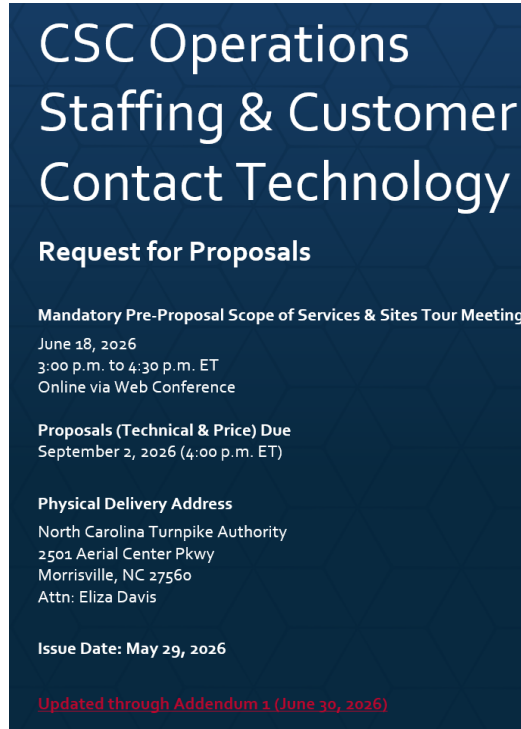
#	Page	Section	Section Description	Proposer Question	NCTA Response
54		Part IV, §2 Price Proposal Submission Instructions		Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?	Proposers must comply and complete Exhibit G: Pricing Forms & Instructions for fee submittal.
55		Attachment D: Operational Statistics		What was your average monthly call volume over the past year?	Refer to RFP Attachment D: Operational Statistics -Call Center Stats -Total Calls Received.
56		Attachment D: Operational Statistics		What is the current average wait time for phone calls?	Refer to RFP Attachment D: Operational Statistics -Call Center Stats -Avg Speed to Answer.
57		Attachment D: Operational Statistics		What is the current average handle time for phone calls and other types of communications?	Refer to RFP Attachment D: Operational Statistics -Call Center Stats – AHT.
58		Attachment D: Operational Statistics		Over the past year, what is the percentage of calls received in English versus non-English?	Refer to RFP Attachment D: Operational Statistics -Call Center Stats-Spanish Queue.
59		Attachment D: Operational Statistics		Over the past year, what percentage of calls received were in Spanish?	Refer to RFP Attachment D: Operational Statistics -Call Center Stats-Spanish Queue.
60		Attachment D: Operational Statistics		Will existing call volumes on the incumbent system be provided?	Refer to RFP Attachment D: Operational Statistics -Call Center Status-Total Calls Received.

#	Page	Section	Section Description	Proposer Question	NCTA Response
61				What is the current number of seats for operators and supervisors at your existing call center?	<ul style="list-style-type: none">• 74 seats at NCQP CSC Rocky Mount• 108 seats at NCQP CSC Winston-Salem

Section B: Official revisions to the CSC Operations Staffing & Customer Contact Technology RFP

REVISIONS: Following are the revisions to the RFP documents (Deletions are shown in red text strikeout mode and additions are in red underlined text).

1. The **Cover Page** of the RFP document has been modified as follows:



2. RFP Part I, Administrative, **Section 3. Procurement Schedule**, *Table I-1: Procurement Schedule*, has been modified as follows:

Milestone	Responsibility	Date
RFP Issued	NCTA	May 29, 2026
Registration Due for the Mandatory Pre-Proposal Scope of Services & Sites Tour Meeting	Proposer	June 18, 2026 (1:00 PM ET) Interested parties are required to register for the meeting using the Microsoft form provided in Part I, Section 2.1.1.
Mandatory Pre-Proposal Scope of Services & Sites Tour Meeting	NCTA	June 18, 2026, from 3:00 PM – 4:30 PM ET The meeting will be held online via web conference. The meeting may be recorded by <u>NCTA</u> and all attendees must state name so the company may be counted as present. See further details below.
Proposer Questions Due	Proposer	July 2, 2026 <u>July 16, 2026</u> (4:00 PM ET)

3. RFP Part II, Documentation References, Section 2. List of Attachments, has been modified as outlined below.

- a. **NOTE:** The new **Attachment O: Quality Scorecard Examples** can be found by downloading the new Attachments file on the [NCTA Connect Site](#).

