

CSC Operations Staffing & Customer Contact Technology

Request For Proposals

Addendum No. 4

Issued 07/17/2026

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 3.0 dated **07/17/2026**, 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
159		Addendum 1, Question #27	Pass-Through	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. Attachment H does not include the costs for Pass-Through. Would NCTA add a tab to the Exhibit G Pricing Sheet listing all the Pass-throughs. This will ensure all costs are included in pricing.	NCTA will not be adding a tab for Pass Through in Exhibit G: Pricing Forms & Instructions . Per this Addendum 4, NCTA has updated Attachment H: Typical Pass-Through to include instructions for Proposers pertaining to pass-through costs and added historical pass-through costs.
160	I-11	2.19	Historically Underutilized Businesses	Given that specific HUB goals are not established for this Contract, does utilization of certified SPSF / HUB subcontractors carry any evaluation consideration? Is Exhibit B-2 required if the Proposer's team includes no HUB-certified firms?	Utilization of certified SPSF / HUB subcontractors does not carry any evaluation consideration. Additionally, Exhibit B-2 is not required; it's only to be provided with the Technical Proposal submission if it's applicable to the Proposer. Refer to RFP Part I, Section 2.19.3 and Part IV, Section 1.1.D (Item #2).

#	Page	Section	Section Description	Proposer Question	NCTA Response
161	I-12	2.19.4	Subcontracting — prime self-performance	Does NCTA impose any minimum portion of the Work that the prime Proposer must self-perform, or any limit on the percentage of the Work (for example, CSCO staffing) that may be subcontracted?	Refer to RFP Part I, Section 2.19.4. Subcontracting. There is no minimum portion of work that the Contractor ('Prime Proposer') must perform.
162	I-15	2.22	Prevailing Wages	Section 2.22 places responsibility for determining applicable wage rates on the Contractor and flows that obligation down to subcontractors. Will NCTA identify the specific North Carolina prevailing-wage determination(s) and classifications (or publish the applicable wage schedule) for the CSCO roles, so that all Proposers price labor on a common basis?	Per this Addendum 04, NCTA has removed RFP Part I, Section 2.22 Prevailing Wages from the RFP.
163	I-15	Part I §2.22 Prevailing Wages Part III §3.4.4 Staffing Plan	Prevailing Wage Determinations	The RFP requires compliance with NC prevailing wage laws and states 'it is the Contractor's sole responsibility to determine the wage rates required to be paid.' Has NCTA or NCDOT issued prevailing wage determinations for the contact center roles under this contract for each of the four facility locations? If so, can these be provided? If not, which wage determination source does NCTA expect Proposers to use?	Per this Addendum 04, NCTA has removed RFP Part I, Section 2.22 Prevailing Wages from the RFP.

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164	I-28	3.1	Site Tour	To complement the site tours and gain better understanding of the existing systems' capabilities for NTP-1A scope; will NCTA provide a demonstration of the existing BOS and CCT-IVR/IVA functionalities (selecting some of the most common use cases)?	No further demonstrations are being coordinated.
165	I-133	5.1.6	Chat / Chatbot	Please provide estimated interaction volumes for each digital channel.	Currently NCTA only supports IVR. Please Refer to RFP Attachment D: Operational Statistics for current interactions.
166	III-2	RFP Part III / Attachment I Integrations	NTP1-B vs NTP2 scope	Can NCTA confirm the definitive list of integrations required in NTP1-B versus those deferred to NTP2, especially for customer account lookup, authentication, payments, interaction history, call metadata, reporting, and self-service workflows?	Refer to the new RFP version (V3.0) per this Addendum 4, as updates have been made to RFP Part III, <i>Figure 1: NCTA Current Back Office System</i> and <i>Figure 2: NCTA's Systems - TISDSR, B2B Partners, Applications & Channels</i> .
167	III-2	RFP Part III CSCO / CCT	Business workflow ownership	Can NCTA clarify the division of responsibilities between CSCO and CCT for customer workflows such as payment handling, dispute management, account servicing, authentication, and escalation handling?	Responsibilities are determined by the Proposer's solution.

#	Page	Section	Section Description	Proposer Question	NCTA Response
168	III-6	RFP Part III		Please provide an inventory of the current systems supporting NCTA's operations and identify which applications or platforms are vendor-owned and expected to be decommissioned or replaced during transition.	Refer to the new RFP version (V3.0) per this Addendum 4, as updates have been made to RFP Part III, <i>Figure 1: NCTA Current Back Office System</i> and <i>Figure 2: NCTA's Systems - TISDSR, B2B Partners, Applications & Channels</i> .
169	III-19	2.4.1	Required Personnel — employment	May the Required Personnel (Program Manager, Business Manager, CSCO Managers, and Technology Manager) be full-time employees of a proposed subcontractor — provided they are dedicated full-time, meet the residency requirement, and meet the minimum qualifications — or must they be employees of the Prime Contractor?	The Program Manager is required to be employed by the Contractor who is fully responsible for staff management and performance. The remaining Required Personnel may be subcontractors. Per this Addendum 4, Requirement #58 has been updated in the RFP (V3.0).
170	III-38 (87)	3.4	Operations Documentation; Req. 129	To what extent does the current BOS and CCT support remote operations? And other third parties not directly under the contractor direct control?	Remote agent operations can be configured to support specific functions, following applicable security protocols, operating standards and processing SOPs. The BOS and TISDSR platforms support DR connectivity interfacing and file exchanges to third parties who provide critical services for the program. Per this Addendum 4, Requirement #129.b and Requirement #335 have been updated in the RFP (see V3.0).

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171	III-72	4. Customer Service Operations Center	Scope of Work	Please confirm who will be responsible for administration and oversight of the legacy systems between NTP 1 cutover and NTP 2 cutover?	The Operations related incumbent services will be transitioned, and the successful Proposer will be responsible for administration and maintenance in NTP-1 and NTP-2 based on the successful Proposer's transition approach. NCTA is responsible for administration of the BOS and TISDSR systems both the legacy and future. Refer to the new RFP version (V3.0) per this Addendum 4, as updates have been made to RFP Part III, <i>Figure 1: NCTA Current Back Office System</i> and <i>Figure 2: NCTA's Systems - TISDSR, B2B Partners, Applications & Channels</i> for separation of technologies.
172	III-73	Part III, §4.2.1 Contact Center Staffing and Management	Contact Center Staffing and Management	Can live agents conduct work remotely within the US?	Remote agent and user operations can be considered for specific functions as approved by NCTA, for staff residing in NC and by following applicable security protocols and SOPs including but not limited to PCI and SOC2.

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173	III-76 (125)	4.2.2	Walk-In Center Staffing and Management	Requirement 345, Item d states: Pricing for additional WIC locations shall be addressed in accordance with the Contract's pricing provisions or as otherwise Approved by NCTA. Which pricing provision covers the expansion of the WIC locations?	Should a new WIC be required, the selection and leasing will be coordinated between NCTA and the Contractor with the staff allocations necessary for support to be defined based on the pricing provisions defined in <i>Tab 5 - Staff Hourly Price and Rates</i> in Exhibit G: Pricing Forms & Instructions . Any additional WIC will be negotiated through an Extra Work Order (see RFP Part V, Terms & Conditions, Section 2.1).
174	III-82 III-163 to III-165	Part III §4.2.3.6 Image Review Quality Auditing KPI LD-QA1 & LD-QA2	Image Review Staffing Data	KPI LD-QA1 requires review of a 5% sample up to 5,000 images per day per roadway. a). How many toll roadways are currently in scope for image review? b). What is the current average daily image volume per roadway, and c) what is the current average DMV reject volume per day? d) Is the 5,000/day/roadway cap a guaranteed ceiling or can it exceed 5,000 on high-traffic days?	a. All roadways b. Refer to RFP Attachment D: Operational Statistics-Traffic Volumes tab. c. Refer to RFP Attachment D: Operational Statistics-Image Review Audit tab. d. 5,000/day/roadway is the guaranteed cap. <u>Note:</u> Per this Addendum 4, updates have been made to Attachment D, specifically under the tab "Image Review Audit". For each calendar year, statistics for DMV rejects have been added.

