

CSC Operations Staffing & Customer Contact Technology

Request For Proposals

Addendum No. 5

Issued 07/24/2026

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 4.0 dated **07/24/2026**, 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
272	33	4.6	Stipend Provision	We note that if the unsuccessful top-ranked Proposer accepts the stipulated fee, the NCTA reserves the right to use any ideas or information contained in the Proposal, whether incorporated into the Proposal or not, in connection with any contract awarded for the Project, or in connection with any subsequent procurement, with no obligation to pay additional compensation to the unsuccessful top-ranked Proposer. Please confirm that if the unsuccessful top ranked proposer does not accept the stipulated fee, NCTA has no right to use ideas or information contained in the Proposal.	NCTA reserves the right to use any ideas or information that is not a trade secret protected pursuant to N.C.G.S. §§ 66-152 et seq. or protected by other federal intellectual property provisions.

#	Page	Section	Section Description	Proposer Question	NCTA Response
273	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. Please confirm that this is subject to the limitation of liability in section 3.7.14	Confirmed.
274	239	1.9.1	System Warranty during Operations & Maintenance and Continuous Improvement Phase	Would NCTA be amenable to limiting this warranty so that it does not apply to any changes NCTA makes to the system and its code.	Yes.
275	242	1.10.2.5	Scope of Software Licenses	What is intended to be sold or distributed here?	The intent is described in the RFP.
276		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 will NCTA provide a production-like BOS sandbox environment for integration, development, and testing, please provide.	Please refer to NCTA's responses to Questions #94 & #141 found in Addendum #3.

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277	233	1.2 Paragraph 1	Payment Terms and Conditions	"Payment terms are net thirty (30) Calendar Days after receipt of a correct invoice within 45 Calendar Days of services rendered." Please confirm that NCTA will pay invoices received more than 45 days after services are rendered. E.g. in the implementation stage, work may be performed that isn't ripe for payment for other reasons until after 45 days have past.	Yes, NCTA would pay for services provided more than 45 days.
278	236	1.6	Authority of the NCTA Project Manager	This section requires the Contractor to comply with all determinations and orders of the NCTA Project Manager regardless of disagreement. Please confirm that such determinations and orders remain subject to the dispute resolution procedures in Section V.3.7.11 and are not intended to constitute final determinations of the parties' contractual rights and obligations.	NCTA confirms that such determinations and orders remain subject to the dispute resolution provisions in RFP Part V, Section 3.7.11 Dispute Resolution .

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279	244	1.10.3.5	Release of Escrow Deposits	This appears to require release of all escrow materials upon expiration of the Contract, regardless of whether Contractor has fully performed its obligations. This effectively converts the escrow from a continuity-of-operations protection mechanism into a mandatory transfer mechanism. Please clarify the rationale for this approach and whether NCTA would consider limiting escrow release to customary release events such as insolvency, abandonment, failure to support, or uncured default.	NCTA will not limit escrow release to customary release events. The Deposit Materials are source code and other documentation that allows the system to operate. Therefore, it is imperative for NCTA to gain access to the Deposit Materials upon termination of the Contract.

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280	245	1.11.1.3	Internal/Embedded Software License and Escrow	This provides that all Deliverables are works-for-hire owned exclusively by NCTA. However, the definition of Deliverables appears to overlap with categories of Contractor-owned methodologies, know-how, tools, processes, technologies, and other proprietary intellectual property. Please clarify the boundary between Contract Deliverables owned by NCTA and Contractor-owned methodologies, know-how, tools, processes, technologies, and other pre-existing intellectual property under Section 1.11.1.	The boundary is set out and described in RFP Part V, Section 1.11.1. Internal/ Embedded Software License and Escrow, #3.
281	259	3.5.3	Contractor's Representations: Inherent Services	Please clarify how NCTA distinguishes inherent services from work eligible for compensation through Change Orders, Extra Work Orders, or Task Orders under Section 2.	If an item is documented in a Change Order, Extra Work Order, or Task Order, then once executed, it becomes a part of the Contract, and the terms of the Change Order, Extra Work Order, or Task Order would govern any compensation.

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282	259 & 264	3.6 & 3.7.7	State Property and Intangible Rights	Sections 1.11, 3.6, and 3.7.7 contain overlapping and potentially inconsistent provisions regarding Deliverables, software, and intellectual property ownership. Will NCTA review and harmonize these sections to provide a single, consistent framework governing Deliverables, Contractor intellectual property, and software licensing rights?	NCTA does not see these Sections as inconsistent. RFP Part V, Section 3.6 State Property & Intangible Rights is a clarification of Deliverables. The Contractor must assign any rights to the intellectual property except those that the Contractor already had, and even those have to be assigned if they are necessary for the operation of the solution.

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283	III-159 to III-171	7	Key Performance Indicators	NCTA has confirmed there are no KPI cure periods. Please clarify what KPI exclusions or relief provisions will apply for BOS outages, TISDSR outages, telecommunications failures, third-party provider issues, force majeure events, NCTA-caused delays, or NCTA-approved operational changes.	Refer to RFP Part III, Section 7 KPI , which states: "At all times, the Contractor is expected to perform the Services identified in this Contract, and any Amendments thereto, in a fashion that meets or exceed the KPIs. However, it is understood that certain conditions, BOS availability, environmental factors, and other unforeseen issues may prevent the Contractor from meeting a particular KPI. These exception situations are expected to be rare occurrences and should not be considered normal operations. In such exception situations, the Contractor may request an exception to the KPIs and shall fully document any request for exception in writing to NCTA and provide all supporting information. NCTA will not unreasonably withhold Approval of exception requests however NCTA, in its sole discretion, shall have the right to reject any request."

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284	III-170	7.2.5	Quality Assurance KPIs	For Customer Satisfaction KPI PT-QA1, does NCTA require a standardized CSAT methodology across all channels, or may proposers define channel-specific survey approaches, sample sizes, and scoring models?	Proposers may propose their own model for NCTA approval.
285	224	1.1	Content of Technical Proposal, D.5	Is a Vendor guarantor required for this contract?	No.
286	229	1.2	Format of Technical Proposal, #5	If a Proposer contends that all or a portion of its price proposal qualifies as a trade secret, may the Proposer include a redacted copy of the price proposal along with its redacted technical proposal?	No. Proposers may not submit a redacted copy of the Price Proposal, even if they contend that all or a portion of the pricing information constitutes a trade secret. Price Proposals are confidential, however, until the Contract is awarded. Price Proposals are submitted using the NCTA-provided template. Only the Technical Proposal may include a redacted copy, if applicable, in accordance with the RFP instructions.
287	210	7.1	Liquidated Damages KPIs, Table III-6, Liquidated Damages-Applicable KPIs, 7.1.1 Contact Center	LD-CC1 does not mention case management – should it be included in the KPI?	No.

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288	210	7.1	Liquidated Damages KPIs, Table III-6, Liquidated Damages-Applicable KPIs, 7.1.3 Production	What is the definition of a 'Production Day' in LD-P1? Does it include Saturdays since the Contact Center is open 9:00 am to 2:00 pm, or does it strictly mean standard Monday–Friday business days?	Saturdays are considered Production Days. Refer to RFP Part II, Section 1 Acronyms & Defined Terms, for a full definition of "Production Day(s)".
289	210	7.1	Liquidated Damages KPIs, Table III-6, Liquidated Damages-Applicable KPIs, 7.1.3 Production	In LD-P1 if a service request case remains open because we are waiting on a response from NCTA, the AG's office, or an external customer action (e.g., interoperability dispute), does the 30-day 'Production Day' timer pause, or do the number of aging days continue to accumulate? Will we have the ability to place a case on hold?	The case management KPIs are set to incorporate all processing required to close a case within the assigned required including interaction with outside sources. Per this Addendum #5, language has been added to <i>Requirement No. 385</i> found in RFP Part III, Section 4.2.3.7 Case Management.
290	210	7.1	Liquidated Damages KPIs, Table III-6, Liquidated Damages-Applicable KPIs, 7.1.4 Customer Service	In LD-CS1 the measurement requires 100% of customers to be seen within 30 minutes. If a WIC serves 500 customers perfectly in a day, but the 501st customer waits 31 minutes due to a complex dispute, the entire day drops to 99.8%. Will the contractor be charged the full \$1,000 penalty for a single customer?	Refer to RFP Part III, Section 7 KPI , which states: "In such exception situations, the Contractor may request an exception to the KPIs and shall fully document any request for exception in writing to NCTA and provide all supporting information. NCTA will not unreasonably withhold Approval of exception requests however NCTA, in its sole discretion, shall have the right to reject any request."

