

CSC Operations Staffing & Customer Contact Technology

Request For Proposals

Addendum No. 2

Issued 07/02/2026

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** and RFP Version 2.0 dated **06/30/2026**, 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
62	I-7 & V-30	Part I § 2 General Information Part V § 3.7 Other General Provisions	General question	In the absence of a bond requirement, does NCTA consider the KPI, LD, and insurance framework to be the primary performance security mechanism?	Yes.
63	I-19 to I-20	Part I §2.17 Proposer’s Bid Exhibit G Pricing Forms & Instructions	NCTA Budget Range / Plan of Finance	What is NCTA's estimated budget range or Plan of Finance for this contract? The 15% price deviation rule in Part I §4.2.2(c) requires Proposers to stay within 15% of the average of all compliant proposals — but without a budget reference, pricing is entirely speculative and the deviation rule creates a circular risk for all Proposers.	Confirming your understanding is correct. NCTA will not disclose the estimated budget range or Plan of Finance for this procurement. Proposers should submit their pricing based on their proposed approach, technical solution, and understanding of the project.

#	Page	Section	Section Description	Proposer Question	NCTA Response
64	I-12	Part I §2.19.4 Subcontracting Part III §1.4 Customer Service Center Operations	Post-Award Subcontractor Addition	For Proposers who do not currently have all subcontractors identified: can subcontractors be added after contract award with NCTA written approval, or must all subcontractors be named and committed in the proposal? Specifically, if the Contractor identifies a technology integration partner after award, is that permissible with NCTA consent?	Proposers must include ALL subcontractors that will participate in this Contract in both their Technical Proposal and Price Proposal submission.
65	I-13	Part I §2.21 Insurance Requirements Part V §3.7.14 Limitation of Contractor's Liability	2.21 Insurance Requirements 3.7.14 Limitation of Contractor's Liability	Would NCTA please confirm whether Contractor liability is expected to align with the required insurance limits or exceed those levels?	No. The insurance requirements are separate from the Limitation of Contractor's Liability.

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66	IV-7	Part I §4.2.2 Price Review and Scoring Exhibit G Pricing Forms & Instructions	Exhibit G & F Excel File Availability	Exhibit G (Pricing Forms) is described as an Excel file 'paperclipped' to the Exhibits PDF. Can NCTA confirm that the working Excel version of Exhibit G is available for download on the NCTA Connect portal? If not, how do Proposers obtain the editable Excel file? The same question applies to Exhibit F (Technology Conformance Matrix).	<p>Confirming that Exhibits F and G are available for download.</p> <p>To access all paperclip attachments, you will need to download the Exhibits PDF file and open it in Adobe Acrobat. Once opened, select the paperclip (attached files) icon in the navigation pane to view the list of attached files.</p> <p>The working Excel versions of Exhibit F and Exhibit G are included within the Exhibits PDF file as paper clips / attached files.</p>
67	IV-10	Part I §4.2.2 Price Review and Scoring Part IV §2 Price Proposal submission Instructions Exhibit G Pricing Forms & Instructions	Pass-Through Pricing Methodology vs. Prohibited Assumptions	<p>a. The Price Proposal must not contain any 'assumptions.' If the Contractor needs to flag a pricing dependency — for example, that pass-through costs are priced based on the information available at proposal submission and will be adjusted to actuals at contract execution — is this considered a prohibited 'assumption,' or is it acceptable as a pricing methodology note?</p> <p>b. Where is the line between a prohibited assumption and a permissible pricing clarification?</p>	<p>a. Prohibited. For the Price Proposal submission, Proposers are required to submit only the completed pricing sheets in accordance with Exhibit G: Pricing Forms & Instructions. A written narrative should not be included with the Price Proposal. Accordingly, pass-through costs should not be separately described or detailed.</p> <p>b. Pricing clarifications should not be submitted with the Price Proposal. If clarification is needed, NCTA will issue a Request for Clarification after Price Proposals have been submitted and reviewed.</p>

