

# CSC Operations Staffing & Customer Contact Technology

## Request For Proposals

### Addendum No. 3

Issued 07/10/2026

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
88	I-19	4.2.2 & 4.3	Adjusted Price — budget range disclosure	The adjusted-price evaluation references an “acceptable range” tied to the Engineer’s Estimate or NCTA’s Plan-of-Finance budget. Will NCTA disclose that estimated budget range or a not-to-exceed figure to support responsive, comparable pricing?	NCTA will not be providing this information. Refer to Addendum 02 response to Question #63.
89	I-21	4.4	Use-Case Demonstrations (subcontractor/partner)	Please confirm that capabilities delivered through a named subcontractor and/or technology partner may be demonstrated during the top-ranked use-case demonstrations, provided those capabilities are described in the written Technical Proposal.	NCTA confirms this understanding.
90	III-3	1.1	Scope of Work — NTP1 CCT components	Within NTP1, which CCT components may be deployed against the existing Back Office System (BOS)? Specifically, are CRM / agent-desktop and knowledge-base capabilities permitted under NTP1, or are CRM front-end functions reserved to NTP2 when the new BOS CRM front end is introduced with the TISDSR?	NTP1-A is intended for operational scope and transition. NTP1-B is intended to support any CCT components the Proposer will be integrating and deploying except for Case Management. The Proposer’s Case Management can only be deployed with NTP2.

#	Page	Section	Section Description	Proposer Question	NCTA Response
91	III-3	1.1, 1.5	NTP2 — TISDSR integration	Can NCTA provide the TISDSR integration specifications / API documentation, identify the TISDSR vendor if selected, and confirm the expected date the TISDSR will be available for integration testing, to support NTP2 and Case Management tool planning?	RFP Part III Section 1.1 Summary of Work, <i>Table III-1: Project Notice to Proceed Summary</i> defines the expected available dates. TISDSR vendor is Cognizant. TISDSR integration specifications/API documentation will be shared at the time of issuance of NTP2 and will support customer contact CCaaS.
92	III-4 / III-232	NTP2 / 5.1	TISDSR Integration / Technology Approach	Can NCTA provide the latest TISDSR implementation schedule, key milestones, and dependencies that may impact the Contact Center Technology implementation timeline?	RFP Part III Section 1.1 Summary of Work, <i>Table III-1: Project Notice to Proceed Summary</i> defines the expected available dates.
93	III-5	1.4-1.5; 5.1.4	Contact Center Technology — current environment	Will NCTA provide details of the current telephony, IVR, ACD, and Workforce Management environment (platform / vendor, license quantities, contract expiration, and assumable terms), given that the existing phone system service contract may be transferred to the Contractor as a pass-through under NTP1?	Regarding the Telephony, IVR and ACD: See Addendum 01 response to Questions #28 and #29.  Regarding Workforce Management: See RFP Part III, Section 5.1.2. Workforce Management, as it is incumbent on the Proposer to describe and define their approach to delivery of Workforce Management.

#	Page	Section	Section Description	Proposer Question	NCTA Response
94	III-5	1.5	Contact Center Technology — BOS integration	Beyond Attachment I: BOS Telephony APIs, can NCTA provide the complete current BOS Open API specifications and any available sandbox or test environment to support CCT design and integration planning under NTP1: Part B?	<p>Refer to Addendum 01, response to Question #31.</p> <p>The selected Proposer will be provided with detailed specifications/APIs at the time of NTP1 issuance.</p> <p>NCTA will provide an integration test environment for BOS and TISDSR integration validation. The Proposer will be responsible for other non-production environments, for development, functional and QA testing and UAT and training.</p>
95	III-18	2.3	Project Planning & Schedule	Beyond the activities identified in the RFP, Attachments, and Business Policies, are there any operational responsibilities currently performed by the incumbent Contractor that will transfer to the successful Contractor but are not explicitly documented within the solicitation?	The RFP defines the requirements for NCTA's Operations activities.
96	III-18/ Att. N	2.3 and Att N	Project Planning & Schedule Project Planning & Schedule / Att_N – Facility Leases	Will all operational facilities identified in Attachment N be fully available to the successful Contractor at Notice to Proceed, or should the Contractor anticipate a phased facility handover during transition?	The Contractor should anticipate a phased facility handover during transition.