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175	III-83 (131)	4.2.3.6.	Image Review Quality Auditing, Requirement 382	If an identified image review quality issue is attributable to a third party outside the Contractor's control, would documenting the issue, reporting the trend, and recommending corrective actions be considered compliant with this requirement? Please also clarify the types of corrective actions NCTA expects the Contractor to implement directly to satisfy Requirement 382.	a. Yes, documenting, reporting trends on the third-party image quality meets this requirement. b. Corrective actions are referring to the Contractor's internal QA process. Also refer to Requirement #378 in the RFP.
176	III-83 (132)	4.2.3.7.	Case Management, Req. 384,a.i. Initiating, tracking and researching undeliverable addresses	This requirement seems to suggest the creation of cases under Case Management for returned undeliverable address. A good number of these cases would be unresolved. What are NCTA's parameters for this particular case type on when it should be closed if no further information is available?	Per this Addendum 4, updates have been made to Requirement #384.a in the RFP (V3.0).
177	III-89	4.2.6.1 General Financial Requirements	Requirement #404	Should Proposers include a payment processing platform with their proposed solution?	No. NCTA has contracted with a payment platform through other vendors. Refer to the new RFP version (V3.0) per this Addendum 4, as updates have been made to RFP Part III, <i>Figure 1: NCTA Current Back Office System</i> and <i>Figure 2: NCTA's Systems - TISDSR, B2B Partners, Applications & Channels</i> .

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178	III-90	4.2.6.2	Electronic Payment Processing	Please identify the current payment gateway, merchant services provider, and tokenization approach used by NCTA.	Refer to the new RFP version (V3.0) per this Addendum 4, as updates have been made to RFP Part III, <i>Figure 1: NCTA Current Back Office System</i> and <i>Figure 2: NCTA's Systems - TISDSR, B2B Partners, Applications & Channels</i>. Payment services are not the responsibility of the Proposer and are handled by NCTA through other vendor contracts. Current payment gateway uses tokenization.
179	III-5,110,116-117,129,133	Part III, §1.5 Contact Center Technology, Part III, §5.1.4.3 IVR/IVA; Part III, §5.1.6 Chat/Chatbot	Summary of Scope of Work; Contact Center Technology; IVR / IVA; Chat / Chatbot	What telephony services are required for NTP ₁ that are not currently provided by RingCentral?	It is incumbent on the Proposer to suggest the selection and timing of CCT solutions during NTP₁ per RFP Part III, Section 1.1 Introduction, Table III-1: Project Notice to Proceed Summary See RFP (V3.0 per this Addendum 4), Part III, Section 1.5. Contact Center Technology in order to provide the most efficient and effective approach to meeting requirements for their Operations model.
180	III-112	Part III, §4.3.4.11.1 Facility Management	Facility Management	Will the new vendor be required to assume real estate leases from NCTA including those where there is shared space with other NC agencies or departments?	There is no shared leased space management expected with other NC agencies or departments. Please reference Attachment N: Current Lease Agreements for NCTA Facilities which describes all the real-estate leases.

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181	III-118 (166)	4.3.4.11.8	Facility Security Requirements	Please confirm that the Contractor is required to replace the existing card-key access on all of the program facilities?	The key-card security and access service that is currently installed and operating at all facilities will be transferred to the new Operator and can continue to be utilized, ensuring that all requirements continue to be maintained and met.
182	III-118	5.1.1	General Requirements	Is NCTA seeking a complete replacement of the existing Contact Center Technology environment or integration with selected existing technologies?	NCTA is open to solutions; provided the Proposer meets the RFP requirements. Refer to the new RFP version (V3.0) per this Addendum 4, as updates have been made to RFP Part III, <i>Figure 1: NCTA Current Back Office System</i> and <i>Figure 2: NCTA's Systems - TISDSR, B2B Partners, Applications & Channels</i> .
183	III-118	5.1.1	General Requirements	Which existing technology components are expected to remain in service after implementation?	Refer to the new RFP version (V3.0) per this Addendum 4, as updates have been made to RFP Part III, <i>Figure 1: NCTA Current Back Office System</i> and <i>Figure 2: NCTA's Systems - TISDSR, B2B Partners, Applications & Channels</i> .

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184	III-119 III-170 to III-172	Part III §5.1.1 General Requirements REQ 629 KPI PT-T1 KPI PT-T2 KPI PT-T3	Technology KPI Observation Period	KPIs PT-T1 and PT-T2 require 99.95% uptime for chatbot and telephony respectively, while PT-T3 requires 99.98% for all other systems. Do these KPIs begin on the first day of NTP1-B Go-Live for each component as it goes live, or is there a separate 90-day OOP per technology component analogous to the NTP1-A Operational Observation Period?	Technology solutions that are delivered in NTP-1B, shall be subject to the standard processes and requirements of Planning, Operational Readiness and Transition planning, (etc.) up to and including Go-Live. Deployed solutions will require a System Acceptance Test with a SAT Report approval (RFP Requirement #917) and post go live monitoring through Hypercare (RFP Requirement #915). KPIs will begin being monitored immediately as part of SAT. The assessment and enforcement of new KPIs, including associated point allocations and/or Liquidated Damages, shall begin at the end of the ninety (90) Calendar Days from Go-Live. See RFP Requirement #976. <u>Note:</u> Per this Addendum 4, Requirement #915, 917 and 976 have been edited for clarity in the RFP (V3.0).
185	III-119	RFP Part III	Contact Center Ops	Please describe NCTA's target delivery model and any flexibility regarding site consolidation, remote delivery, or hybrid operating models.	NCTA's delivery model is to maintain the existing 2 sites. All direct customer contact functions must remain at the existing two locations. Other operations functions must be approved by NCTA on an as-needed-basis.

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186	III-119	RFP Part III	Contact Center Ops	In the contact center & Back office operations, please identify which functional/operational roles are required to be delivered onsite from premises and which roles are eligible for remote or hybrid working arrangements.	All direct customer contact functions must remain at the existing two locations. Other operations functions considered for remote must be approved by NCTA on an as-needed-basis.
187	III-119		Contact Center Ops	Please identify the systems that will remain NCTA-owned and available to the selected vendor for ongoing operations and integration.	Refer to the new RFP version (V3.0) per this Addendum 4, as updates have been made to RFP Part III, <i>Figure 1: NCTA Current Back Office System</i> and <i>Figure 2: NCTA's Systems - TISDSR, B2B Partners, Applications & Channels</i>. The TISDSR box in the figure includes what will be retained by NCTA.
188	III-119		Contact Center Ops	Please provide an end-to-end process flows, workflows, or standard operating procedures for key customer interactions, including disputes, payments, account management, and walk-in customer support?	Refer to the following RFP Attachments for information pertaining to customer service: Att C: NCQP Business Policies, Att F: Current List of SOPs, and Att K: List of Current Case Types & Topics

#	Page	Section	Section Description	Proposer Question	NCTA Response
189	III-119		Contact Center Ops	Is there a minimum commitment on local job creation/employment to NC State or counties?	No minimum, but CSC staff shall reside in N.C. Per this Addendum 4, updates have been to the RFP (V3.0) in Part III, Section 2.4.1. Required Personnel, Requirement #59. All direct customer contact functions must remain at the existing two locations in N.C. Other operations functions considered for remote must be approved by NCTA on an as-needed-basis.
190	III-120	RFP Part III CCT / Payments / PCI	PCI scope for CCT platform	Can NCTA confirm whether the CCT platform, including IVR/IVA, agent desktop, chat, or related channels, will handle cardholder data directly, or whether all payment processing must route through BOS using tokenized transactions?	All payment processing will be via point-of-sale terminals (IDTECH Sredkey and Ingenico devices) which provide end-to-end encryption. At no point is credit card information stored in the BOS.
191	III-122	RFP Part III 5.1.3 Case Management	Future case workflow integration	For NTP2 Case Management integration, should proposers assume NCTA/TISDSR will expose predefined case workflows and APIs, or should proposers expect to design, configure, and extend case workflows during implementation?	There will be predefined workflows which can be enhanced to meet specific objectives.

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192	III-126&129	Part III, §5.1.4.1 Telephony Services; Part III, §5.1.4.2 Phone System	Telephony Services, Phone System and IVA	What telephony services are currently provided by RingCentral beyond Automatic Call Distribution, IVR and Call Recording?	Correct, these are the 3 current services. The Proposer will need to recommend other services through their solution.
193	III-135	5.1.8	Integration to Other NCTA Systems	Which integrations are mandatory for NTP ₁ versus NTP ₂ ?	It is incumbent on the Proposer to suggest the selection and timing of CCT solutions during NTP₁ and/or NTP₂ as per RFP Part III, Section 1.1 Introduction, Table III-1: Project Notice to Proceed Summary and RFP Part III, Section 1.5. Contact Center Technology in order to provide the most efficient and effective approach to meeting requirements. Refer to the new RFP version (V3.0) per this Addendum 4, as updates have been made to RFP Part III, <i>Figure 1: NCTA Current Back Office System</i> and <i>Figure 2: NCTA's Systems - TISDSR, B2B Partners, Applications & Channels</i>.