Attachment ID	Attachment Name
M	RTM Baseline Sample
N	Current Lease Agreements for NCTA Facilities
<u>O</u>	Quality Scorecard Examples

4. RFP Part III, Scope of Work and Requirements, **Section 2.4.1.1 General Requirements**, *Requirement No. 58*, has been modified as follows:

REQ. No.	Requirement Description
58.	<p>The Contractor shall provide a management team comprised of the below five (5) Required Personnel positions that are fluent in English:</p> <ul style="list-style-type: none"> a. Program Manager- The Program Manager shall be responsible for the overall planning, coordination, and execution of CSCO. This includes oversight of personnel, performance management, service delivery, compliance with contractual requirements, and implementation of process improvements to ensure efficient, high-quality customer service. This position shall work from NCTA Headquarters 1-2 days/week and the remaining at an NCQP facility. Office space is provided by NCTA. b. Business Manager- The Business Manager is responsible for overseeing the business operations of the program, including financial performance, cost control, resource planning, and contractual compliance. This role ensures that KPIs are achieved, risks are managed, and reporting requirements are met, while supporting strategic decision-making and continuous improvement. This position shall work from the same location as their staff. This is currently the NCTA Headquarters. Office space is provided by NCTA. c. CSCO Managers- The two (2) CSCO Managers are responsible for the overall leadership, performance, and operational success of the NCQP CSCs and WICs. This role oversees daily operations, manages staff and supervisors, drives performance metrics, and ensures efficient work environments. These positions shall work from the NCQP CSCs. d. Technology Manager- The Technology Manager is responsible for the overall implementation, delivery, and ongoing oversight of technology activities for the CCT solutions. Serving as the Contractor's single point of accountability, this role manages day-to-day planning, coordination, execution, and control, while ensuring successful delivery, hyper-care support, and knowledge transfer through Project Closeout. This position shall work from the NCTA Headquarters.

5. RFP Part III, Scope of Work and Requirements, **Section 3.5.2.1 Original Detailed Design Document**, *Requirement No. 170*, has been modified as follows:

REQ. No.	Requirement Description
170.	<p>The Contractor shall be responsible for developing a Detailed Design Document (DDD) which outlines the As-Intended To-Be Design of the expected solution. This document shall include:</p> <ul style="list-style-type: none"> a. Descriptions and visual representations, where applicable, of all codes, data flows, integrations, sequence diagrams and solution behavior, b. System overview (high level system description) and system architecture (software tools, middleware and hardware configuration), e-c. Storage and <u>sizing</u> analysis, f-d. System access, network design and data security methodologies, g-e. All software components provided by Contractor or third-party, h-f. Database architecture and replication approach supporting high availability requirements, and i-g. Complete Bill of Materials (BOM), including hardware, software and support/maintenance agreements.

6. RFP Part III, Scope of Work and Requirements, **Section 4.2.3.4 Payments**, *Requirement No. 371*, has been modified as follows:

REQ. No.	Requirement Description
369.	The Contractor must maintain strict compliance with all applicable regulatory and security standards, including but not limited to PCI-DSS (Payment Card Industry Data Security Standard) certification and SOC 2 Type 2 audits.
370.	The Contractor shall be responsible for timely, accurate and secure processing of all payment types.
371.	<p>Any payment processing Services provided by the Contractor shall be secure, compliant, and fully integrated to support customer transactions across all customer contact channels; including but not limited to:</p> <ul style="list-style-type: none"> a. Inbound and outbound call centers b. WICs c. IVR/IVA systems d. Web portals and mobile applications e. Lockbox exceptions services