#	Page	Section	Section Description	Proposer Question	NCTA Response
97	III-21	2.3.4	Acquiring Incumbent Staff	If current employees choose not to move to the new Contractor, does NCTA require any minimum standards for operational readiness, such as staffing levels or service stabilization milestones, during the time it takes to hire replacements?	Yes. Reference RFP Part III, Section 4.3. Operations Implementation and Section 4.3.1. Operational Readiness. The NCTA will not permit transition until Operational Readiness is achieved.
98	III-21	2.4.2–2.4.3	Staffing Requirements / Incumbent Staff	To support development of a realistic Staffing Plan and pricing, will NCTA provide current incumbent staffing levels by role and site, historical and projected contact volumes (calls, chats, emails, and walk-ins), and current service-level and average-handle-time data?	Refer to Addendum 01, for responses to Question #18 and Addendum 02 for response to Question #69.
99	III-22	2.4.3	Acquiring Incumbent Staff — compensation	To support good-faith incumbent retention and competitive compensation planning, can NCTA provide current incumbent wage and benefit ranges by role?	Refer to Addendum 02 for response to Question #69.

#	Page	Section	Section Description	Proposer Question	NCTA Response
100	III-52	Table III-1: NTP2: TISDSR Integration	TISDR Integration	In regard to this statement: "The Contractor shall develop a Case Management tool and transition all their technology solutions, as proposed, to NCTA's TISDSR system. The TISDSR will feature a new BOS Customer Relationship Management (CRM) front end", does this mean the initial Case Management tool will be replaced by the new BOS CRM solution once implemented?	See Addendum 02, response to Question to #46. The Proposer should include a case management solution as part of their proposal to be integrated in NTP2 as a replacement to the current BOS case management tool.
101	III-67	3.6.3	Access Control Matrix	Please identify the enterprise Identity Provider (Microsoft Entra ID, Active Directory, Okta, etc.) and SSO requirements.	The Active Directory is the current provider managed by the BOS provider and will remain for NTP1. Microsoft Entra ID will be the provider for NTP2.
102	III-67	3.6.3	Access Control Matrix	Will Multi-Factor Authentication be mandatory for all users or only privileged administrators?	Yes, Multi-Factor Authentication is mandatory.
103	III-68	3.7	Reports	Please identify any executive dashboards or operational KPI reports that are not expected to be delivered through the native Contact Center reporting platform.	It is incumbent on the Proposer to define and develop an appropriate and robust reporting solution that allows for KPI tracking and reporting and to support Operational support and Project management. KPI reports for case management and call center reports will be native until Proposer's solution is implemented.

#	Page	Section	Section Description	Proposer Question	NCTA Response
104	III-73 to III-86	4.2 / Att_C	Customer Service Center Operations / Att_C NC Quick Pass Business Policies	As we transition, what is the plan for handling open customer cases, investigations, disputes, and other ongoing work started by the current Contractor? Will all cases transfer to the new team right away, or will some stay with the current Contractor until they are finished?	Prior to transition, the current contractor will be responsible for managing the existing cases and closing those that are no longer under investigation. Any cases that are not closed will transition to the new contract for continued investigation and closure. Transitioning workload will be negotiated during BAFO.
105	III-104	4.3.4	Operations & Continuous Improvement	What ongoing optimization responsibilities are expected after Go-Live?	The Proposer is responsible for describing and defining their approach to optimization of the solutions that they are proposing, both before and after go-live. Refer to RFP Part III, Sections 3.5.8. Maintenance and Support Plan, 4.2.1. Contact Center Staffing and Management and 4.3.4. O&M and Continuous Improvement.
106	111-118	5.1	Technology Approach	Can NCTA confirm the expected implementation sequence between NTP <sub>1</sub> Part A, NTP <sub>1</sub> Part B, and NTP <sub>2</sub> for the Contact Center Technology solution?	Refer to RFP Part III, Section 1.1. Introduction, <i>Table III-1: Project Notice to Proceed Summary</i> which describes expected sequencing events.