#	Page	Section	Section Description	Proposer Question	NCTA Response
194	III-135	5.1.8	Integration to Other NCTA Systems	Please provide a complete inventory of systems requiring integration with the proposed Contact Center solution.	Refer to the new RFP version (V3.0) per this Addendum 4, as updates have been made to RFP Part III, <i>Figure 1: NCTA Current Back Office System</i> and <i>Figure 2: NCTA's Systems - TISDSR, B2B Partners, Applications & Channels</i>. Please also reference RFP Part III, Section 1.1. Introduction, Table III-1: Project Notice to Proceed Summary for sequencing.
195	III-138	RFP Part III / Part V CCT / Commercial	CCaaS licensing ownership	Does NCTA expect the CCaaS/CCT platform license to be contractor-held and included in the monthly service fee, or NCTA-held with the contractor configuring and operating NCTA's license?	CCaaS/CCT platform license will be Contractor-held on behalf of NCTA. Refer to Exhibit G: Price Forms and Instructions, Tab o-Instructions, Tab 4-Ongoing O&M, and Tab 4A-Technology Systems Maintenance-D1.
196	III-160	RFP Part III KPIs / Reporting	CCT vs CSCO performance accountability	Can NCTA clarify which performance metrics are expected to be owned and reported under CCT versus CSCO, particularly for IVR/IVA performance, authentication success, self-service containment, chatbot containment, call routing outcomes, and reporting metrics?	Refer to RFP Part III, Section 7.1.8 Knowledge Base and Section 7.2.7 Technology, for CCT KPIs.

197	III-162	Part III Section 7.1.5	Quality Assurance in Table III-6 LDs. Item LD-QA3	The RFP states that the measurement is based on NCTA's review of at least 50 completed correspondence corrections per month. It also states that a quality assurance review is completed for 100% of "flagged correspondence" within the required timeframe. To ensure accurate staffing, quality program design, and KPI compliance, please clarify the following: a. What is the expected monthly volume of correspondence (by type, if available, e.g., invoices, notices, statements, emails, SMS) that would be subject to QA review? b. The RFP references "flagged correspondence" requiring 100% review but does not define this term. What conditions or business rules cause correspondence to be flagged (e.g., system exceptions, QC failures, complaints, high-value transactions)? What is the anticipated or historical monthly volume (or percentage) of correspondence that is typically flagged for QA review?	a. Refer to Attachment D: Operational Statistics, Mail house tab. b. Automated correspondence QC will be deployed prior to NTP1 which will flag possible correspondence discrepancies for review. QA attributes will be incorporated into the automation.
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198	III-172	RFP Part III KPIs / SAT / OOP	KPI enforcement during SAT/OOP	Can NCTA clarify the relationship between the 60-day System Acceptance Test period and the 90-calendar-day Operational Observation Period, including when KPI reporting, point assessments, liquidated damages, and formal service-level enforcement begin after CCT go-live?	The 90-day OOP is for Operational Go Live. The 60-day SAT is for technology component Go Live. The two are not interdependent. Per this Addendum 4, updates have been made to RFP (V3.0) Part III, Section 7.3. Start of KPI Assessment, Requirement #976.
199	III-308	5.2.4.3	Disaster Recovery	Please confirm the required Recovery Time Objective (RTO) for all Contact Center Technology components.	The Contractor shall propose, then define and meet recovery objectives (RTO/RPO) to be agreed to by NCTA during design. Per this Addendum 4, updates have been made to RFP (V3.0) Part III, Section 5.2.4.3. Disaster Recovery, Requirement #960.
200	III-308	5.2.4.3	Disaster Recovery	Please confirm the required Recovery Point Objective (RPO) for all Contact Center Technology components.	The Contractor shall propose, then define and meet agreed to recovery objectives (RTO/RPO) to be agreed to by NCTA during design. Per this Addendum 4, updates have been made to RFP (V3.0) Part III, Section 5.2.4.3. Disaster Recovery, Requirement #960.

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201	III-308	5.2.4.3	Disaster Recovery	Will annual Disaster Recovery testing be jointly executed with NCTA?	The Proposer will execute the test with NCTA observation. Refer to RFP (V3.0 per this Addendum 4) Part III, Sections 3.4.1. Business Operations Continuity & Disaster Recovery Plan and 5.2.4.3. Disaster Recovery Requirement #953 .
202	III-308	5.2.4.3	Disaster Recovery	During disaster recovery operations, which AI capabilities are considered business-critical and must remain available?	It is incumbent on the Proposer to define the operations critical components needed to meet the KPIs and the requirements of the RFP, and to define a plan that manages to those expectations.
203	IV-2 (222)	1.1	Content of Technical Proposal	The RFP states “The Technical Proposal shall be submitted in the order defined below.” The first item listed is the Proposal Cover Sheet. Are the use of covers and dividers permitted?	Refer to the introductory paragraph in RFP (V3.0) Part IV, Section 1.1 Content of Technical Proposal.

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204	IV-3	D. Proposal Section 1: Firm Qualifications	IV-3	May a Proposer satisfy the experience requirements in Part IV—three (3) CSCO projects and two (2) CCT projects of similar size and scope within the past five (5) years — using project references performed by a proposed subcontractor or teaming partner rather than by the prime Proposer? If permitted, are there any limits on how much of the required experience may be demonstrated through a subcontractor?	Per this Addendum 4, RFP (V3.0) Part IV, Section 1.1.D (Item #3) has been updated to state: “Using Exhibit D, the Proposer shall provide the following project experience, including Subcontractors’ relevant experience, in the following areas:”.
205	IV-3	Part IV, 1.1.D.3	Firm Qualifications - reference thresholds	Will NCTA define what constitutes “similar size and scope” for CSCO and CCT reference projects (for example, a minimum number of customer accounts, contact center agents, or annual contact volume) so Proposers may select qualifying references?	A contract of similar size and scope is one involving the operation and maintenance of a customer service program with comparable operational complexity, customer service responsibilities, transaction volumes, and technical integration requirements. Comparable projects should demonstrate experience managing multiple functional areas of a customer service center, including customer account management, payment processing, case management and reporting, under defined service level agreements (SLAs) and key performance indicators (KPIs).

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206	IV-10	Part IV, 2.1; Part I, 4.2.2	Price Proposal / price scoring	a. How should assumable pass-through costs (e.g., the existing telephony service) be represented in Exhibit G, and are pass-through amounts included in the adjusted-price comparison? b. Please also confirm that the 15% deviation threshold in Part I, §4.2.2(c) is measured against the average of all other qualified Price Proposals.	a. Pass-through costs are not included in Exhibit G: Pricing Forms & Instructions, nor are they included in the adjusted price comparison. Per this Addendum 4, NCTA has updated Attachment H: Typical Pass-Through to include instructions for Proposers pertaining to pass-through costs and added historical pass-through costs. b. Confirmed. As written in RFP Part I, Section 4.2.2. Price Review and Scoring: "Price Proposal which deviates from the average of all other qualified Price Proposals by more than 15%."
207	233 - 270	Part V	Contract Terms and Conditions	Will NCTA permit Proposers to provide reasonable redlines to the MSA? If so, i) shall a Proposer provide them in the Proposal?; ii) are there any provisions that NCTA considers non-negotiable? On which milestone will NCTA provide Proposers with the complete MSA document for review?	Refer to RFP Part IV, Section 1.1. J which specifically notes the Proposer shall clearly identify any proposed exceptions to the RFP Part V, Terms and Conditions in their response to Technical Proposal Section 7, which will be considered in accordance with Part I, Section 2.16 Contractual Obligations. If the top-ranked Proposer has proposed exceptions to RFP Part V, Terms & Conditions, they will be discussed / addressed during negotiations and BAFO.

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208	Exhibit D (Word)	Exhibit D Proposer Company Reference Form	Proposer Company Reference Form	Are credentials of prior or current tolling customer service work from sub-contractors allowed or must all prior relevant work be from the prime vendor?	Yes, subcontractor work experience is permitted.
209		Exhibit G	Pricing Forms	Please confirm that the pass-through costs for leases are not to be entered in Exhibit G.	Pass-through costs should NOT be included in Exhibit G: Pricing Forms & Instructions .
210	Attachment D (Excel)	Attachment D: Operational Statistics	Call Center Stats	How many RingCentral seat licenses were required in 2025 and currently in 2026?	There was no change between 2025 and 2026. Refer to Attachment E: RingCentral Specs .
211	Attachment D (Excel)	Attachment D: Operational Statistics	Call Center Stats	What is the Average Handle Time in 2025 and in 2026?	Average handle time is included in Attachment D: Operational Statistics .
212	Att N	Att N Monroe WIC Lease	Lease Agreement	The attachment identifies that the lease is the third extension of an original lease. The original lease and the terms of that lease are not included. Requirement No 571 identifies that the Contract shall assume all leases. Therefore, please provide the original lease (including any amendments) so that bidders can review the terms of the lease that will be assumed by the Contractor.	Contractor will have to comply with current leases. The original lease agreement is not relevant.