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291	211	7.1	Liquidated Damages KPIs, Table III-6, Liquidated Damages-Applicable KPIs, 7.1.5 Quality Assurance	In LD-QA1 if a toll roadway experiences an unexpected, massive surge in daily traffic or a system malfunction causing DMV rejects to increase past the 5,000/day threshold, is the contractor capped at reviewing 5,000 images, or does the 2-day timeline SLA also apply to the increased volume?	The Contractor is capped at reviewing 5,000 images per day independent of what the traffic volumes are.
292	III-48	3.5.2.2	As-Built Documentation REQ 174	Please confirm the As-Built matrix is an NTP2 deliverable, not due at NTP1 Part B?	Confirming the As-built matrix related to case management is an NTP2 deliverable.
293	III-50; III-141	3.5.5	Testing Documentation REQ 194-197	Are these one set of testing deliverables, documented under 3.5.5, executed under 5.2.2, rather than two efforts?	We consider them to be 2 separate deliverables. However, if the Contractor can submit all of them at the same time, we will accept them.

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294	III-52; III-137; III-148	3.5.6	Installation Plan REQ 198-206	Is the Installation Plan the planning artifact for the 5.2 work, rather than a separate effort?	RFP Part III, Section 5.2 Technology Delivery has several topics/subsections relating to Delivery. The installation plan should complement the Technology Delivery approach as it relates to installation and deployment activities, with a separate Installation Plan provided for each deployment event. Noting that the Installation Plan can be a subset of the Technology Transition Plan as documented in RFP Part III, Section 3.5.6 Installation Plan. The Software Development Plan shall describe the SDLC process would be part of the Project Management plan found in RFP Part III, Section 2.2 Project Management Approach, Requirement No. 7.
295	III-53; III-150	3.5.7 Tech. Transition Plan	Technology Transition Plan REQ 899	Can you confirm these requirements describe the same transition deliverable?	<i>Requirement No. 899 in RFP Part III-Section 5.2.3.3 Transition presents the requirements for transitioning. These requirements should be addressed in detail in the Transition Plan with guidelines provided for the plan in RFP Part III-Section 3.5.7 Technology Transition Plan.</i>

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296	III-53	3.5.7	Technology Transition Plan REQ 210/901	Could you share the scope of legacy data to migrate (cases, notes, recordings, transcripts, IVR/IVA config, knowledge), and scope of support from the incumbent?	NCTA does not anticipate a formal data migration; however, any data elements needed for Proposer's solution will be provided upon request.
297	III-58	3.5.9	Disaster Recovery Plan REQ 246	Are there predefined RTO/RPO targets for the BOS that the CCaaS/ CCT Systems should align? If so, what are the objectives?	Refer to Addendum #4 which included an update to <i>Requirement No. 960</i> to address this inquiry.
298	III-109; III-129	4.3.4.7	PCI and SOC Auditing REQ 551	Is the Contractor's CCaaS environment in PCI-DSS scope per the existing BOS/CSC Data Network Design? If so, is the CCaaS Attestation of Compliance sufficient?	The current BOS/CSC data network is PCI compliant. The Contractor's CCaaS environment would need to be certified.
299	III-117	4.3.4.11.8	Facility Security Requirements REQ 618	Could you clarify the network demarcation as it relates to architecture, engineering, monitoring and service management between the Contractor, BOS contractor, and NCTA?	All the interactions between the Contractor's CCaaS system would be via secure open APIs. The Contractor would be responsible for the communication within the CCaaS system.
300	III-118	5.1.1	Technology Approach - General Requirements REQ 629	Does NCTA hold existing SMS short-code/10DLC (A2P) registrations and social accounts we would use?	Yes.

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301	III-118	5.1.1	Technology Approach - General Requirements REQ 633	What is NCTA's identity provider (e.g., Entra ID) for agent SSO/MFA, and is AD-Sync between Identity Services acceptable?	Entra ID is used for SSO/MFA. It is incumbent upon the Proposer to define their approach.
302	III-118	5.1.1	Technology Approach - General Requirements REQ 641	Could you share an inventory of any existing equipment potentially available for reuse?	For the purposes of the pricing, do not assume reuse; assume you are replacing everything you need to support the contract.
303	III-118; III-135	5.1.1	Technology Approach - General Requirements REQ 642/801	Do you require event-based integration via Kafka and 3Scale, or is REST/OpenAPI sufficient?	REST/OpenAPI is sufficient.
304	III-120	5.1.2	Workforce Management REQ 650/728	Should reporting integrate with a specific NCTA data warehouse/BI platform (e.g., the OBO warehouse), or can it be self-contained?	Self-contained.
305	III-121	5.1.3.1	Case Management Architecture REQ 657	Describe the sync model for cases when the TISDSR is implemented.	TISDSR will be the system of record. Case workflows will integrate with TISDSR platform for data retrieval / storage. It is incumbent upon the Proposer to define their approach.
306	III-126	5.1.4.1	Telephony Services REQ 708	What are your consent / Do-Not-Call (TCPA) expectations, and does NCTA hold the consent data for outbound voice/SMS?	We currently do not use consent / Do-Not-Call.

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307	III-127	5.1.4.2	Phone System REQ 717	What retention period is required for recordings and transcriptions?	Refer to NCTA's response to Question #250 found in Addendum #4.
308	III-127	5.1.4.2	Phone System REQ 720	Does the Contractor procure and install the physical wallboard monitors, or does NCTA/the facility provide them?	For the purposes of the pricing, do not assume reuse; assume you are replacing everything you need to support the contract.
309	III-129	5.1.4.3	IVR / IVA REQ 729/790	What is NCTA's payment gateway/processor and tokenization model, so we keep the CCaaS out of cardholder-data scope?	The payment gateway is CardConnect. 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.
310	III-129	5.1.4.3	IVR / IVA REQ 731/765	Which languages are required Day 1 of Operations beyond English and Spanish?	Just English and Spanish.
311	III-135	5.1.8	Integration to Other NCTA Systems - Real-time integration throughput sizing depends on API volumes and any 3Scale limits.	Can NCTA share expected API transaction volumes and any Red Hat 3Scale rate limits for the BOS/TISDSR APIs?	It is anticipated that the transaction volume will remain consistent with current volumes and normal program growth. Any rate limits will be mutually agreed upon during the design phase.
312	III-136	5.1.9	Refresh Requirements REQ 823	How should N-1 currency apply to vendor-updated SaaS components?	It is incumbent on the Contractor to ensure the solution remains up to date.