#	Page	Section	Section Description	Proposer Question	NCTA Response
107	III-118	5.1.1	General Requirements	Please identify the incumbent Contact Center Technology platform, including telephony, IVR, workforce management, quality management, reporting, and digital engagement solutions.	<p>RFP Part III Section 1.1 Summary of Work, Table III-1: <i>Project Notice to Proceed Summary</i> defines the expected available dates.</p> <p>Regarding Telephony, IVR and ACD: See Addendum 01 response to Questions #28 and #29. It is the Proposer’s responsibility to scope for replacement of the WFM, Quality Management, Reporting and Digital Engagement Solutions as part of their response and approach.</p>
108	III-118	5.1.1	General Requirements	Will NCTA provide separate Development, Test, UAT, Training, and Production environments?	<p>The Proposer shall describe and supply the non-production environment(s) that will be used to support testing as defined in RFP Part III, Section 3.5.5. Testing Documentation, Requirement No. 194. The Proposer is responsible for non-production environments to support their SDLC needs for their proposed solutions.</p> <p>Additionally, refer to RFP Part III, Section 5.2.2.1. QA Manual &amp; Automated Testing, Requirement No. 862. And the response to Question #150 in this Addendum 03.</p>
109	III-119	5.1.1 General Requirements	Requirement #634	Does NCTA have an existing SIEM tool and security model that will be leveraged, or should Proposers include a SIEM tool?	Proposer to recommend SIEM tool in their solution.

#	Page	Section	Section Description	Proposer Question	NCTA Response
110	III-120	5.1.2	Workforce Management	Is Workforce Management expected to be implemented as part of NTP1 Part B or after TISDSR integration?	See response to Question #93 in this Addendum 03. The Proposer should scope workforce management tools with their response to support Operations NTP-1A. Additionally, refer to RFP Part III, Section 5.1.2. Workforce Management.
111	III-120	5.1.2	Workforce Management	Please provide the anticipated number of WFM users, supervisors, and planners.	It is incumbent upon the proposer to define their staffing needs as well as management of the system and the anticipated number of WFM users.
112	III-120	5.1.2	Workforce Management	Will historical workforce data be made available for forecasting and scheduling?	Please reference statistics provided in RFP <b>Attachment D: Operational Statistics</b> .
113	III-121	5.1.3	Case Management Tool	Is NCTA expecting the proposer to provide a native Case Management solution or integrate with an existing platform?	The Proposer is responsible for providing case management solution in NTP2.  Refer to RFP Part III, Section 5.1.3. Case Management Tool and refer to Addendum 01 response to Question #37.
114	III-121	5.1.3	Case Management Tool	Approximately how many customer cases are created annually?	NCTA currently opens approximately 17,000 cases a month.  Refer to RFP Part III, Section 5.1.3. Case Management Tool. Refer to RFP <b>Attachment K: List of Current Case Types &amp; Topics</b> for a list of the current Case types and topics being used in NCTA's existing BOS.

#	Page	Section	Section Description	Proposer Question	NCTA Response
115	III-121	5.1.3	Case Management Tool	Will Case Management be deployed only during NTP2 as described in the RFP?	See response to Addendum 01 response to Question #37. Also, refer to the response to Question #113 in this Addendum 03.
116	III-126	5.1.4.1	Telephony Services	Please identify the current telephony platform and SIP carrier(s).	
117	III-126	5.1.4.1	Telephony Services	Will NCTA retain its existing SIP provider, or should the proposer include carrier services?	Refer to RFP <b>Attachment E: RingCentral Specs.</b>
118	III-126	5.1.4.1	Telephony Services	Approximately how many DIDs and Toll-Free numbers require migration?	
119	III-126	5.1.4.1	Telephony Services	Please provide annual inbound, outbound, and peak busy-hour call volumes.	See Addendum 01 response to Question #18.
120	III-127	5.1.4.2	Phone System	Please provide the anticipated number of agents, supervisors, administrators, and technical users.	See Addendum 01 response to Question #33.
121	III-127	5.1.4.2	Phone System	Please provide the anticipated peak concurrent agent count.	See Addendum 01 response to Question #10.
122	III-127	5.1.4.2	Phone System	Will different user groups require different functionality or licensing levels?	Functionality and licensing will be based on Proposer's solution.