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213	Att N	Att N NCTA HQ Lease	Lease Agreement	Operating costs are not included in the lease terms. Please provide a copy of the operating costs incurred for this facility so that bidders can understand the level of operating costs for this facility.	Per this Addendum 4, NCTA has updated Attachment H: Typical Pass-Through to include instructions for Proposers pertaining to pass-through costs and added historical pass-through costs. Additionally, refer to Attachment N: Current Lease Agreements for NCTA Facilities.
214	Att N	Att N Winston Salem	Lease Agreement	This section is blank. Requirement No 571 identifies that the Contract shall assume all leases. Therefore, please provide the original lease (and any amendments) so that bidders can review the terms of the lease that will be assumed by the Contractor.	Per this Addendum 4, updates have been made to Attachment N: Current Lease Agreements for NCTA Facilities to include additional lease agreement files for Rocky Mount and Winston-Salem.
215	Att N	Att N – Monroe, Rocky Mount, NCTA HQ	Lease Agreement	Requirement No 571 identifies that the Contract shall assume maintenance contracts currently in place. There are no maintenance contracts included in the RFP for these facilities. Please provide the contracts (and fee schedules) for all maintenance contracts currently in place that will be assumed by the Contractor.	Some leases include maintenance contracts (refer to each lease). Per this Addendum 4, updates have been made to Attachment N: Current Lease Agreements for NCTA Facilities to include additional lease agreement files for Rocky Mount and Winston-Salem.

#	Page	Section	Section Description	Proposer Question	NCTA Response
216	Att N	Att N – Rocky Mount	Lease Agreement	The start date for the lease agreement is blank. Please provide a fully signed lease with the start date identified and any modifications to the lease terms so that bidders review the terms of the lease that will be assumed by the Contractor.	Per this Addendum 4, updates have been made to Attachment N: Current Lease Agreements for NCTA Facilities to include additional lease agreement files for Rocky Mount and Winston-Salem.
217	Exhibit G	Tab 4 Ongoing O&M	Pricing Forms & Instructions	Tab 4 is for Ongoing O&M has Year 1-5 as the Based Contract. Please confirm if Year 1 & 2 are NPT1 A and B for the staffing (not Key Personnel) and associated costs should be placed in this tab and not Tab 2 Operations Implementation.	O&M is after Go Live. All costs prior to go-live should be priced in Operations Implementation.
218	23	2.19.4	Subcontracting	We note that the Contractor may subcontract the performance of required Services with other contractors or third-parties, or change Subcontractors, only with the prior written consent of NCTA. If a Subcontractor is included in the proposal of the selected vendor, does the selection constitute written acceptance of the subcontractor?	Yes.

#	Page	Section	Section Description	Proposer Question	NCTA Response
219	33	5.1	Notice of Award	This section references the Contract. May we have a template of the contract for review?	The Contract will be comprised of the final RFP (which includes all Addendum changes) and any final negotiations through a BAFO. Refer to RFP Part II, Section 1-Acronyms and Defined Terms, specifically the defined term "Contract Documents" for a list of all items included in the Contract.
220		4.3.3.2	Operational Acceptance	Would NCTA be amenable to a post OOP meeting to reevaluate KPIs and ensure they are working as intended?	No.
221	234	1.3.2	Actual Damages	We note that Contractor must reimburse NCTA for losses NCTA identifies as being due to the fault of the Contractor. Is there a defined methodology by which NCTA will identify losses as due to the fault of the customer.	These will be addressed on an individual basis.
222	240	1.9.4	Data Accuracy	Is NCTA amenable to an exception when Contractor is given bad information by NCTA, BOS, or by a customer?	Exceptions can be granted provided the Contractor has sufficient evidence that any data accuracy is the fault of another party.
223	243	1.10.3	Escrow	As this would use third party software, the escrow section does not make sense as drafted and would need to be heavily negotiated.	Escrow will be specific for Contractor customized software.

#	Page	Section	Section Description	Proposer Question	NCTA Response
224	III-169	7.2	Table III-8 PT-T4	The responsiveness of the “system” is not attributed to the operations of the “system”. This is a system requirement and should be removed.	This KPI will be measured from the point that the data is made available to the CCT component provided by the Contractor.
225		Attachment I	NCTA Telephony Interface	NCTA has responded to previous questions stating that the respondent should reference Attachment I, however we did not find information related to how does the API handle callers without a pre-existing account (e.g., toll notice/violation accounts), please provide.	The API details will be provided at time of issuance of NTP1. The Contractor is encouraged to review the current IVR phone system call tree. Additional details cannot be shared until an NDA is executed between all parties.
226		Attachment I	NCTA Telephony Interface	NCTA has responded to previous questions stating that the respondent should reference Attachment I, however we did not find information related to what endpoints support account replenishment, one-time payments, and invoice settlement, please provide.	The API details will be provided at time of issuance of NTP1. The Contractor is encouraged to review the current IVR phone system call tree. Additional details cannot be shared until an NDA is executed between all parties.

#	Page	Section	Section Description	Proposer Question	NCTA Response
227		Attachment I	NCTA Telephony Interface	NCTA has responded to previous questions stating that the respondent should reference Attachment I, however we did not find information related to how API errors and system outages are communicated to the IVR, please provide.	The API details will be provided at time of issuance of NTP1. The Contractor is encouraged to review the current IVR phone system call tree. Additional details cannot be shared until an NDA is executed between all parties.
228		Attachment I	NCTA Telephony Interface	NCTA has responded to previous questions stating that the respondent should reference Attachment I, however we did not find information related to the performance of the APIs. Given that the performance of the APIs and BOS will have a direct impact on the IVR operations, what are the rate limits for API usage, and how are they enforced?	Under NTP1, there are no rate limits for API usage. During NTP2, the API rate limits will be configured as per the needs of the Contractor's proposed solution.

#	Page	Section	Section Description	Proposer Question	NCTA Response
229	III-133	Part III: Scope of Work and Requirements	5.1.6 Chat/Chatbot	The required latency targets can be influenced by the performance of the BOS and APIs. NCTA should revise the requirement to clarify that the latency targets apply to prompts that do not require data from the BOS. Revised REQ: The solution shall provide the incorporation of latency targets where data is not required to be retrieved from the BOS: first token ≤ 1.5 seconds and full response ≤ 5 seconds; streaming preferred.	This KPI will be measured from the point that the data is made available to the CCT component provided by the Contractor.
230	III-133	Part III: Scope of Work and Requirements	5.1.6 Chat/Chatbot	For proper sizing and estimation, can NCTA provide current statistics on chat and chatbot use? How many concurrent users should we assume in our proposal for chat and chatbot.	NCTA does not utilize chat or chat bots today. It is incumbent on the Proposer to make appropriate assumptions based on their experience as to how many chat and chatbot users there will be.
231	III-128	Part III: Scope of Work and Requirements	5.1.4.2 Phone System Requirement 725	Can you provide additional clarification of what is intended by the statement, "real-time quality and accuracy validation of Agent data entry against the customer's spoken language.	When a customer speaks a value to an agent, and the agent keys in the value, the system has the ability to validate the accuracy of the spoken word and the keyed in values.

#	Page	Section	Section Description	Proposer Question	NCTA Response
232	III-131	Part III: Scope of Work and Requirements	5.1.5 AI Components	Please provide additional details about the enterprise content to be made available for AI knowledge retrieval. Specifically, what structured and unstructured data sources will be included (e.g., databases, CRM systems, SharePoint, document repositories, websites, knowledge bases, PDFs, Word documents, emails, chat transcripts, call transcripts, etc.); what is the estimated volume of content (number of documents, records, pages, files, and total storage size); and how frequently is this content expected to be updated or refreshed? Additionally, please indicate whether the content will be provided in a consolidated repository, via APIs, through direct database access, via file transfers, or through other integration mechanisms.	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 Attachment C: NCQP Business Policies and Attachment F: Current List of SOPs. Regarding refreshes, please see KPI LD-KB1 and LD-KB2 in RFP Part III.
233	III-131	Part III: Scope of Work and Requirements	5.1.5 AI Components	What percentage of AI-generated drafts, summaries, documents, etc. will need to be human reviewed?	All documents that will be used for interacting with the public or for public release will require human review, which may be adjusted once the NCTA establishes confidence in the ability of the AI generated output.