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68	V-1	Part I §5.1 Notice of Award Part V Contract Terms	Price Escalation Over Contract Term	The contract term is 5 years from NTP1 Go-Live with two 3-year optional extensions. Will pricing submitted in Exhibit G be locked for the full initial term and optional extensions, or will there be a mechanism for annual rate adjustments — such as a CPI-based escalation clause, labor market reopener, or technology licensing cost pass-through?	Refer to RFP Part IV, Section 2.1 Content of Price Proposal and Exhibit G: Pricing Forms & Instructions (o-Instructions tab). Pricing for all Contract Years should be all inclusive, excluding pass-throughs.
69	III-73	Part III §1.4 Customer Service Center Operations §3.4.4 Staffing Plan	NTP1-A Scope / Staffing Plan	<ul style="list-style-type: none"> a. What is the current total headcount at each of the four facilities — Rocky Mount CSC, Winston-Salem CSC, Monroe WIC, and Charlotte WIC — broken down by role (call center agents, production/back-office agents, team leads, supervisors, and managers)? b. Additionally, what are the current wage rates or salary bands for each role at each location? 	<ul style="list-style-type: none"> a. Refer to RFP Part III, Section 2.4 Personnel. The Proposer should provide their best effort 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. b. NCTA will not be providing this information.

#	Page	Section	Section Description	Proposer Question	NCTA Response
70	III-119	Part III §1.5 Contact Center Technology §5.1 Technology Approach REQ 629	Omnichannel Phasing Flexibility	REQ 629 requires a 'unified omnichannel solution covering voice, chat, email, SMS, social, and notifications.' Does the sequencing flexibility in the RFP permit a Proposer to deliver omnichannel capabilities incrementally across NTP1-B (e.g., voice and IVR first, then chat and SMS, then social) rather than requiring all channels to be live simultaneously at NTP1-B Go-Live?	It is incumbent upon the Proposer to suggest the most effective, cost-efficient, and high-quality approach to meet or exceed this Contract's Key Performance Indicators (KPIs) within the guidelines of NTP1-A, NTP1-B and NTP2, as defined in RFP Part III, Section 1.1 Introduction, Table III-1: Project Notice to Proceed Summary.
71	III-8 V-3	Part III § 1.7 Key Performance Indicators Part V § 1.3 Key Performance Indicators and Invoice Adjustments	Sections in their entirety	Would NCTA please confirm whether liquidated damages (LDs) are intended to be the sole and exclusive remedy for performance-related failures and whether actual or consequential damages may also apply?	Refer to RFP Part V, Section 1.3.1 Liquidated Damages (Invoice Adjustment) and Section 1.3.2 Actual Damages.

#	Page	Section	Section Description	Proposer Question	NCTA Response
72	III-164 to III-165	Part III §3.1 Documentation Schedule KPI LD-M1	Monthly Compliance Package Definition	KPI LD-M1 requires the Monthly Compliance Package to be submitted within 10 Business Days after month-end. Can NCTA provide the exact list of reports, data files, and certifications that constitute a 'complete' Monthly Compliance Package, along with the format and system (e.g., SharePoint, portal, email) through which it must be submitted?	Refer to RFP Part III, Section 3.7 Reports, Requirement No. 296 and RFP Part III, Section 3.2.1 Global Requirements, Requirement No. 88 .
73	III-101 to III-103	Part III §3.4.2 Continuous Improvement Plan KPI LD-OA1	Operational Acceptance Criteria	KPI LD-OA1 states the Contractor must achieve Operational Acceptance within 3 months from the start of the OOP. Can NCTA define the specific criteria for Operational Acceptance — what must be true, measured, or demonstrated for NCTA to formally issue an Acceptance notice? Is there a documented Operations Acceptance checklist or scoring threshold?	Refer to RFP Part III, Section 4.3.3.2 Operational Acceptance for requirements that must be satisfied to receive OOP acceptance. There is no formal checklist provided with the RFP. The Contractor is responsible for developing a checklist that can be used for validation of requirements.