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313	III-137	5.2.1.1	Procurement & Commissioning REQ 824	What licensing model do you expect for subscription SaaS (NCTA-named, assignable subscriptions, or transfer-on-exit)?	NCTA-named.
314	III-142	5.2.2.1	QA Manual & Automated Testing REQ 859/877	Will NCTA provide production-representative data sets (with any PII constraints), or should the contractor plan to synthesize them?	NCTA will provide production-representative redacted data. The Contractor should plan to synthesize data to handle specific scenarios.
315	III-150	5.2.3.3	Transition REQ 900/211	Can NCTA confirm the incumbent carrier and number inventory to port?	Refer to RFP Attachment E: RingCentral Specs.
316	III-153	5.2.4	O&M and Continuous Improvement REQ 922	Tables III-4/III-5 provide priorities, please provide comparable detail regarding severity.	Priority and severity are used synonymously.
317	III-118	5.1.1	Technology Approach - General Requirements REQ 634	Does NCTA/NCDIT require events forwarded to a State SIEM/SOC (with format, transport, connectivity), or is Contractor SIEM with standard weekly/monthly reporting sufficient?	Contractor SIEM with standard weekly/monthly reporting is sufficient.

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318	III-135	5.1.8	Integration to Other NCTA Systems - NTP1 Part B integrations build against the existing BOS (Attachment I APIs).	Is a BOS non-production/sandbox API environment and PII-safe test data available for our SIT/UAT?	NCTA will provide production-representative redacted data. The Contractor should plan to synthesize data to handle specific scenarios. Additionally, please refer to NCTA's response to Question #94 found in Addendum #3.
319	III-109; III-127; III-129	4.3.4.7	PCI and SOC Auditing - During NTP1 the Contractor may operate existing agency-owned / incumbent technology (RingCentral, existing BOS) as a pass-through (1.4), then stands up the new cloud CCT stack at NTP1 Part B (1.5, REQ 709/727). REQ 551 notes NCTA and the BOS contractor engage firms to certify PCI for the Program.	How is PCI-DSS scope and responsibility divided between phases, NCTA, BOS & CCT Contractor?	The Contractor is responsible for the compliance related to the work they are performing such as staffing, operations and technology when implemented. As part of NTP1-A, the Contractor will be assuming responsibility of the current phone system which is currently PCI compliant.

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320	III-109	4.3.4.7	PCI and SOC Auditing REQ 551	Who provides and funds the QSA for the life of the engagement (NCTA, the BOS contractor, or the CCT Contractor), and will a single QSA assess all parties' environments for one Program-level attestation?	Refer to Addendum #4 which included an update to the introductory paragraph language in RFP Part III-Section 4.3.4.7 PCI and SOC Auditing .
321	III-55	3.5.8	Maintenance and Support Plan - Scope of ITSM - End User Support	During NTP1, what is the expected scope of L3-L4 support responsibility for the contractors technology service desk team for any NCTA / BOS Contractor owned/managed systems?	The support responsibility would be to report and track issues related to the Contractor's work.
322	III-55	3.5.8	Maintenance and Support Plan - ITSM NTP1 Transition	Will all necessary and current operational, technical, and administrative documentation be made available during ITSM support transition, such as SOPs, runbooks, architecture diagrams, knowledge base content, and vendor L3-L4 escalation contacts?	Yes. NCTA will provide diagrams for the items that the Contractor will become an owner of.
323	III-55	3.5.8	Maintenance and Support Plan - ITSM NTP1 Transition	Can NCTA provide an inventory of the existing technology environment to be supported during NTP1, including approximate counts of workstations, laptops, servers, network devices, mobile devices, printers, and other managed endpoints	The Contractor will not be responsible for the local network / wiring, printers, laptops, or servers at the CSC facilities.

#	Page	Section	Section Description	Proposer Question	NCTA Response
324	III-55	3.5.8	Maintenance and Support Plan - ITSM NTP1 Transition	Can NCTA provide an inventory of the operational tools and platforms currently in use during NTP1, including endpoint management, monitoring, endpoint protection, remote support, identity management, patch management, and any related tools?	The Contractor will not be responsible for the local network / wiring, printers, laptops, or servers at the CSC facilities.
325	III-55	3.5.8	Maintenance and Support Plan - ITSM NTP1 Transition	Can NCTA provide historical operational data to support staffing and support planning, including monthly ticket volumes, incident volumes by priority, service requests versus incidents, monitoring alerts, escalation rates, average response time, average resolution time, current backlog, monthly trends, and seasonal peak volumes?	The Contractor will not be responsible for the local network / wiring, printers, laptops, or servers at the CSC facilities.
326	73-75	III	Contact Center Staffing & Management Doc. - CSC Ops Staffing & Customer Contact Technology RFP	Historical volume trends show significant year-over-year growth. Call volumes increased from ~80K/month (2023) to ~111K/month (2025). Kindly provide the expected annual volume growth rate and any known events that may drive increases or decreases in ticket/contact volumes during the contract period?	It is incumbent upon the Proposer to provide forecast based on the historical trends provided. NCTA does not foresee any unusual events that should alter normal program growth.

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327	Attachment D (Operational Data)	NA	AHT Metrics	Please provide average handle time (AHT) by call type, queue/channel, and language? Attachment D only provides aggregate monthly AHT.	At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics .
328	III-73, III-118 onwards	4.2.1 / 5	Contact Center Operations & Technology	What languages are required beyond English and Spanish. Are their future additional language support plans? What percentage of current contacts are Spanish and what are the expected service levels for Spanish queue?	• Currently, only English and Spanish are required, however Proposers can propose other languages. • Spanish percentages are available in RFP Attachment D: Operational Statistics • Service levels are expected across all queues.
329	III-129 to III-133	5.1.4 / 5.1.6	IVR/IVA & Chatbot	Containment fluctuates between ~41% and ~49%. What is target containment under the new solution?	No set target, however, NCTA expects the Proposer to maximize the target based on their solution.
330	I-5 to I-6	1.3	NCTA Toll Program	Active Toll Invoice Accounts exceed 2.3M. What percentage generates customer service contracts annually?	Refer to RFP Attachment D: Operational Statistics .

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331	Attachment D		Contact Center Staffing & Management Doc. - CSC Ops Staffing & Customer Contact Technology RFP	Please provide the complete last 12 months ACD reports at monthly and interval level (15-minute or 30-minute)?	At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics .
332	III-126 to III-129	5.1.4	Telephony Services	Please provide callback volumes and callback success rates.	At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics .
333	III-126 to III-129	5.1.4	Telephony Services	Please confirm whether the Toll-Free Numbers for the contact center platform will be sourced from NCTA current inventory or if they will be provisioned by the service provider.	Refer to RFP Attachment E: RingCentral Specs for the toll-free numbers.
334	III-159 to III-171	7	KPIs	Please share the latest performance detailing current metrics (Operational & Quality), targets, and performance vs. targets.	This question is outside the scope of this procurement and not relevant to this RFP.

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335	onwards	5	Technology Environment	Please share the current support tools being utilized by Customer Service Desk as per the list below a. Contact Center Platform Name and Version b. Knowledge Management Platform	It is incumbent on the Proposer to provide their solution.
336	III-135, III-148	5.1.8 / 5.2.3	Integrations	We understand from the RFP document that all your applications are hosted on Azure. Pls confirm how our users will be provided with access to the required applications. If it is over a virtual platform, pls specify the same.	The access will be via public facing REST / OpenAPIs.

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337	III-86 to III-87	4.2.4 / 4.2.5	Quality Management	Is there an existing Quality framework, policy, or operating model that vendors are required to follow? Are there client mandated tools for Quality tracking, sentiment analysis, or CSAT reporting? Will vendors be provided with access to required data sources to perform Quality and CSAT analysis? How will be the volume forecasting and scheduling model to be followed.	It is incumbent upon the Proposer to provide their quality management program and explain how it will meet the RFP requirements. Additionally, refer to RFP Attachment O: Quality Scorecard Examples which was provided per Addendum #1.
338	III-19 to III-21	2.4.1	Personnel Requirements	Are there mandatory background check requirements prior to production access?	Refer to RFP Part III-Section 2.4.2 Staffing Requirements, Requirement No. 71.
339	III-22 to III-53	3.0	Documentation & Transition Sections	What is the level of existing documentation for the in-scope applications/systems from a scale of 1 to 5, with 1 being low maturity and 5 being high maturity?	Refer to RFP Att C: NCQP Business Policies, Att F: Current List of SOPs, and Att K: List of Current Case Types & Topics.