7. RFP Part III, Scope of Work and Requirements, **4.3.4.6 Contractor Corporate-Internal Network Management**, *Introductory paragraph*, has been modified as follows:

4.3.4.6. Contractor Corporate-Internal Network Management

~~The Contractor will be fully responsible for procuring, configuring, and maintaining any administrative software required to operate their business and support the contact center environment.~~ While the BOS contractor is responsible for providing all workstations for the BOS, the Contractor shall provide the equipment for their staff ~~in order to~~ support Contractor-related work external to NCTA's NC Quick Pass Program. The cost of this equipment and software shall not be processed by the Contractor as pass-through expenses and as such will not be reimbursed by NCTA.

8. RFP Part III, Scope of Work and Requirements, **4.3.4.6 Contractor Corporate-Internal Network Management**, *Requirement No. 539*, has been modified as follows:

REQ. No.	Requirement Description
539	<p><u>The Contractor will be fully responsible for procuring, configuring, and maintaining any administrative software required to operate their business and support the contact center environment.</u></p> <p>This includes, but is not limited to:</p> <ol style="list-style-type: none"> Time Management and Scheduling Tools: Applications for tracking employee hours, attendance, and shift scheduling beyond the CCaaS and WFM solution. Email and Messaging Platforms: Systems for internal and external communication, including email servers, instant messaging, and collaboration tools. Productivity Suites: Software such as Microsoft Office or equivalent for document creation, reporting, and presentations. Collaboration and File Sharing Tools: Platforms for team collaboration, <u>conferencing</u>, and secure file exchange (e.g., SharePoint, Teams, or similar). Corporate Knowledge Management Tools: Systems for maintaining internal documentation and training materials outside of the customer-facing knowledge base. <p><u>Note:</u> These systems and access must remain compliant with all NCTA security protocols and requirements.</p>

9. RFP Part III, Scope of Work and Requirements, **5.2.4.1 System Maintenance, Requirement No. 927**, has been modified as follows:

REQ. No.	Requirement Description
General Scope of Maintenance	
927	<p>The Contractor shall manage O&M activities, as documented in the Approved Maintenance and Support Plan (see Part III, Section 3.5.8.), including 24x7x365 end-to-end maintenance across all CCT solutions and systems, including but not limited to:</p> <ul style="list-style-type: none"> • <u>a.</u> Monitoring and alerting • <u>b.</u> Incident response and management • <u>c.</u> Preventative and corrective care • <u>d.</u> Patching and version control management • <u>e.</u> Performance optimization, • <u>f.</u> configuration <u>Configuration</u>/change management, • <u>g.</u> Roles management • <u>h.</u> Security management • <u>i.</u> Adherence to PCI and SOC II Type 2 compliance

10. RFP Part III, Scope of Work and Requirements, **7.2 Point Assessment KPIs, KPI 7.2.1 in Table III-8: Point Assessment-Applicable KPIs**, has been modified as follows:

7.2.1 CONTACT CENTER					
PT-CC1-A	Wait Time for Incoming Calls	The time from when the customer selects the option to speak to an Agent and the Agent answers the call (includes incoming calls and virtual holds).	Average of all calls answered in 60 seconds or less (includes incoming calls and virtual holds).	<u>Monthly Time:</u> - From 61 sec to 120 sec = 5-point assessment - From 121 sec to 179 sec = 10-point assessment - Greater than 179 seconds = 15-point assessment	- Phone System; - Average measured monthly; - Points assessed monthly
PT PT-CC1-B	Wait Time for Scheduled Call Backs	<i>Potential KPI – Not finalized at the time of issuance and will be evaluated during negotiations and the BAFO process to determine applicability and necessity.</i>			
PT-CC2	Call Abandonment	Overall percentage of <u>calls that abandon</u> after waiting 60 seconds.	No greater than 2.5%	<u>Monthly Percentage:</u> - From 2.6% to 3.0% = 1-point assessment - From 3.1% to 3.5% = 3-point assessment - From 3.6% to 4.5% = 5-point assessment - From 4.6% to 5.5% = 10-point assessment - Greater than 5.5% = 15-point assessment	- Phone System; - Percentage measured monthly; - Points assessed monthly