#	Page	Section	Section Description	Proposer Question	NCTA Response
123	III-127	5.1.4.2	Phone System	Approximately how many queues, skills, and routing profiles will be required?	It is incumbent on the Proposer to develop an efficient and appropriate skill-based routing profile to support their proposed solution and Operations model in order to meet all requirements including but not limited to multi-language. Today, NCTA is currently configured for 6 main menu options and 5 routing queues. Agents are configured into 12 different skill groups which support both inbound and outbound calls.
124	III-127	5.1.4.2	Phone System	Will callback and virtual hold capabilities be required?	Yes. It is incumbent on the Proposer to define and develop an appropriate and robust telephony solution that uses strong contact center features and functionality for enhanced customer experience. Refer to the requirements in RFP Part III, Section 5.1.4.3. IVR / IVA, and Section 7.2.1 KPI PT-CC1-A.
125	III-129	5.1.4.3	IVR / IVA	Please identify the current IVR platform.	See Addendum 01 response to Questions #13, #28 and #29.
126	III-129	5.1.4.3	IVR / IVA	Approximately how many IVR applications and call flows currently exist?	See Addendum 01 response to Questions #13, #28 and #29. Also, refer to Question#123 in this Addendum 03.

#	Page	Section	Section Description	Proposer Question	NCTA Response
127	III-129	5.1.4.3	IVR / IVA	Should existing IVR applications be migrated or redesigned?	It is incumbent on the Proposer to define and develop an appropriate and robust telephony solution whether it is using the existing IVR or redesigning/replace and propose the timing of the integration. Note that the existing API cannot be changed prior to NTP2 TISDSR integration. Please see the requirements in RFP Part III, Section 5.1.4.3. IVR / IVA and <i>Table III-1: Project Notice to Proceed Summary</i> for sequencing information.
128	III-129	5.1.4.3	IVR / IVA	Please identify all IVR self-service functions expected at Go-Live.	The RFP defines NCTA’s minimum requirements for IVR self Service in Part III, Section 5.1.4.3. IVR / IVA, Requirement #730. It is incumbent on the Proposer to describe and define the IVR/IVA self-service solution and functions they will utilize for Go Live as part of their Operational solution and approach. Please also refer to Part III, Section 1.1, <i>Table III-1: Project Notice to Proceed Summary</i> for sequencing information.

#	Page	Section	Section Description	Proposer Question	NCTA Response
129	III-129	5.1.4.3	IVR / IVA	Will multilingual IVR be required? If so, which languages?	Yes. It is incumbent on the Proposer to define their approach to meeting the Multilanguage requirement with Spanish being required. Refer to RFP Part III, Section 5.1.4.3. IVR / IVA (Requirement #731), Section 5.1.5. AI Components, and Section 4.2.1. Contact Center Staffing and Management (Requirement #329).
130	III-129	5.1.4.3	IVR / IVA	Is Natural Language Understanding (NLU) required in addition to DTMF?	Yes. Refer to RFP Part III, Section 5.1.5. AI Components.
131	III-129	5.1.4.3	IVR / IVA	Will secure PCI-compliant IVR payment processing be required?	Yes. Refer to RFP Part III, Section 5.1.4.3. IVR / IVA (Requirement #729).
132	III-130	5.1.5	AI Components	Which AI capabilities are mandatory for this procurement (Agent Assist, Virtual Agent, Summarization, Predictive Routing, Sentiment Analysis, etc.)?	The RFP represents NCTA's <u>minimum</u> requirements for the use of AI technologies. It is incumbent on the Proposer to define and develop an appropriate and robust AI solution based on the requirements defined. See RFP Part III, Section 5.1.5. AI Components.
133	III-130	5.1.5	AI Components	Will NCTA permit use of native AI capabilities provided by the Contact Center platform?	The Proposer may use any AI capabilities as long as it meets the NC State security standards, PII and compliance with PCI and SOC2 compliance requirements. Proposers to review all requirements including RFP Part III, Section 5.2.4.1 System Maintenance (Requirement #139 & #927). Also, refer to RFP Part III, Section 4.3.4.7 PCI and SOC Auditing.