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340	III-45, III-53, III-100, III- 150	3.4.8 3.5.7 4.3.2 5.2.3.3	Transition Plans	Are there any major constraints or dependencies that need to be considered in developing a Transition Schedule (e.g., application Implementation, blackout period, system upgrade, in flight projects, integration, etc.)?	No major constraints or dependencies are expected outside of normal operations. It is incumbent on the Proposer to propose a transition approach that minimizes disruption to current operations.
341	III-73 onwards	4.2	Operations	Please provide the monthly volumes by channel: • Percentage of Inbound calls vs. Outbound calls • Walk-in transactions • Back-office transactions	At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics .
342	Attachment D		Operational Metrics	What are the current AHT, ACW, Service Level, ASA, Abandonment Rate and Occupancy metrics by channel?	At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics .
343	III-20 to III-22	2.4.1.2	Staffing Requirements	What are the current staffing levels by role across: • Rocky Mount CSC • Winston-Salem CSC • Charlotte WIC • Monroe WIC	It is incumbent upon the Proposer to propose staffing levels by role. At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics . Additionally, refer to NCTA's response to Question #61 found in Addendum #1.

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344	I-3 to I-6		Program Background	Can NCTA provide workload seasonality profiles including: • Monthly peaks • New roadway launches. • Revenue-impacting events Toll policy changes?	Refer to RFP Attachment D: Operational Statistics v and Attachment G: NCTA Roadway Projects . Additionally, there are no anticipated toll policy changes.
345	III-22	2.4.3	Acquiring Incumbent Staff	How many incumbent employees are expected to transition under right-of-first-refusal provisions?	It is incumbent on the Proposer to develop a transition package to maximize retainage of incumbent employees.
346	III-22	2.4.3	Acquiring Incumbent Staff	Can NCTA provide current organizational charts and role mappings?	This information will not be provided.
347	III-22	2.4.3	Acquiring Incumbent Staff	What are the historical attrition rates, absenteeism rates and tenure profiles of current staff for each location?	This information will not be provided.
348	III-22	2.4.3	Acquiring Incumbent Staff	Are there any unionized employees or labor agreements that may impact transition?	No.
349	III-73 onwards		Operations Model	What percentage of work is currently performed onsite versus remote?	This information will not be provided.
350	III-82 to III-86		Case Management / Operations	What are the current escalation rates from frontline agents to supervisors?	This information will not be provided.

#	Page	Section	Section Description	Proposer Question	NCTA Response
351	III-82 to III-86		Case Management	What percentage of interactions require follow-up case work versus first-contact resolution?	This information will not be provided.
352	III-118 to III-136		Technology Environment	Can NCTA confirm the current contact center platform architecture and provide detail on: a. RingCentral deployment b. Telephony licenses c. IVR flows d. Workforce management tools e. Reporting tools?	a./b. Refer to RFP Attachment E: RingCentral Specs for RingCentral / telephony information. c./d./e. Please refer to NCTA's responses to Questions #107 & #123 found in Addendum #3 regarding WFM and IVR flows and Question #103 regarding Reporting found in Addendum #3.
353	III-86, III-130	4.2.4 5.1.5	QA & AI	What is the current call recording, quality monitoring and speech analytics capabilities?	Speech analytics are not currently deployed. Refer to RFP Attachment E: RingCentral Specs for RingCentral / telephony information.
354	III-118 onwards	5.1	Technology Approach	Are there any technology components that NCTA intends to retain irrespective of vendor recommendations?	NCTA does not intend to retain any technology components outside of the vendor's recommendation.
355	III-135, III-148	5.1.8	Integrations	Can NCTA provide BOT/API transaction volume estimates between BOS and proposed CCaaS platforms?	At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics .

#	Page	Section	Section Description	Proposer Question	NCTA Response
356	III-5 to III-7, III-135	5.1.8	TISDSR (Tolling Integration Service and Data System of Record) & Integration	What is the status and timeline of the TISDSR modernization program?	Please refer to NCTA's response to Question #92 found in Addendum #3.
357	III-135	5.1.8	Integration Architecture	What functionality will remain within BOS versus migrate to TISDSR?	Please refer to RFP Part III-Section 1.5 Contact Center Technology , Figure 2: NCTA's Systems - TISDSR, B2B Partners, Applications & Channels. <u>Note</u> : Addendum #4 included an update to Figure 2.
358	III-135, III-148	5.1.8	Integration Ownership	What is expected integration of ownership split between: • TISDSR vendor • CSCO/CCT vendor • NCTA?	Please refer to RFP Part III-Section 1.5 Contact Center Technology , Figure 2: NCTA's Systems - TISDSR, B2B Partners, Applications & Channels. <u>Note</u> : Addendum #4 included an update to Figure 2.
359	III-135, III-148	5.1.8	APIs & Data Models	Will standard API specifications and data models be made available during the proposal stage?	Please refer to NCTA's response to Question #91 found in Addendum #3.

#	Page	Section	Section Description	Proposer Question	NCTA Response
360	III-130 to III-133	5.1.5	AI Components	What is NCTA's desired automation target for: • Voice containment • Chatbot containment • Agent Assist adoption. • Case automation?	No set containment target, however, NCTA expects the Proposer to maximize the target based on their solution. Regarding adoption, NCTA has released the RFP to leverage technology to promote better customer experience and to balance agent assist and customer self-service, including AI assist and automation tools and it is incumbent on the Proposer to describe their solutions to achieve those goals.
361	V-18 to V-20	1.12	AI Policy	Are there any restrictions on use of Generative AI or third-party AI services beyond the Responsible AI requirements stated in the RFP?	There are no known restrictions at this time that should impact AI solutions.
362	IV-10 Price Proposal	2.1	Pricing	Can NCTA clarify the preferred pricing construct for ongoing operations: • Fixed monthly • Per FTE • Per contact • Hybrid transaction-based model?	Refer to RFP Exhibit G: Pricing Forms and Instructions, “o-Instructions” Tab.

#	Page	Section	Section Description	Proposer Question	NCTA Response
363	III-94, III-95, III-112 onwards	4.2.6.7	Pass-through Costs & Facilities	Can NCTA provide estimates and historical expenses for pass-through expenses, telephony charges, facilities expenses and third-party vendor contracts expected to transition to the new contractor?	Refer to RFP Attachment H: Typical Pass-Through Items . Please also refer to NCTA's response to Question #27 found in Addendum #1 and Question #159 found in Addendum #4.
364	54	Contact Center Technology	The Contractor shall work in close collaboration with the organization's designated stakeholders to ensure seamless integration and deployment of the Contractor's proposed CCT solutions.	Pls list down your key CCT inflight projects, if any planned for next 06-12 months for CCT?	Please refer to NCTA's response to Question #16 found in Addendum #1.
365	51	Summary of scope of work	Summary of scope of work	Strategic Goals and Governance oPls list your strategic goals / top challenges / issues oAny risks / guidelines you foresee – that we should keep in mind	RFP Part I-Section 1.1.1 NCTA Project Goals The RFP and SOW list the requirements and KPIs which were tailored to address current operational goals and challenges.