11. RFP Part III, Scope of Work and Requirements, 7.2 Point Assessment KPIs, *KPI 7.2.5 in Table III-8: Point Assessment-Applicable KPIs*, has been modified as follows:

PT-QA3	Customer Contact QA	Measures customer interactions for accuracy quality and compliance with SOPs and that interaction is properly documented as required. This includes every customer interaction categorization (i.e. case management, calls, chats, etc.).	Subject to determination as part of contract negotiations	<p>Contractor <u>to submit</u> a recommended process and a 15-point assessment scale will be established for a monthly measurement between NCTA and the Contractor based on the following:</p> <ul style="list-style-type: none"> -Utilizing a weighted scoring model with clearly defined point values and performance thresholds. -Establish a minimum acceptable quality score target (e.g., 90% or greater), subject to NCTA Approval. -Define criteria for automatic critical failures (e.g., compliance violations, data security breaches). <p><u>Example-Monthly Percentage:</u> 99.9% to 98.0% = 1-point assessed 97.9% to 97.0% = 3-point assessment 96.9% to 95.0% = 5-point assessment 94.9% to 93.0% = 10-point assessment Less than 93.0% = 15-point assessment</p>	<p>Subject to determination between NCTA and the Contractor.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> - Measured and reported through QA audits and NCTA compliance reviews; - Rate measured monthly; - Points assessed monthly - Refer to Attachment O: Quality Scorecard Examples
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12. RFP Part IV, Proposal Content, **Section 1.1 Content of Technical Proposal** and *Table IV-1 Technical Proposal Page Limitations*, have been modified as follows:

1.1. Content of Technical Proposal	
<p>Proposals shall be prepared simply and economically, providing a <u>straightforward, concise</u> description of the Proposer's ability to meet the Requirements of the RFP. Page limitations are defined in Table IV-1 below. Assigned page limits EXCLUDE all <u>page dividers (blank)</u>, tables of content, list of tables, or list of figures. Proposers shall use Times New Roman 12-point font. Portions of the Proposal that are excluded from page limitations are shown below in Table IV-1.</p>	
Table IV-1: Technical Proposal Page Limitations	
Technical Proposal Sections to be Completed by a Proposer	Page Count Limitations
A. Exhibit C : Proposal Cover Sheet	Exhibit C 1 page
B. Cover Letter	Up to 1 page
C. Executive Summary	Up to 2 pages
D. Proposal Section 1: Firm Qualifications	Limited to 4 pages
E. Proposal Section 2: Operations Organizational Structure & Project Management	Limited to a combined total of 20 pages
F. Proposal Section 3: Approach to CSCO Management	
G. Proposal Section 4: Approach to CCT Solution(s) Design & Development	Limited to 12 pages
H. Proposal Section 5: Approach to Implementation & Transition (CSCO & CCT)	Limited to 10 pages
A-L Proposal Section 6: Approach to O&M and Continuous Improvement (CSCO & CCT)	Limited to 6 pages
H-J Proposal Section 7: Adherence to Part V, Terms and Conditions	No limitations
J-K Proposal Section 8: Forms & Submittals	No limitations
L Other Technical Proposal Submittals - Appendices	No limitations
<p>The Technical Proposal shall be submitted in the order defined below. Each lettered item designates a specific and separate section to be included in the Technical Proposal. <u>For the responses that require an Exhibit or Appendix to be submitted by the Proposer, the Exhibits and Appendices shall be included in Proposal Section 8 as outlined in Table IV-2.</u> The Proposer shall note in their written response whether each referenced Exhibit or Appendix has been provided.</p>	