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74	I-3 to I-5	Part III §3.4.4 Staffing Plan §4.2 Operations Approach	New Toll Road Scope Expansion	<p>Several new NCTA toll projects are under construction, including Complete 540 Phase II and I-77 Express Lanes South.</p> <p>a. Does this contract include customer service operations for these new roads as they open, or does the scope cover only currently operational facilities?</p> <p>b. If new roads are added during the contract term, will staffing and technology scope expansions be treated as contract modifications or handled under existing unit pricing?</p>	<p>a. The Contract, inclusive of pricing, covers operational services and technologies for existing and future roads.</p> <p>b. The RFP, including pricing model, is structured to accommodate growth.</p>
75	III-73 To III-75	Part III §3.4.4 Staffing Plan	Current Agent Attrition Rate	<p>What is the current agent attrition rate at each facility over the past 12 months? And what is the current average agent tenure? These metrics help Outcess propose a realistic retention strategy and accurately model recruitment and training costs in Exhibit G.</p>	<p>It is incumbent on the Proposer to determine a retention strategy, recruitment and training, and anticipated costs based on their experience.</p>

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76	III-163 to III-164	Part III §4.1 General Requirements KPI LD-CC1	Approved Hours Exceptions / Holiday Schedule	<p>a. The RFP requires 100% staffing availability Monday–Friday 9AM–5PM and Saturday 9AM–2PM at all contact channels. Are there any existing NCTA-approved exceptions to these hours — for example, state government holidays, facility closures, or emergency closure procedures?</p> <p>b. What is the formal process for requesting and obtaining NCTA approval for a temporary unplanned closure?</p>	<p>a. See RFP Part III, Section 2.1, Requirement #4 for the holidays observed by the NCQP program.</p> <p>b. For facility closures and emergency closures, those procedures are to be determined in negotiations between the contractor and NCTA, however, closure of a facility is to be approved by NCTA before action is taken.</p>
77	III-82 to III-83	Part III §4.2.3.7 Case Management KPI PT-P1 to PT-P4	Case Volume Breakdown by Type	<p>The RFP references approximately 17,000 cases per month.</p> <p>a. Can NCTA provide the current case volume breakdown by case type — specifically: account updates, NCTA disputes, I-77 disputes, interoperability cases, bankruptcy cases, and other categories?</p> <p>b. What percentage of each type are currently resolved within the KPI thresholds (2, 5, and 15 Production Days respectively)?</p>	<p>a. Please reference RFP Attachment D: Operational Statistics and Attachment K: List of Current Case Types & Topics.</p> <p>b. NCTA will not be providing this information.</p>

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78	III-5	Part III § 5.1.4.1 Telephony Services NTP1-A NTP1-B	NTP1-A to NTP1-B Telephony Cutover	At what point does NTP1-B telephony formally replace NTP1-A telephony — is there a defined cutover date or milestone, and is there an expectation of parallel operation of both systems during the NTP1-B transition? Who is responsible for costs during any parallel operation period?	It is incumbent on the Proposer to suggest the selection and use of CCT during NTP1-A, and NTP1-B as per RFP Part III, Section 1.1 Introduction, Table III-1: Project Notice to Proceed Summary . The current Phone system and IVR is a pass-through cost. The Proposer should detail out anticipated costs for their suggested solution and approach.
79	III-159	Part III § 7 Key Performance Indicators	7. Key Performance Indicators	Will Contractors be provided cure periods or remediation opportunities before LDs are applied for KPI failures?	As defined in RFP Part III, Section 7 Key Performance Indicators , there are no cure or remediation periods.
80	IV-3	Part IV §1.1 Content of Technical Proposal D. Proposal Section 1: Firm Qualifications Item 3(a)(b)	Reference Project Double-Counting Rule	The RFP requires at least 3 CSCO references and 2 CCT references from the past 5 calendar years. Can a single project reference count simultaneously toward both the CSCO requirement and the CCT requirement — meaning if the Proposer performed both contact center operations and implemented contact center technology on the same engagement, does that project satisfy one CSCO reference AND one CCT reference from a single Exhibit D submission?	Confirming yes to your question. RFP Part IV, Section 1.1.D (Item #3) of the RFP specifically states: “Proposers may use the same project reference for CCT experience and CSCO experience, if applicable.”.