#	Page	Section	Section Description	Proposer Question	NCTA Response
366	195	Priority Level Definitions-Technology	Table III-5	Current CCT Operations ticket count (Application and product related) details: - Split by L2 and L3 - Split by severity level	This information will not be provided.
367	III-135, III-148	5.1.8	Integrations	Pls share the details of backend integrations with IVR. i.e. how many and what all integrations are there currently, Eg: Payment GW, Transponder, Wallet Application, CRM, Invoice Systems?	IVR only integrates with BOS or TISDSR APIs.
368	III-43	3.4.4	Staffing Plan	Is there a limitation on all roles being onshore- model for Contact Center Transformation and Operations?	Please refer to NCTA's responses to Questions #186, #263 and #264 found in Addendum #4.
369	III-43	3.4.4	Staffing Plan	Can we have sub-contractors as part of our staffing?	Please refer to NCTA's response to Question #204 in Addendum #4.
370	III-54	3.5.7	Transition Plan	Is there a requirement for moving current call/screen recordings from current platform to future CCT platform?	Please refer to NCTA's response to Question #151 found in Addendum #3.
371	III-43	3.4.4	Staffing Plan	We understand NCTA is looking at rebadging existing NCTA/customer service employees by the selected vendor. Are there any unionized roles in this group?	There are no unionized roles.

#	Page	Section	Section Description	Proposer Question	NCTA Response
372		RFP Part V	Case Management	What resolution paths apply to customer service requests, including escalations and handoffs?	It is incumbent on the Proposer to define and describe their operational approach to Case Management Escalation based on the provided SOPs and defining escalation requirements in order to handle customer cases effectively and within the established KPIs.
373		RFP Part V	Case Management	Which systems need to be accessed or updated when handling a customer service request?	For NTP1, the Contractor will utilize the current BOS to access and update cases. For NTP2, The Proposer is responsible for selecting a Case Management process and system, which can integrate open API specifications. Refer to RFP Part III-Section 5.13 Case Management Tool for additional details.
374		RFP Part V	Case Management	What are the expectations for managing active and in-progress customer service requests during the transition from the incumbent vendor?	Please refer to NCTA's response to Question #104 found in Addendum #3.
375		RFP Part V	Case Management	Are there expectations for resolving backlogs or cleaning up data for existing customer service requests before or during the transition?	Please refer to NCTA's response to Question #104 found in Addendum #3.

#	Page	Section	Section Description	Proposer Question	NCTA Response
376	1-8	2.1.1; 2.5		How to RSVP to the Mandatory Pre-Proposal Scope of Services & Sites Tour Meeting; Right to Reject Proposer Question: The Solicitation references “Parties interested in submitting a Proposal” in Section 2.1.1 but does not specify whether affiliated entities (e.g. parent companies, subsidiaries, or related corporate entities) are included within that definition. To avoid ambiguity during evaluation and reduce protest risk, will NCTA amend the solicitation to clarify that the submissions of affiliated entities –when not proposed as subcontractors and when enterprise resources will be leveraged – will be considered if the parent company attended the Mandatory Pre-Proposal Scope of Services and Sites Tour Meeting?	Attendance at the meeting was required of all proposers who will submit proposals for the project. This specifically pertains to the Primary Contractor or the parent company, not subcontractors. Parent company relationships with the prime must be defined within the proposal.

#	Page	Section	Section Description	Proposer Question	NCTA Response
377	I-16	Part I, Section 3 — Procurement Schedule, Table I-1	Procurement and project schedule listing key dates and target milestones, including NTP1 issuance and CSCO/CCT Go-Live target dates	The RFP references a Target Date of February 2027 for NTP1 Part A and Part B. If NTP1 is not issued until February 2027, does NCTA's November 2027 CSCO Go-Live target remain fixed, effectively compressing the transition period to approximately 9 months? Please confirm (a) the minimum transition period NCTA considers acceptable between NTP1 issuance and CSCO Go-Live, (b) whether the November 2027 date is contractually mandatory or target-based, and (c) how proposers should reconcile the NTP2 timing (issued at NTP1-A Go-Live) with completion of the NTP1-B build.	The NCTA expects operation transition NTP1-A to occur no later than November 2027. Proposers should consider the information in <i>Table III-1: Project Notice to Proceed Summary</i> (found in RFP Part III) - in that the TISDSR is expected to be available for integration in Q3 2027, with Go-Live targeted for Q1 2029. NCTA does not anticipate any changes to Table III-1, if there are any fluctuations to the target date, they will be addressed during the BAFO process.

#	Page	Section	Section Description	Proposer Question	NCTA Response
378	III-19 to III-21	Part III, Section 2.4.1 — Required Personnel	Required Personnel positions, minimum qualifications, on-site/local residency requirements, and NCTA approval and interview process for the five key roles	The RFP requires NCTA approval of all five Required Personnel prior to assignment. Please confirm: (a) whether NCTA's approval process for Required Personnel will occur before or after contract award, (b) the maximum number of calendar days NCTA will take to approve or reject a submitted Required Personnel candidate, (c) whether a Proposer may name alternate or contingency Required Personnel in the proposal, and (d) whether interim or alternate candidates will be permitted if approvals are delayed during mobilization.	Proposal acceptance by NCTA constitutes approval of the Proposer's required personnel. Replacement of required personnel at any time after Proposal acceptance will require approval from NCTA. Per this Addendum #5, updates have been made to RFP Part III-Section 2.4.1.1 General Requirements, Requirement Nos. 61 and 62. The Proposer should identify all required resources as part of their proposal for NCTA evaluation.

#	Page	Section	Section Description	Proposer Question	NCTA Response
379	III-161 to III-164	Part III, Section 7.1 — Liquidated Damages, Table III-6	Liquidated Damages framework and schedule, including per-day/per-occurrence penalty amounts and the timing of KPI assessment following the Operational Observation Period	The RFP specifies that LD-CC1 (Staffing Availability) applies \$1,000 per day per contact channel, and that KPI assessment begins immediately after the go-day Operational Observation Period. Given that the CCT platform (NTP1-B) will not be deployed until Q2 2028 approximately 6 months after the CSCO Go-Live will staffing-availability LDs and point-assessed KPIs such as PT-CC1-A (Voice Wait Time) and PT-CC2 (Call Abandonment) be measured against the interim RingCentral platform's performance during that window, or held to the same standards as the fully deployed CCT solution?	Applicable KPIs must be measured and adhered to throughout the Project duration. Please refer to NCTA's response to Question #184 found in Addendum #4.

#	Page	Section	Section Description	Proposer Question	NCTA Response
380	III-165 to III-168	Part III, Section 7.2 — Point Assessment KPIs, Table III-8	Point-assessment KPIs and thresholds, including customer satisfaction and quality-assurance metrics identified as subject to determination during contract negotiations	PT-QA1 (Customer Satisfaction) and PT-QA3 (Customer Contact Quality Assurance) are noted as subject to determination between NCTA and Contractor during contract negotiations. Will NCTA provide a proposed CSAT measurement methodology and sampling framework as part of contract negotiations prior to execution, or will these be jointly developed during the Operational Readiness Review period? Additionally, will the PT-QA3 minimum acceptable quality score of 90% be a hard contractual floor or a starting negotiation point? (Note: Attachment O provides scorecard examples but does not define the CSAT methodology or the negotiability of the 90% threshold.)	Proposers may propose their own model for NCTA approval.