#	Page	Section	Section Description	Proposer Question	NCTA Response
134	III-132	5.1.5.1	AI Model Retraining	Will historical interaction data be made available for AI model training?	It is incumbent on the Proposer to define their approach for the training and tuning of the AI model and tools. The Contractor will have access to all NCTA interaction data at NTP1.
135	III-132	5.1.5.1	AI Model Retraining	What governance and approval process will be required for AI model updates?	The Proposer shall use their change management procedures to govern all system updates. Refer to RFP Part III, Section 5.1.5.1. AI Model Retraining and Continuous Learning, Section, 3.5.8. Maintenance and Support Plan (requirement #218 & #223) and Section 3.5.10. Training Materials & Manuals (requirement #263).
136	III-133	5.1.6	Chat / Chatbot	Which digital engagement channels are required at Go-Live?	The RFP represents the minimum requirements for CCT. It is incumbent on the Proposer to define their approach to meeting the requirements and the integration and release timing to implement technology platforms and systems to improve efficiency and clarity with customer interactions.
137	III-133	5.1.6	Chat / Chatbot	Will chatbot conversations require seamless escalation to live agents with full interaction history?	Yes. Refer to RFP Part III, Section 5.1.5. AI Components and Section 5.1.6. Chat / Chatbot.

#	Page	Section	Section Description	Proposer Question	NCTA Response
138	III-134	5.1.7	Knowledge Base	Will NCTA provide an existing Knowledge Base, or should the proposer implement one?	NCTA does not currently utilize a formal Knowledge Base tool. It is incumbent on the Proposer to define their approach to meeting all requirements related to the Knowledge Base. Refer to RFP Part III, Section 5.1.7. Knowledge Base.
139	III-134	5.1.7	Knowledge Base	Approximately how many knowledge articles will require migration?	NCTA does not currently utilize a formal Knowledge Base tool. It is incumbent on the Proposer to define their approach along with any practical reuse of existing materials for the creation of knowledge articles.  Refer to RFP <b>Attachment C: NCQP Business Policies</b> and <b>Attachment F: Current List of SOPs</b> .
140	III-135	5.1.8	Integration to Other NCTA Systems	Will API specifications be made available during project initiation?	Refer to RFP <b>Attachment I: BOS Telephony APIs</b> . Additionally, refer to Addendum 01 response to Question #31 and the response to Questions #94 and #127 in this Addendum 03.
141	III-135	5.1.8	Integration to Other NCTA Systems	Will sandbox environments be available for integration development and testing?	NCTA will provide an integration test environment for BOS and TISDSR integration validation. The Proposer will be responsible for other non-production environments, for development, functional and QA testing and UAT and training.

#	Page	Section	Section Description	Proposer Question	NCTA Response
142	III-135	5.1.8	Integration to Other NCTA Systems	Please identify all supported integration methods (REST, SOAP, OpenAPI, MQ, Kafka, SFTP, etc.).	REST APIs using OpenAPI standards.
143	III-135	5.1.8	Integration to Other NCTA Systems	Will middleware or an Enterprise Service Bus (ESB) be available, or are direct integrations expected?	API management is provided by Red Hat's 3Scale, and messaging is facilitated by Apache Kafka topics.
144	III-135	5.1.8	Integration to Other NCTA Systems	What API performance and response-time expectations should proposers assume?	See KPI PT-T4 in RFP Part III. The systems shall respond within ≤2 Seconds (2,000 ms) regardless of interface.
145	III-135	5.1.8	Integration to Other NCTA Systems	Will TISDSR expose documented OpenAPI specifications before implementation begins?	Refer to Addendum 01 response to Question #31 and this Addendum 03 for the response to Questions #94, #127 and #140.
146	III-141	5.2.2	Testing	Will NCTA require automated regression testing for IVR, APIs, and digital channels?	The Proposer is to describe their quality assurance approach with regard to testing, including automation and regression testing suites and shall consider both manual and automated testing methodologies in support of unit, QA, regression, performance, and large-scale testing execution. Please refer to RFP Part III, Section 5.2.2.1. QA Manual & Automated Testing.
147	III-141	5.2.2	Testing	Will performance and load testing be required before Go-Live?	Yes. Please see RFP Part III, Section 3.5.5. Testing Documentation (requirement #197), Section 5.2.2.2. UAT (requirement #877), and Section 5.2.3.3. Transition (requirement #902).