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81	IV-2	Part IV §1.1 Content of Technical Proposal E. Proposal Section 2: Ops Org Structure & Project Management F: Proposal Section 3: Approach to CSCO Management Page Limits	Page Limit Scope for Charts & Diagrams	Sections 2 and 3 share a combined 20-page limit. Do organizational charts — whether embedded in the narrative or attached as separate figures — count toward this limit? Similarly, do schedule graphics, process flow diagrams, and tables count toward the page limit, or only narrative text?	To confirm, graphics, diagrams, and tables included within the narrative text do count toward the assigned page limit. As stated in the introductory paragraph of RFP Part IV, Section 1.1 , the assigned page limits exclude only blank page dividers, the table of contents, the list of tables, and the list of figures.
82	IV-3 to IV-4	Part IV §1.1 Content of Technical Proposal D. Proposal Section 1: Firm Qualifications Item 5 Appendix 1	Audited Financial Statements — In- Progress Audit	Appendix 1 requires audited financial statements for the past two consecutive fiscal years. If a Proposer's most recent audit has not yet been completed (e.g., FY2025 audit is in progress), is a draft audit, management-prepared financial statement, or CPA-reviewed statement acceptable as an interim submission? Will NCTA allow the final audited statement to be submitted as a supplement after the proposal deadline?	NCTA will not accept proposal supplements after the Technical and Price Proposal due date. As stated in RFP Part IV, Section 1.1.D (Item #5) – If a Proposer does not produce audited financial statements for the past 2 consecutive years, they shall submit any financial statements they do have, and any other information Proposers feels pertinent in establishing the financial stability.

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83	IV-6	Part IV §1.1 Content of Technical Proposal J. Proposal §7: Adherence to Part V, T&C	T&C Exceptions Section Format	Section 7 (Adherence to Terms and Conditions) requires Proposers to identify any proposed exceptions to contract terms. If the Proposer has no exceptions to any provision in Part V, is a single statement of full and unconditional acceptance sufficient — or does NCTA expect a section-by-section acknowledgment of each clause in Part V?	If the Proposer has no exceptions to any provision in RFP Part V , a single statement of full and unconditional acceptance is sufficient.
84	V-3	Part V § 1.3.1 Liquidated Damages (Invoice Adjustment)	Section in its entirety	Question a. Is there an overall cap on cumulative LDs or invoice adjustments over the contract term? Question b. If not, is NCTA open to establishing a reasonable cap?	a. Limitations are described as defined in RFP Part III, Section 7 KPI . b. See response to a. above.
85	V-3	Part V § 1.3.1 Liquidated Damages (Invoice Adjustment)	Section in its entirety	How does NCTA intend to apply liability for actual damages (e.g., revenue loss) in conjunction with LDs?	Refer to RFP Part V, Section 1.3.2 Actual Damages .

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86	V-22 & V-25	Part V § 2.6 Contract Termination Part V § 2.7 End of Contract and Transition	2.6 Contract Termination 2.7 End of Contract and Transition	Would NCTA please clarify the scope and compensation approach for transition support services upon termination or contract completion?	Refer to RFP Part V, Section 2.7 End of Contract and Transition : "Costs for such End of Contract Transition are included in the current Contract, and the Contractor shall perform such Work without additional compensation."
87	V-25	Part V § 2.6.3 Termination for Convenience Without Cause	2.6.3 Termination for Convenience Without Cause	In the event of termination for convenience, will compensation include reasonable wind-down costs, committed expenses, and transition costs?	As per RFP Part V, Section 2.6.3 : "In the event the Contract is terminated for the convenience of the NCTA, the NCTA will pay for all Work performed and products delivered in conformance with the Contract up to the date of termination. This is an incidental item within Part III, Scope of Work and Requirements, but without separate compensation."

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

This Addendum No. 2 has no revisions to the RFP materials.