#	Page	Section	Section Description	Proposer Question	NCTA Response
381	III-53 to III-54	Part III, Section 4.3.4.11 — Facility Management / Walk-In Centers	Facility management obligations for the contractor-operated CSCs, WICs, and NCTA HQ, including maintenance, security, and lease assumption responsibilities	The Monroe WIC lease at 3034 Winston Avenue expires September 30, 2026, and Extra Work Order #15 (March 2026) authorizes the incumbent to negotiate a 3-year extension. Noting Addendum 3 (Q96) confirmed a phased facility handover, please confirm: (a) whether the Monroe WIC lease extension has been fully executed and will be in effect at contract award, (b) the specific facility obligations the new contractor will assume at each of the five locations (Rocky Mount, Winston-Salem, Charlotte WIC, Monroe WIC, NCTA HQ), and (c) whether any facility leases are in holdover or at risk of expiration during the transition period.	Refer to RFP Part III-Section 4.3.4.11 Facility Management . Additionally, see responses below – a) Yes. b) Refer to RFP Att H: Typical Pass-Through Items . c) No leases are scheduled to expire during the transition period. The Contractor will have 90 calendar days from NTP1-A to transition leases to their name.

#	Page	Section	Section Description	Proposer Question	NCTA Response
382	V-2 to V-3	Part V, Section 1.2.2 — Ongoing Operations Compensation	Ongoing O&M compensation structure, including fixed reimbursements and variable unit pricing based on Active Registered Accounts and Toll Invoice Accounts per Exhibit G	Ongoing O&M compensation includes project management, Required Personnel, technology maintenance, WIC staffing and operations, and ongoing training and QA, plus variable unit pricing based on Active Registered Accounts and Toll Invoice Accounts per Exhibit G. Please clarify: (a) which cost categories are fixed monthly reimbursements versus variable unit-priced, (b) whether facility lease costs (all five locations) are fully reimbursable pass-through expenses, (c) whether PCI-DSS Level 1 certification costs, SOC 2-Type 2 audit fees, and armored car service procurement are includable in the pricing model, and (d) whether NCTA will confirm current Active Registered Account and Toll Invoice Account volumes to support Exhibit G pricing.	a) Refer to RFP Exhibit G: Pricing Forms & Instructions, “o-Instructions” tab. b) Facility lease costs are pass-through costs. c) PCI and SOC costs are to be incorporated in your pricing in RFP Exhibit G. Armored car is a pass-through cost. d) Please refer to RFP Attachment D: Operational Statistics.

#	Page	Section	Section Description	Proposer Question	NCTA Response
383	III-3	Part III, Table III-1 — NTP Summary / Implementation Sequencing	NTP summary and implementation sequencing, including go-live and final acceptance criteria across NTP1-A, NTP1-B, and NTP2	Please confirm the specific, measurable go-live and final acceptance criteria for each phase: (a) the Operational Acceptance criteria and Go/No-Go decision gate for NTP1-A CSCO Go-Live, (b) the System Acceptance criteria for NTP1-B CCT following the 60-day SAT period, and (c) the acceptance criteria for NTP2 TISDSR integration and Case Management Go-Live. Are these criteria fixed in the RFP or developed jointly during the Operational Readiness Review?	Please see the following minimum requirements related to each phase gate in RFP Part III: • Section 3.6.1 Operational Acceptance Report: <i>Requirements Nos. 277 and 278.</i> • Section 5.2.3.3 Transition: <i>Requirement No. 908.</i> • Section 5.2.3.5 System Acceptance: <i>Requirement No. 920.</i>
384	III-24 to III-25	Part III, Table III-3 — Project Documentation Schedule	Documentation schedule, NCTA review and approval turnaround times, and change-control thresholds	Please confirm NCTA's expected turnaround times for review and approval of key deliverables (e.g., Detailed Design Document, Master Test Plan, Staffing Plan, Training Plan) so proposers can build a realistic schedule against the compressed NTP1 window. Additionally, please clarify which changes during O&M require formal NCTA approval versus routine notification, to support change-control planning.	Please refer to RFP Part III-Section 3 Project Documentation and Section 3.2.3 Review Cycle. All changes during O&M will require the use of the Proposers Change Management process, and NCTA review and approval. Refer to RFP Part III-Section 4.3.4.2 SOP and Documentation Updates, <i>Requirement No. 527.</i>

#	Page	Section	Section Description	Proposer Question	NCTA Response
385	III-24 to III-25	Part III, Table III-3 — Operations Documentation / Continuity	Disaster recovery and business continuity expectations, including recovery objectives	Please confirm NCTA's expected Disaster Recovery objectives for the CCT solution, including target Recovery Time Objective (RTO) and Recovery Point Objective (RPO), and the required frequency of DR testing during O&M, so proposers can appropriately design and price the high-availability and DR architecture.	Please refer to NCTA's response to Question #199 found in Addendum #4.
386	III-3; III-23 to III-25	Part III, Table III-1; Section 3.1; Table III-3 — Transition & Current-State Baseline	Current-state operating baseline and required level of incumbent cooperation during transition	To support transition planning and operational readiness, will NCTA provide the current-state operating baseline (e.g., current SOPs, call-flow/IVR configurations, and process documentation to the extent NCTA-owned), and confirm the level of incumbent cooperation NCTA will require and enforce during the transition period (e.g., knowledge transfer, shadowing, and data/asset handover obligations)?	Please refer to NCTA's response to Question #188 found in Addendum #4. The Incumbent Contractor is contractually obligated to support transition.

#	Page	Section	Section Description	Proposer Question	NCTA Response
387	III-3; III-121	Part III, Table III-1; Section 5.1.3 — Case Management Tool (NTP Phasing)	NTP1-B vs NTP2 deployment boundary for Case-Management-adjacent capabilities (knowledge base, agent workspace, CRM-style customer view)	Addendum 3 (Q90) clarified that NTP1-B may include all CCT components except the Case Management tool. Please confirm whether Case-Management-adjacent capabilities that are not the case tool itself — such as a knowledge base, agent workspace/desktop, or CRM-style unified customer view — may be deployed in NTP1-B, or whether NCTA considers those functions reserved to NTP2 alongside the Case Management tool. This affects the phasing and licensing start dates of the proposed Case Management platform.	If the current APIs that have been shared, allow an integration for additional proposer solutions and tools, the proposer may suggest it as part of NTP1-B.

#	Page	Section	Section Description	Proposer Question	NCTA Response
388	III-118; III-135	Part III, Section 5.1.1 & 5.1.8 — Environments / Integration	Availability, access window, and hosting constraints for NCTA-provided integration-test environments and Proposer non-production environments	Addendum 3 (Q94, Q108, Q141, Q148) confirmed the Proposer provides Dev, Test/QA, UAT, and Training environments while NCTA provides the BOS and TISDSR integration-test environments. Please confirm (a) the availability window and access duration for NCTA's integration-test environments relative to the NTP1-B and NTP2 test schedules, and (b) whether NCTA has constraints on the Proposer hosting non-production environments in a cloud tenant separate from the Azure-hosted BOS/TISDSR environment.	Please refer to RFP Part III-Section 1.1 Introduction , Table III-1: Project Notice to Proceed Summary – the TISDSR integration is expected to be available Q3 2027.
389	III-73 to III-86; III-121	Part III, Section 4.2 & 5.1.3 — Open-Case Transfer / Transition Workload	Open-case transfer volume, aging profile, and whether inherited-case resolution is priced under the base or as a separate transition activity	Addendum 3 (Q104) stated that open-case transfer and the transition workload split will be negotiated during BAFO. To support transition planning and pricing, will NCTA provide the approximate volume and aging profile of open/active cases expected to transfer at CSCO Go-Live, and confirm whether the Proposer is expected to resolve inherited open cases under the base pricing model or through a separately-priced transition activity?	NCTA does not anticipate a backlog outside of normal volumes. These cases should be priced under the base pricing model.