#	Page	Section	Section Description	Proposer Question	NCTA Response
148	III-148	5.2.3.1	Integration	Will NCTA provide separate integration test environments for BOS, TISDSR, and other third-party systems?	Yes. NCTA will provide an integration test environment for BOS and TISDSR integration validation. The Proposer will be responsible for other non-production environments, for development, functional and QA testing and UAT and training. Additionally, refer to response to Question #94 in this Addendum 03.
149	III-148	5.2.3.1	Integration	Who will own interface testing responsibilities between the Contractor, BOS vendor, and TISDSR vendor?	The Proposer will own the interface testing responsibilities for their side of the solution. NCTA will assist with oversight between the vendors/contractors. Refer to RFP Part III, Section 2.2.1. Coordination with Other NCTA Service Providers.
150	III-149	5.2.3.2	Training	Approximately how many administrators and technical support personnel require platform administration training?	The Proposer shall estimate a minimum of 10 admin. resources from NCTA to be trained.
151	III-150	5.2.3.3	Transition	Which data elements are expected to be migrated (users, queues, recordings, reports, IVR, historical interaction data, knowledge articles, etc.)?	NCTA does not anticipate a formal data migration; however, any data elements needed for Proposer's solution will be provided upon request.
152	III-150	5.2.3.3	Transition	Will parallel production operation be required during cutover?	No.

#	Page	Section	Section Description	Proposer Question	NCTA Response
153	III-151	5.2.3.4	Go-Live	What is the expected Hypercare support period following production deployment?	It is incumbent on the Proposer to define their anticipated structure and duration for HyperCare. Please reference RFP Part III, Section 5.2.3.4. Go-Live Hypercare (requirement #915), which will run <u>at least</u> through the SAT period of 60 days or when KPIs can be achieved.
154	III-304	5.2.4.1	Operations & Maintenance	What SLAs are expected for Incident Response, Problem Management, and Change Management during Operations & Maintenance?	Refer to RFP Part III, Section 5.2.2. Testing, <i>Table III-4: Priority Level Definitions-CSCO</i> and <i>Table III-5: Priority Level Definitions-Technology</i> .
155	III-305	5.2.4.1	Continuous Improvements	Will annual technology innovation roadmaps be contractually required?	Yes. Please refer to RFP Part III, Section 5.2.1.1. Procurement & Commissioning (requirement #830) and Section 5.2.4. O&M and Continuous Improvement.
156	III-305	5.2.4.1	Continuous Improvements	Does NCTA anticipate adding new digital channels, AI capabilities, or integrations during the contract term that should be considered in the implementation roadmap?	It is incumbent on the Proposer to define their roadmap for new features and efficiencies with recommendations for NCTA to consider. Please refer to RFP Part III, Section 5.2.1.1. Procurement & Commissioning (requirement #830) and Section 5.2.4. O&M and Continuous Improvement.

#	Page	Section	Section Description	Proposer Question	NCTA Response
157	IV-2	Part IV,1.1 (Table IV-1)	Technical Proposal page limitations	Are required graphics — such as the organizational team chart (Proposal Section 2, item 1) and figures or tables embedded within scored sections — counted against the section page limits, or excluded consistent with the stated exclusion of tables of content, lists of tables, and lists of figures?	See NCTA’s response to Question #81 found in Addendum 02.
158	IV-4	Part IV, 1.1.D.5	Firm Qualifications — financial statements	Are audited financial statements (Appendix 1) required only for the prime Proposer, or also for major subcontractors participating in the Project?	Audited financial statements are required only for the Prime Proposer.

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

This Addendum 03 has no revisions to the RFP materials.