#	Page	Section	Section Description	Proposer Question	NCTA Response
234	234	I.3.1	Liquidated Damages (Invoice Adjustment)	Can a single service failure trigger both Liquidated Damage assessments and Point Assessment deductions?	Yes, a single service failure. For example: the lack of staffing can affect wait time for incoming calls (KPI LD-CC1 and KPI PT-CC1A found in RFP Part III).
235	234	I.3.1	Liquidated Damages (Invoice Adjustment)	If multiple KPI metrics are affected by a single operational event, can NCTA assess deductions under each affected KPI, or is only one KPI remedy applied to a single root-cause event?	Each KPI metric that is out of compliance must be remedied no matter if there is a singular or multiple root causes.
236	234	I.3.2	Actual Damages	Please confirm that Liquidated Damages are intended to represent a reasonable estimate of damages for the applicable KPI failure where actual damages would be difficult to ascertain and that NCTA will not seek both Liquidated Damages and Actual Damages arising from the same underlying event or performance failure?	Yes, NCTA can access both Liquidated and Actual Damages. Example: Agent PCI compliance failure that could lead to customer credit card fraud.

#	Page	Section	Section Description	Proposer Question	NCTA Response
237	235	1.5	Contractor Cooperation	Where Contractor is adversely impacted by the acts or omissions of another NCTA contractor, consultant, vendor, or third party under NCTA's control, what mechanisms are available for Contractor to seek appropriate schedule relief and/or adjustment of affected performance requirements?	Per this Addendum 4, updates have been made to RFP (V3.0), Part V, Section 2.5.2 Time Extensions and Schedule Changes, Item #2.
238	234	1.2.2	Ongoing Operations Compensation	If tolling facilities, customer populations, transaction volumes, supported service channels, reporting obligations, or operational requirements materially expand during the term, what contractual mechanism permits adjustment to ongoing compensation?	Pricing for O&M is designed using a tier-based methodology which will account for program growth. Refer to Exhibit G: Pricing Forms and Instructions , Tabs 4 and 4A.
239	244	1.10.3.4	Verification of Escrow Deposits	This permits NCTA to verify escrow deposits "from time to time" at its sole discretion. Because escrow verification can require substantial Contractor effort, cost and technical resources, will NCTA consider limiting escrow verification activities to reasonable intervals and requiring such activities to be conducted in a manner that minimizes disruption to ongoing operations?	NCTA will consider reasonable limits on escrow verification activities while preserving its right to verify deposits when needed.

#	Page	Section	Section Description	Proposer Question	NCTA Response
240	252	2.5.2.2	Time Extensions and Schedule Changes	This section provides that Time Extensions will be approved only for Force Majeure events or acts by NCTA. Where delays are caused by other NCTA contractors, consultants, vendors, interoperability partners, or other third parties outside Contractor's control, will Contractor be entitled to appropriate schedule relief?	Per this Addendum 4, updates have been made to RFP (V3.0), Part V, Section 2.5.2 Time Extensions and Schedule Changes, Item #2.
241	254	2.6.2.2(t)	Termination for Cause	This section identifies a "pattern of repeated failures to meet a Performance Requirement" as a termination event. Please clarify what constitutes a "pattern" of repeated failures for purposes of this provision.	The pattern will be communicated through formal contractual communications.
242	256	2.7	End of Contract and Transition	The first paragraph of this section requires End of Contract Transition services to be provided without additional compensation, while the second paragraph provides for up to six months of additional compensated transition assistance. Please clarify under which transition assistance becomes compensable.	Paragraph one refers to normal transition support associated with end of contract. The second paragraph refers to any additional services needed beyond normal transition support.

#	Page	Section	Section Description	Proposer Question	NCTA Response
243	III-128	5.1.4.2	Phone System Requirement 727	Addendums 2 and 3 imply that the IVR and IVA be provided as a tightly coupled solution. Please confirm whether the requirement is indicating that the IVA's must be part of and provided by the Telephony system or can the respondent enhance existing functionality with third party technology?	It is incumbent on the Proposer to define the best value solution to meet all requirements.
244	III-128	5.1.4.1	Telephony Services	There are non-vendor-related reasons a customer can get a busy signal, such as Carrier Network Congestion and Customer-side Telecommunication issues. How does NCTA plan to measure and determine the party responsible if a customer receives a busy signal?	The intent of Req #704 is to ensure that the Proposer has appropriately sized the solution to avoid an issue with a NCQP customer facing busy signal as a part of their provided services. It is incumbent on the Contractor to provide justification for any circumstances beyond their control.
245	III-128	5.1.4.1	Telephony Services Requirement 704	If the system is sized at 200% of current volumes and validated by NCTA, what is the purpose of the note?	The intent of Req #704 is to ensure that the proposer has appropriately sized the solution to avoid an issue with a NCQP customer facing busy signal as a part of their provided services. It is incumbent on the Contractor to provide justification for any circumstances beyond their control.

#	Page	Section	Section Description	Proposer Question	NCTA Response
246	III-83	4.2.3.7	Case Management Requirement 384.b	What are the specific performance goal requirements for handling cases based on their priority? What are the priorities for the different case types and topics?	Refer to KPI LD-P1 (Service Requests Cases Response Time) and PT-P1 thru PT-P4 (Service Requests Cases Response Time by case type) in the RFP Part III.
247	III-157	5.2.4.3	Disaster Recovery Requirement 960	Since RTO and RPO requirements are not defined in the RFP and will be determined during the design phase, what baseline assumptions should vendors use for pricing and proposal development, and how will proposals be evaluated given that differing RTO/RPO assumptions can materially impact solution design and cost?	Per this Addendum 4, updates have been made to RFP (V3.0) Part III, Section 5.2.4.3. Disaster Recovery, Requirement #960.
248	III- 3	1.1	Introduction	NCTA has clarified that NTP1-B may include all CCT components except Case Management, while NTP2 includes the Contractor-provided Case Management solution. Please clarify the expected transition strategy between the current BOS case functionality and the Contractor's NTP2 Case Management solution, including whether parallel workflows, dual maintenance, or phased migration should be assumed.	It is incumbent on the proposer to define a strategy for transition between systems, that allows for continuity in customer service and operations with minimal disruptions. There is no expectation for data migration on the Contractor.

#	Page	Section	Section Description	Proposer Question	NCTA Response
249	III-5	1.4	Customer Service Center Operations	"Pending the delivery of NTP2. The service contract for NCTA's current phone system, which includes IVR, Automated Call Distribution (ACD), and Workforce Management (WFM) tools, can be transferred to and assumed by the Contractor." Question: Please clarify that the contractor will implement their proposed CCT solution in NTP1 and that the statement above does not mean that the contractor should assume and enhance NCTA's current solution.	It is incumbent on the proposer to describe and define their strategy for meeting all the requirements in the most cost-effective manner therefore should determine what that approach would be.
250	III-128	5.1.4.1	Telephony Services Requirement 704	Is the retention of Call Recordings the same as described for documentation and records in requirement 964? If not, what is the retention requirement for call recordings?	Per this Addendum 4, updates have been made to RFP (V3.0), Part III, Section 5.1.4.2 Phone System, Requirement #716. Requirement #716 has been updated to address call recording retention.
251	III-134	5.1.6	Chat/Chatbot Requirements 783 and 786	The ability to link a chat transcript to an account requires an API within the BOS. The requirement infers that the chat transcripts and logs are to be stored by the Call Center vendor, instead of the BOS provider. Requirement 783 indicates that the contents of the chat session is to be saved to the customer account. Please clarify.	Per this Addendum 4, updates have been made to RFP (V3.0), Part III, Section 5.1.6 Chat/Chatbot, Requirement #783. Requirement #783 has been updated to provide clarification.

#	Page	Section	Section Description	Proposer Question	NCTA Response
252	III-158	6.1	Record Retention Requirement 964	Project Close out requirement 964 requires the contractor to preserve records for 3 years after the completion of the contract. Please clarify how proposers should account for post-contract costs. Where should these costs be included in the proposed contract pricing during the period of performance, or does NCTA anticipate a separate funding mechanism for activities performed after contract completion?	Per this Addendum 4, updates have been made to RFP (V3.0), Part III, Section 6.1 Project Closeout, Requirement #964. Requirement #964 has been updated to provide clarification.
253	III-129	5.1.4.3	IVR / IVA	NCTA requires NLU-enabled IVA functionality. Please clarify whether NCTA expects the IVA to perform authenticated account servicing functions (payments, account maintenance, dispute initiation, etc.) or primarily inquiry and routing function	NCTA has released the RFP to leverage technology to promote better customer experience and to balance agent assist and customer self-service, and it is incumbent on the Proposer to describe their solutions to achieve those goals.
254	III-130	5.1.4.3	IVR / IVA Requirement 740	Please clarify the intent of "other crowd sourcing tools via IVA" and its role in IVR/IVA.	Crowd sourcing refers to anything that is used to solicit feedback or information from all, or certain groups, of customers, e.g. a survey.