#	Page	Section	Section Description	Proposer Question	NCTA Response
390	III-67; III-119	Part III, Section 3.6.3 & 5.1.1 (Req. 634) — Security Tooling & Identity	SIEM integration scope and responsibility for provisioning/licensing the Microsoft Entra ID tenant and identities in NTP2	Addendum 3 confirmed the Proposer recommends/provides the SIEM (Q109) and that identity transitions from Active Directory in NTP1 (BOS-managed) to Microsoft Entra ID in NTP2 (Q101). Please confirm (a) whether the Proposer's SIEM must integrate with any existing NCTA or statewide security-monitoring capability or operate standalone, and (b) which party is responsible for provisioning and licensing the Microsoft Entra ID tenant and the identities used by the CCT and Case Management solutions in NTP2.	a) No. b) NCTA will provide the Entra ID.
391	III-19 to III-21	Part III, Section 2.4.1	Operations Organizational Structure & Project Management	What turnaround times should bidders assume for NCTA review and approval of Required Personnel, and will interim or alternate candidates be permitted if approvals are delayed during mobilization?	Proposers can assume up to 10 days for NCTA to interview and provide approval for a required personnel position. All required personnel will be approved before mobilization. If changes to required personnel occur during mobilization, new candidates must be approved by NCTA before assuming proposed position.

#	Page	Section	Section Description	Proposer Question	NCTA Response
392	V-7	Part 1.7.2.	Project Phases	What are NCTA's expected turnaround times for review, feedback, and approval of key contractor deliverables during transition, implementation, and steady-state operations?	Please refer to RFP Part III-Section 3 Project Documentation and Section 3.2.3 Review Cycle.
393	III-65 to III-66	Part III 3.6	Part III: Scope of Work and Requirements	After go-live, what activities does NCTA expect its own staff to retain versus delegate to the contractor across operations, platform administration, reporting, knowledge management, training, and issue resolution?	After go-live, the successful proposer shall assume all contractor requirements per the Contract.
394	III-65 to III-66	Part III 3.6	Part III: Scope of Work and Requirements	What minimum training completion thresholds, proficiency standards, and readiness criteria will NCTA require before approving transition completion or go-live readiness?	All training for operational staff must be completed in order for Operational Readiness to be approved - refer to RFP Part III-Section 4.3.1 Operational Readiness. The Proposer will be responsible for describing their training approach for all CSCO staff as well as NCTA staff as applicable. Please also refer to RFP Part III-Section 3.4.6 Training Plan, Requirement No. 150.

#	Page	Section	Section Description	Proposer Question	NCTA Response
395	Att C	Policy 209.3	Collections	Please identify the external collection agency(ies) supporting NCTA and describe the file exchange, account placement, recall, and operational interface requirements that the Contractor will be expected to support during contract performance.	The BOS/TISDSR system allows for and manages data exchanges to the collection agencies which will continue through all phases of the project. Refer to RFP Part III-Section 4.2.3.2 Account Management, Requirement No. 359 . This includes providing invoices to the collections agency to verify debt referred to collections.
396	Att C	Policy 209.2	NCDMV Registration Hold	Please confirm the ownership of the NCDMV registration hold interface, the required integration method, and the operational business rules the Contractor will be expected to support.	The NCDMV interface will be handled by the BOS/TISDSR contract. Refer to RFP Part III-Section 4.2.3.2 Account Management, Requirement No. 359 .
397	III §4.3.2 / §3.5.7	Transition	Transition Assets	Please identify the transition assets that will be made available to the successful Contractor, including operating procedures, work instructions, training materials, knowledge articles, quality standards, recordings, system configurations, and other operational documentation necessary to support knowledge transfer and operational readiness.	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. In addition, the NCTA will share existing BOS training guides and training manuals with the successful proposer to be used to develop Contractor's training program.

#	Page	Section	Section Description	Proposer Question	NCTA Response
398	Part V §3.6.2 / §5.1.5	Security	Security & PCI Compliance	Please confirm whether NCTA has any additional certification, audit, payment security, or PCI implementation requirements beyond those identified in the RFP that should be considered during implementation planning.	The requirements are defined as written.
399	III §5.1.5–5.1.7	Accessibility	Languages & Accessibility	Please confirm the required production languages and accessibility standards expected across voice, IVR, chat, email, SMS, web, and Knowledge Base channels at contract commencement.	At a minimum English and Spanish and accessibility standards across all channels at go live and as functionality is introduced.
400	III-165 / III-82	7.2.3 (PT-P1–P4) / 4.2.3.7	Case-aging KPI clock for inherited cases	Open cases not closed by the incumbent transfer to the Contractor (Add. 03, Q104), and there are no cure periods before Liquidated Damages (Add. 02, Q79). For inherited cases, do the case-aging KPIs (PT-P1–P4, in Production Days) run from each case’s original open date or from the transition date? If the original date, the Contractor inherits already-breached cases and takes immediate LDs on work it did not originate.	Cases transitioned at cutover should be closed through normal processing, not to exceed 90 calendar days from the date of cutover. For all Cases KPI measurements and assessments begin 90 days post go live.

#	Page	Section	Section Description	Proposer Question	NCTA Response
401	III-151 / III-159	5.2.3.4 / 7.1	Start of Liquidated Damage assessment relative to SAT / Hypercare	Hypercare runs at least through the 60-day SAT period (Add. 03, Q153), with no cure periods before Liquidated Damages (Add. 02, Q79). Does LD and Point Assessment measurement begin at Go-Live, or only on completion of SAT / Operational Acceptance? If KPIs are assessed during the 60-day SAT/Hypercare window with no cure period, please confirm that is NCTA's intent.	Please refer to NCTA's response to Question #184 found in Addendum #4.
402	III-135 / Att. I	5.1.8 / Attachment I	Frozen BOS API surface vs. non-incumbent CCT solution	The BOS API is frozen for NTP1-B and cannot change before NTP2 (Add. 01 Q31; Add. 03 Q127), yet the Contractor's non-incumbent telephony/IVR/CCaaS must integrate to it (Attachment I, built around RingCentral). If the frozen API lacks a method an NTP1-B requirement needs — e.g., account lookup, one-time payment/replenishment, or outage signaling — how is that requirement met while the API stays frozen? Will NCTA allow scoped API additions in NTP1-B, or should affected requirements move to NTP2?	API's to the current BOS will not be modified during NPT1-A or NTP1-B, therefore any features that would require a modification would need to be planned for integration during NTP2.

#	Page	Section	Section Description	Proposer Question	NCTA Response
403	III-165	7.2 (PT-CC1-A / PT-CC1-B)	PT-CC1-A — measurement basis for virtual holds and callbacks	Addendum 01 revised PT-CC1-A so its answer-time measure now “includes incoming calls and virtual holds,” and callbacks are required (Add. 03, Q124). For PT-CC1-A, is a virtual hold/callback timed from the caller’s original arrival in queue, or from the callback window the caller selected? If from original arrival, a customer electing a callback hours later registers as one very long answer time and an automatic 15-point assessment — penalizing a feature NCTA requires.	A virtual hold has the same characteristics as a customer that remains on the line on hold in queue. KPIs for call backs are to be defined during BAFO as documented in PT-CC1-B.
404	Att. D / III-120	Attachment D / 5.1.2	Workforce Management — interval-level data granularity	Addendum 03 (Q112) points to Attachment D for workforce forecasting data, and Attachment D is “all the statistics that will be provided” (Add. 01, Q18). Forecasting the staffing and speed-of-answer KPIs needs interval-level data (e.g., contacts by 30-minute interval, by day-of-week and season), not monthly aggregates. Does Attachment D provide granularity? If only aggregates are available, how are Proposers to build a defensible forecast yet be held to interval-sensitive KPIs?	It is incumbent on the Proposer to use the operational statistics provided in RPF Attachment D: Operational Statistics to develop forecasts. NCTA will evaluate the workforce management approach.