#	Page	Section	Section Description	Proposer Question	NCTA Response
255	III-132	5.1.5.1	AI Model Retraining & Continuous Learning	Please provide clarification on the intent of the requirements in this section. Is the intent of the section aimed at the training of the AI model, governance, validation, and approval activities that must occur before updated AI models, prompts, knowledge sources, or agent-assist recommendations are promoted into production? Or the use of AI to train and coach staff.	The intent of this section is aimed at training the AI model, governance, validation, and approval activities that must occur before updated AI models, prompts, knowledge sources, or agent-assist recommendations are promoted into production.
256	III-133	5.1.5.1	AI Model Retraining & Continuous Learning - Requirement 773	Please clarify if the intent of this requirement is to have control of training and retraining the AI/ML model or is it sufficient to have this as part of any service agreement with any 3rd parties?	The intent of this section is aimed at training the AI model, governance, validation, and approval activities that must occur before updated AI models, prompts, knowledge sources, or agent-assist recommendations are promoted into production.
257	III-135	5.1.8	Integration to Other NCTA Systems	NCTA has identified REST/OpenAPI standards, Red Hat 3Scale, and Kafka messaging. Please clarify whether the Contractor will be expected to directly consume Kafka events or whether all integrations will be mediated through managed APIs.	All interactions would be through REST/OpenAPI interfaces.

#	Page	Section	Section Description	Proposer Question	NCTA Response
258	III-24 – 26	3.1	Table III-3: Project Documentation & Schedule	General: Based on expected timing for NTP1 and Go-Live dates for Phase A and B, there is significant documentation expected to be delivered at NTP+60 and NTP+90. This, with the expected review cycles requirements in 3.2.3 Review Cycle - specifically Requirements 97 f and g, represents significant risk to the schedule and delivery. Is NCTA open to alternate proposals to incremental delivery and preliminary approvals to mitigate these risks?	Yes.
259	III-24 – 26	3.1	Table III-3: Project Documentation & Schedule	General - Training: based on expected timing for NTP1 and Go-Live for Phase A and B, the Training Materials and Manuals documentation for Operations and Technology will be delivered in advance of Technology Development completion and testing. Is the expectation that offerors would provide NTP1 Phase A training documentation centered on legacy technology while simultaneously preparing training materials inclusive of the Technology delivery for NTP1 Phase B?	Yes.

#	Page	Section	Section Description	Proposer Question	NCTA Response
260	III-24 and III-44-45	3.1 and 3.4.7	Table III-3: Project Documentation & Schedule	Is the Training Plan referenced in Operations Documentation 3.4.7 Training Plan intended to address all training associated with both Operations and Technology or solely the NTP1-A activities?	Training Plan should include approaches to both Operations (NTP1-A) and Technology (NTP1-B) training. Per this Addendum 4, updates have been made to the introduction paragraph in RFP (V3.0) Part III, Section 3.4.6 Training Plan.
261	III-47	3.5.1	Requirements Traceability Matrix Requirements 168 and 169	Please clarify the intended Request for Correction (RFC) process, including the required format, approval workflow, and timing relative to RTM development. Specifically, if requirements modifications, clarifications, or agreed-upon changes are identified and documented during the RTM review process, should those changes be incorporated directly into the approved RTM and design baseline, or is NCTA expecting one or more RFCs to be submitted and approved to formally modify the underlying Contract requirements? Additionally, please clarify whether the RFC process occurs concurrently with RTM development or only after RTM approval.	The RFC must be approved by NCTA before the RTM can be updated.

#	Page	Section	Section Description	Proposer Question	NCTA Response
262	III-50	3.5.4	Knowledge Base Documentation Requirement 185	Which specific front-end tools will interface with the Knowledge Base? There do not appear to be corresponding technical or functional requirements in 5.1.7. Knowledge Base.	It is incumbent on the Proposer to provide the solution.

#	Page	Section	Section Description	Proposer Question	NCTA Response
263	III-19	2.4.1.1	General Requirements- Requirement 58, 59	Given the specialized nature of the Technology Manager role and the expertise required to support contact center technology, integrations, cybersecurity, AI capabilities, and future TISDSR coordination, flexibility in work location requirements would allow Proposers to identify the most qualified candidate while still ensuring appropriate onsite engagement and responsiveness to NCTA. a. Please clarify the expected onsite presence requirements for the Technology Manager, including whether the role must be full-time onsite at NCTA facilities or may operate under a hybrid model while maintaining local accessibility and availability. b. Additionally, please confirm whether the Technology Manager is required to be physically onsite within ten (10) business days of NTP.	Per Addendum 4, RFP (V3.0) Part III, Section 2.4.1.1, Requirement #58.d and Requirement #60 have both been updated to clarify the Technology Manager's work location.

#	Page	Section	Section Description	Proposer Question	NCTA Response
264	III-19	2.4.1.1	General Requirements Requirement 58, 59	Given the business-critical nature of the Business Manager role and its responsibility for financial oversight, contract administration, governance, reporting, compliance, and coordination with NCTA stakeholders, flexibility in work location requirements would allow Proposers to identify the most qualified candidate while still ensuring appropriate onsite engagement and responsiveness to NCTA. Please clarify the expected onsite presence requirements for the Business Manager, including whether the role must be full-time onsite at NCTA facilities or may operate under a hybrid model while maintaining local accessibility and availability. Additionally, please confirm whether the Business Manager is required to be physically onsite within ten (10) business days of NTP.	Confirming yes to both questions. The Business Manager is required to be onsite full-time per RFP Part III, Section 2.4.1.1, Requirement #58 and Requirement #60.

#	Page	Section	Section Description	Proposer Question	NCTA Response
265			General	Can NCTA please confirm that it owns and maintains the Merchant ID for all payment channels? Please also confirm the make, model and firmware of the payment terminals used in the WICs. Are the WIC payment terminals part of a P2PE solution, and is there a Point-to-Point Encryption (P2PE) Implementation Manual (PIM)?	Yes, NCTA owns and maintains the Merchant ID for all payment channels. WIC payment terminals are point-to-point encrypted using Ingenico devices provided by CardConnect. This equipment is provided by our BOS contractor.
266	158	4.3.4.7	PCI and SOC Auditing	Paragraph two, second sentence states: The Contractor's PCI assessment and SOC 2 Type 2 audit will be coordinated and managed by the Contractor, with the third-party service costs being billed to NCTA as a pass-through. This appears to be counteracted by Req. No. 550b. The contractor shall be responsible for all costs related to the annual assessment audits...	Per this Addendum 4, the language in the introduction paragraph to RFP (V3.0) Part III, Section 4.3.4.7 has been updated to address this question.
267	130	4.2.3.4	Payments	Req. No. 371 – Is the Contractor responsible for payment processing made via the web portal and mobile applications? Can NCTA confirm who the current payment provider associated with the IVR/IVA systems is and if they are providing PCI Compliant Services? Is there a current AoC (Attestation of Compliance)?	The BOS contractor is responsible for payment processing, not the Contractor of this project. The current payment provider is CardConnect and they are in compliance with PCI. The AoC can be obtained from the website or through the vendor (CardConnect).

#	Page	Section	Section Description	Proposer Question	NCTA Response
268	249 261	1.11.4 3.6.2	Tolls Data Ownership and Security Data Security	These two requirements indicate that paper records shall be locked when not in use. Can NCTA provide further information about the nature and volume of paper records that are expected to be retained by the vendor, and for how long of a period?	NCTA will provide any storage necessary to meet this requirement.
269	199	5.2.3.3	Transition	Req. No. 903 states that PCI-DSS certification shall be included as part of Go-Live system readiness, but PCI DSS can only be assessed and attested against live systems and processes. Pre-Go-Live a PCI DSS Gap Analysis can be provided that will demonstrate the status of controls being implemented, but an Attestation cannot be provided until after the move to production. Can NCTA please confirm that this is acceptable?	NCTA's existing operations contractor has worked with the auditors to do a PCI readiness check [complete the PCI responsibility matrix] that they would be PCI compliant in the operational environment.
270	165	4.3.4.11.7	Facility Access Control	Do the existing security badges also provide access to designated doors within each facility, not just the main entry doors? Are badge system audit logs held locally or centrally in a cloud-based system? What information is printed on the security badges (e.g., photo, name, title, etc.)? How many badge readers are found at each location?	1. Yes. 2. Depends on the system. 3. Photo and name. 4. Varies by location. Anywhere from 8 – 15 badge readers are at each location.

#	Page	Section	Section Description	Proposer Question	NCTA Response
271	222	1.1	Content of Technical Proposal, Table IV-1: Technical Proposal Page Limitations	The RFP limits the combined response for Sections E and F to twenty (20) pages. Given the breadth and complexity of the requirements, as well as the requirement to address multiple individual requirements (e.g., Part III, Sections 4.1 and 4.2), would NCTA consider increasing the combined page limit to a minimum fifty (50) pages for all Proposers? An increased page limit would provide sufficient space for Proposers to fully describe their approach, while ensuring consistent evaluation across all submissions.	NCTA will not be increasing the page limits found in Table IV-1 of the RFP. Please be advised that the page limits exclude all page dividers (blank), tables of contents, list of tables, and list of figures.

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 strikethrough 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 2.22 Prevailing Wages**, has been removed from the RFP as follows:

2.22. Prevailing Wages

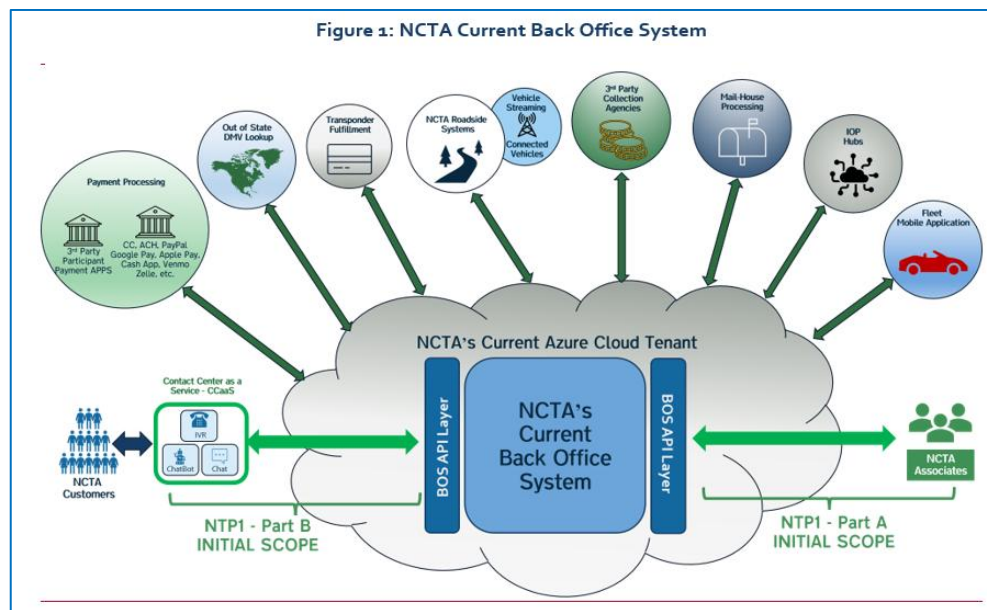
~~Contractor shall pay or cause to be paid to applicable workers employed by it or its Subcontractors to perform the Work not less than the prevailing rates of wages. Contractor shall comply and cause its Subcontractors to comply with all laws pertaining to prevailing wages. For the purpose of applying such laws, the Project shall be treated as a public work paid for in whole or in part with public funds (regardless of whether public funds are actually used to pay for the Project). It is the Contractor's sole responsibility to determine the wage rates required to be paid. In the event rates of wages and benefits change while this Contract is in effect, Contractor shall bear the cost of such changes and shall have no claim against NCTA on account of such changes.~~

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

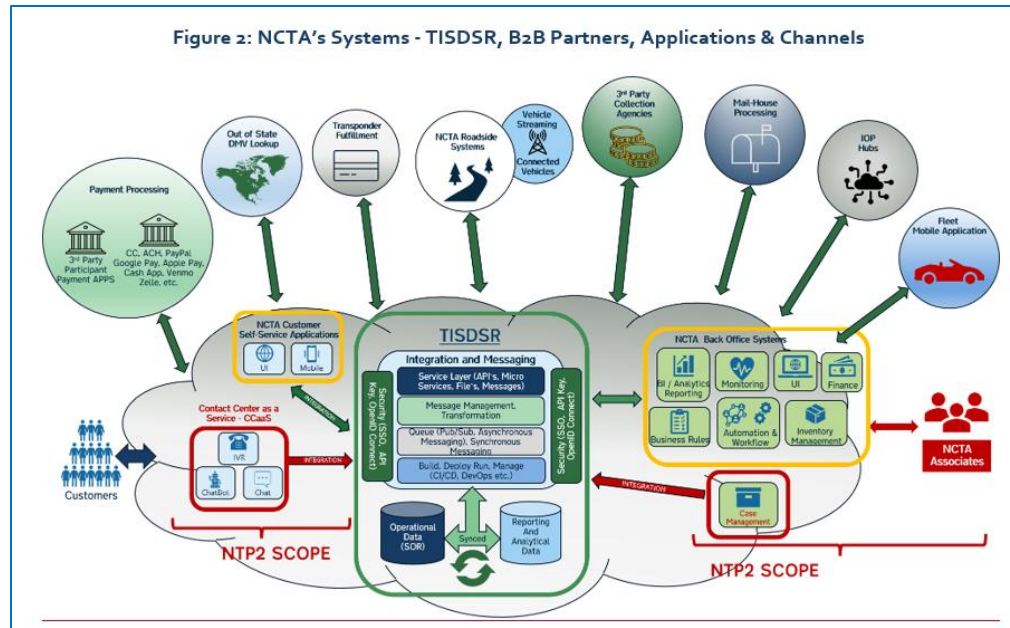
Table I-1: Procurement Schedule

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 NCTA and all attendees must state name so the company may be counted as present. See further details below.
Proposer Questions Due	Proposer	July 16, 2026 (4:00 PM ET)
NCTA Response to Questions	NCTA	July 23 August 7, 2026

4. RFP Part III, Scope of Work and Requirements, **Section 1.5 Contact Center Technology**, *Figure 1: NCTA Current Back Office System* has been replaced with the figure below:



5. RFP Part III, Scope of Work and Requirements, **Section 1.5 Contact Center Technology**, *Figure 2: NCTA's Systems - TISDSR, B2B Partners, Applications & Channels* has been replaced with the figure below:



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

58.	The Contractor shall provide a management team comprised of the below five (5) Required Personnel positions that are fluent in English: Program Manager- The Program Manager shall be responsible for the overall planning, coordination, and execution of CSCO. <u>This individual is required to be employed by the Contractor and is fully responsible for staff management and performance.</u> 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. 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. <u>This position can be filled by either the Contractor or proposed Subcontractor.</u> This position shall work from the same location as their staff. This is currently the NCTA Headquarters. Office space is provided by NCTA. 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 <u>and can be filled by either the Contractor or proposed Subcontractor.</u> 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 <u>can be filled by either the Contractor or proposed Subcontractor. This position shall work primarily in the applicable project area and shall attend monthly project meetings at the NCTA Raleigh offices and be available to travel with adequate notice.</u>
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7. RFP Part III, Scope of Work and Requirements, **Section 2.4.1.1 General Requirements**, *Requirement No. 60*, has been modified as follows:

60.	The Contractor shall ensure the Required Personnel, <u>with the exception of the Technology Manager</u> , are available to work onsite within ten (10) Business Days of NTP1 at a full-time capacity. NCTA's expectation is that full-time capacity coincides with regular customer business hours (i.e. 8:00 AM – 6:00 PM) as Approved by NCTA.
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8. RFP Part III, Scope of Work and Requirements, **Section 3.4.1 Business Operations Continuity & Disaster Recovery Plan**, *Requirement No. 129.b*, has been modified as follows:

REQ. No.	Requirement Description
	Minimum Requirements: The Business Operations Continuity & Disaster Recovery Plan shall address the following, at a minimum: a. Business disruption events that trigger, and to what degree, activation of the Plan to ensure a timely return to full operations. b. Working collaboratively with NCTA and the BOS contractor with the acquisition and outfit of alternative facility site(s)/remote working for contact center and operations processing. <u>Remote agent and user operations, can be considered for specific functions as approved by NCTA, for staff residing in NC and by following applicable security protocols and SOPs including but not limited to PCI and SOC2.</u> c. Coordination with BOS contractor for:

9. RFP Part III, Scope of Work and Requirements, **Section 3.4.6 Training Plan**, introduction paragraph, has been modified as follows:

3.4.6. Training Plan The Training Plan sets forth the Contractor's approach to pre-Operations <u>and pre-technology</u> Go-Live training and the continued training of personnel throughout the duration of the Contract <u>on operations and technology solutions.</u>
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10. RFP Part III, Scope of Work and Requirements, **Section 4.2.1 Contact Center Staffing and Management**, *Requirement No. 335*, has been modified as follows:

335.	The Contractor shall continuously optimize staffing efficiency while maintaining service quality and customer satisfaction. Staffing strategies <u>shall</u> be reviewed periodically and adjusted based on performance data, customer feedback, and changing business requirements. <u>Note: Remote agent and user operations, can be considered for specific functions as approved by NCTA, for staff residing in NC and by following applicable security protocols and SOPs including but not limited to PCI and SOC2.</u>
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11. RFP Part III, Scope of Work and Requirements, **Section 4.2.3.7 Case Management**, *Requirement No. 384*, has been modified as follows:

REQ. No.	Requirement Description
384.	Case Creation a. The Contractor shall manage a process and have staff available to create and support Cases for various customer requests, which include but are not limited to the following: i. Account Update • Researching Transponder order tracking; • Initiating, tracking and resolving customer issues and requests via phone and in person, that cannot be resolved immediately; • Initiating, tracking and resolving customer issues and requests received by mail, self-service Website, self-service mobile website, self-service mobile application, email, fax and SMS text messaging; • Initiating, tracking and resolving research Cases created by the collection's agencies; • Initiating, tracking and resolving non-customer issues and requests that cannot be resolved immediately; • Initiating, tracking and researching undeliverable addresses; and • Initiating requests for inventory items (e.g. dual lock, read prevention bags,

12. RFP Part III, Scope of Work and Requirements, **Section 4.3.4.7 PCI and SOC Auditing**, introduction paragraph, has been modified as follows:

The Contractor is responsible for supporting NCTA internal and external audits of Contractor activities related to the NC Quick Pass operations. The Contractor's PCI assessment and SOC 2 Type 2 audit will be coordinated and managed by the Contractor, ~~and will be responsible for all costs related to the annual assessment audits including the implementation of any and all corrective actions, with the third-party service costs being billed to NCTA as a pass-through.~~

13. RFP Part III, Scope of Work and Requirements, **Section 5.1.4.2 Phone System**, Requirement No. 716, has been modified as follows:

716.	The phone system shall include management oversight features, such as call queue management, ACD call routing, call recording and transcription (<u>retention 90-Calendar Days plus current month and 2 years of historical call recording available on request</u>), call monitoring, call transfer, call barge, call playback, etc.
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14. RFP Part III, Scope of Work and Requirements, **Section 5.1.6 Chat/Chatbot**, Requirement No. 783, has been modified as follows:

783.	The contents of the chat session shall be saved <u>and/or linked</u> to customer Accounts for future reference.
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15. RFP Part III, Scope of Work and Requirements, **Section 5.2.3.4 Go-Live**, Requirement No. 915, has been modified as follows:

915.	Upon successful deployment <u>of any CCT component</u> , the Contractor shall transition to hypercare <u>for the System Acceptance period. Upon SAT approval, applicable technology and then to O&M, after which applicable</u> O&M Services may be billed.
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16. RFP Part III, Scope of Work and Requirements, **Section 5.2.3.5 System Acceptance**, *Requirement No. 917*, has been modified as follows:

917.	System Acceptance Test Report Approval - System Acceptance Test Approval can be requested when the following conditions are met: a. The successful completion of a 60 Calendar Day monitoring period post Go-Live. <u>b. Test report is submitted and Approved proving successful execution against the SAT test plan.</u> <u>b-c. The Contractor must demonstrate operational performance, including achievement of applicable KPIs and overall service quality.</u> <u>c-d. The Contractor's finalization of all required testing documentation and artifacts, and testing punch lists for NCTA review and Approval.</u>
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17. RFP Part III, Scope of Work and Requirements, **Section 5.2.4.3 Disaster Recovery**, *Requirement No. 953*, has been modified as follows:

REQ. No.	Requirement Description
953.	The Contractor shall support-execute DR testing for the technology solutions and platforms that they supply and provide test results upon request as defined in the Approved Disaster Recovery Plan.

18. RFP Part III, Scope of Work and Requirements, **Section 5.2.4.3 Disaster Recovery**, *Requirement No. 960*, has been modified as follows:

960.	<u>NCTA expects an RTO of 1 hour, and an RPO of 5 min. The Proposer shall include this requirement for</u> NCTA shall review and Approve Approval <u>all RPO/RTO recommendations</u> as part of design.
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19. RFP Part III, Scope of Work and Requirements, **Section 6.1 Project Closeout**, *Requirement No. 964* has been modified as follows:

964.	The Contractor shall preserve any records related to this Contract for the entire term of the Contract and <u>shall transfer records to NCTA</u> for a period of three (3) years after the later of: a. Completion of the Contract, b. Until all claims (if any) regarding the Contract are resolved, or c. Expiration of the Qualification Package Records and Contract records' status as public records. <u>Note:</u> Failure to maintain the required repository or to provide timely access to documents shall constitute non-compliance with the Contract Requirements.
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20. RFP Part III, Scope of Work and Requirements, **Section 7.3 Start of KPI Assessment**, *Requirement No. 976*, has been modified as follows:

REQ. No.	Requirement Description
976.	The Contractor shall be required to show compliance with all KPIs before formally exiting OOP <u>or SAT</u> , however KPI assessments shall begin the first month after the go Calendar Days <u>from Go-Live, period concludes.</u>

21. RFP Part IV, Proposal Content, **Section 1.1.D (Item #3)** has been modified as follows:

- 3) Using **Exhibit D: Proposer Company Reference Form**, the Proposer shall provide the following project experience including Subcontractors' relevant experience, in the following areas:
- a) Customer Service Center Operations (CSCO) for at least three (3) projects of similar size and scope over the past five (5) calendar years.
 - b) Contact Center Technologies (CCT) for at least two (2) projects of similar size and scope over the past five (5) calendar years.
- IMPORTANT NOTE:** Proposers may use the same project reference for CCT experience and CSCO experience, if applicable.

22. RFP Part IV, Proposal Content, **Section 1.1.D (Item #5. a.)** has been modified as follows:

- 5) A copy of the Proposer's audited financial statements for the past two consecutive years as Appendix 1.
- a) If a Proposer does not produce audited financial statements, the Proposer shall submit any financial statements that it does have (e.g. lines-of-credit, statements compiled by an outside accounting firm such as a balance sheet, income statement, cash flow, etc.) and any other information Proposer feels is pertinent in establishing the financial stability of its business/organization. NCTA reserves the right to review other publicly available information with regard to the Proposer's financial stability, as part of the evaluation. If a Proposer has questions about what evidence of the Proposer's financial stability will be acceptable to NCTA, the Proposer should communicate with NCTA as set forth in Part I, Section 2.8.

23. RFP Part V, Terms & Conditions, **Section 2.5.2 Time Extensions and Schedule Changes**, Item #2 has been modified as follows:

2. NCTA will Approve Contract Time Extensions ONLY for Force Majeure causes or acts by NCTA or its contractors which have been documented to have impeded the Contractor's progress.

24. RFP **Attachment D: Operational Statistics** has been modified as follows:

- a. Under the tab "Image Review Audit", for each calendar year, statistics for DMV rejects have been added.

Note: A new version of the *Attachments* file has been uploaded to the [NCTA Connect Site](#). Download the new *Attachments* file to access the updated version of Attachment D.

25. Several updates and additions have been made to RFP **Attachment H: Typical Pass-Through Items**.

Note: A new version of the *Attachments* file has been uploaded to the [NCTA Connect Site](#). Download the new *Attachments* file to access the updated version of Attachment H.

26. The following two (2) new files have been added to **Attachment N: Current Lease Agreements for NCTA Facilities:**

- b. Rent commencement for Winston Salem
- c. Rent commencement for Rocky Mount

Note: A new version of the *Attachments* file has been uploaded to the [NCTA Connect Site](#). Download the new *Attachments* file to access the new “paper-clipped” files that have been added for Attachment N.

27. RFP **Exhibit G: Pricing Forms & Instructions, 0-Instructions Tab** has been modified as follows:

Note: A new version of the *Exhibits* file has been uploaded to the [NCTA Connect Site](#). Download the new *Exhibits* file to access the updated version of Exhibit G.

- a. Instructions for Tab 4 - Ongoing O&M: Technology Systems Maintenance

Technology Systems Maintenance	D1-The Proposer shall provide a monthly price to cover all costs associated with their technology solutions proposed for this phase. These costs shall include system maintenance, license fees, knowledge base management, IVA and BOT process flow management, etc. D2-The Proposer shall provide a monthly price to cover costs associated the technology support staff. Monthly invoicing for D1 and D2 shall begin upon NCTA Approval Of System Acceptance for all components of NTP1-B.
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- b. Instructions for Tab 4A - Ongoing O&M (No TISDSR)

Technology Systems Maintenance	D1-The Proposer shall provide a monthly price to cover all costs associated with their technology solutions proposed for this phase. These costs shall include system maintenance, license fees, knowledge base management, IVA and BOT process flow management, etc. D2-The Proposer shall provide a monthly price to cover costs associated the technology support staff. Monthly invoicing for D1 and D2 shall begin upon NCTA Approval Of System Acceptance for all components of NTP1-B.
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