#	Page	Section	Section Description	Proposer Question	NCTA Response
405	III-67	3.6.3	Enterprise identity re-integration (Active Directory → Entra ID) at NTP2	Identity is BOS-managed Active Directory for NTP1 and Microsoft Entra ID for NTP2 (Add. 03, Q101). The Contractor's NTP1-B CCT tools (CCaaS, WFM, QM, agent desktop) would integrate SSO against AD, then re-point to Entra at NTP2. Does NCTA expect a full SSO/identity re-integration of all CCT tools at NTP2, is the NTP1-B integration therefore interim, and which party bears the re-integration cost?	A full integration for NTP2 (TISDSR) will be required. The integration task for NTP2 should be scoped into the Proposer's price.
406	III-148 / III-135	5.2.3.1 / 5.1.8	Availability model for NCTA's single integration test environment	NCTA provides one integration test environment for BOS and TISDSR validation; the Contractor owns all other non-production environments (Add. 03, Q94/108/141/148). Since NTP1-B BOS integration testing can only run in NCTA's environment, please describe its availability: is it shared across bidders and NCTA's own TISDSR work; is access continuous or windowed; what booking, capacity, data-refresh, and support apply; and what availability commitment will NCTA make so integration and dependent KPIs aren't gated by contention?	NTP1-B is related to the current BOS and is available via API. The integration environment will be available with a 2-week advance notice from the Proposer.

#	Page	Section	Section Description	Proposer Question	NCTA Response
407	III-3 / III-52	1.1 / Table III-1 (NTP ₂)	NTP ₁ -B agent-desktop / CRM front end vs. the TISDSR CRM at NTP ₂	NTP ₁ -B allows the Contractor's own CRM/agent-desktop (Add. 03, Q90), but the NTP ₂ TISDSR "will feature a new BOS CRM front end" (Add. 03, Q100; Table III-1). Will the Contractor's NTP ₁ -B agent-desktop/CRM be displaced by or subsumed into the TISDSR CRM front end at NTP ₂ — as Case Management is — and if so, should it be scoped as interim?	NCTA will provide Agent facing CRM to the BOS (NTP ₁ -A and NTP ₁ -B) and TISDSR (NTP ₂) systems. Should the Proposer's solution offer Agent facing views for NTP ₁ -B or NTP ₂ those will need to be integrated appropriately by the Proposer in the associated phase that they apply. A new Case Management can only be integrated in NTP-2 and will be supplied by the Proposer.
408	Part III 1.4	Attachments H and N	Pass-through/ BAFO Contracts	Please confirm that finalists entering into BAFO may revise pricing, subcontractor commitments, transition activities, and proposed exceptions after reviewing the actual contracts, leases, expiration dates, assignment terms, minimum commitments, and current charges.	Only revisions resulting from clarifications requested by NCTA during the BAFO process will be considered.

#	Page	Section	Section Description	Proposer Question	NCTA Response
409	III-21 to III-22	2.4.3	Incumbent Workforce Transition	Please describe when and how the selected Contractor may communicate with and recruit incumbent personnel. What roster data will be provided, which data elements may be shared, and will NCTA and the incumbent facilitate employee briefings, interviews, offer delivery, and transition scheduling before Operational Readiness?	Please refer to NCTA's response to question #32 found in Addendum #1.
410	III-112 III-118	4.3.4	Facility & Technology asset inventory	Please provide an inventory by site of furniture, workstations, monitors, headsets, printers, network devices, access-control equipment, security systems, and other assets that will remain for successor use, including ownership, age, condition, warranty, and refresh or replacement responsibility.	For the purposes of the pricing, assume that all facility equipment and furnishings will not be replaced. Facilities were furnished in 2022 and 2024.
411	III-126	5.1.4 Attachment E Addendum 3	Telephony Services / IVR / IVA	Please identify the current SIP carrier(s), the number and type of DIDs and toll-free numbers requiring retention or porting, contract/porting constraints, and whether carrier services and number-porting charges must be included in Exhibit G or treated as pass-through expenses.	Refer to RFP Attachment E: RingCentral Specs . Carrier services are included in pass-through costs.

#	Page	Section	Section Description	Proposer Question	NCTA Response
412	N/A	N/A	N/A	What is the estimated budget for this contract? If unknown, please provide previous spending.	NCTA will not provide this information
413	N/A	N/A	N/A	Please provide the most recent annual, monthly, weekly, and daily contact volumes (voice, email, chat, SMS, walk-in, and back-office transactions), including seasonal peaks.	At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics
414	N/A	N/A	N/A	Please specify the average call handling time.	At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics
415	N/A	N/A	N/A	What is the current average wait time for phone calls?	At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics
416	N/A	N/A	N/A	What is the current Average Speed to Answer (ASA)?	At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics
417	N/A	N/A	N/A	What is the current Average Time to Abandon?	At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics

#	Page	Section	Section Description	Proposer Question	NCTA Response
418	N/A	N/A	N/A	Over the past year, what percentage of customer interactions were conducted in English versus non-English languages? Please provide the language distribution, if available.	At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics
419	N/A	N/A	N/A	Please identify any key operational challenges, service improvement objectives, or performance goals that the NCTA expects the successful contractor to address under the new contract.	Refer to RFP Part I-Section 1.1.1 NCTA Project Goals . The RFP and Scope of Work list the requirements and KPIs which were tailored to address current operational goals and challenges.
420	N/A	N/A	N/A	Please provide the current staffing levels (FTEs) by function, including customer service representatives, supervisors, QA, workforce management, training, and back-office staff.	Please refer to NCTA's response to Question #15 found in Addendum #1.
421	N/A	N/A	N/A	Please provide monthly call arrival patterns by hour of day and day of week for workforce planning purposes.	At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics
422	N/A	N/A	N/A	Please provide the historical SLA/KPI performance achieved under the current contract (e.g., Service Level, ASA, AHT, Abandonment Rate, First Call Resolution, CSAT).	NCTA will not provide this information.

#	Page	Section	Section Description	Proposer Question	NCTA Response
423	N/A	N/A	N/A	Please confirm whether the incumbent workforce compensation information will be made available to the successful proposer during transition planning.	This information is not available to NCTA. Refer to RFP Part III, Section 2.4.3. Acquiring Incumbent Staff.
424	III_114	4.3.4.11.1	General Facility Management Requirements	Requirement 583: Are the costs associated with the janitorial services requirements covered by section 4.2.6.7 - Contractor Pass-Through Expenses?	Yes.
425	III-115	4.3.4.11.2	Facility Equipment and Systems Management	Requirement 595: Are costs associated with the facility equipment and systems management requirements covered by section 4.2.6.7 - Contractor Pass-Through Expenses?	Yes.
426	III-115 and III-116	4.3.4.11.3	Pest Control Requirements	Requirements 599 through 604: Are costs associated with the pest control requirements covered by section 4.2.6.7 - Contractor Pass-Through Expenses?	Yes.
427	III-116	4.3.4.11.4	Trash or Waste Disposal/Removal Requirements	Requirements 605 through 607: Are costs associated with the trash or waste disposal/removal requirements covered by section 4.2.6.7 - Contractor Pass-Through Expenses?	Yes.

#	Page	Section	Section Description	Proposer Question	NCTA Response
428	III-116	4.3.4.11.5	Electrical Maintenance	Requirements 608 through 610: Are costs associated with the electrical maintenance requirements covered by section 4.2.6.7 - Contractor Pass-Through Expenses?	Yes.
429	III-116	4.3.4.11.6	Facility Contractor Oversight	Requirements 611 through 613: Are costs associated with the electrical maintenance requirements covered by section 4.2.6.7 - Contractor Pass-Through Expenses?	Yes.
430	N/A	Part V. Terms & Conditions	N/A	Given that all contract terms are issued by NCTA, may the bidder propose modifications to, or include additional provisions regarding, any terms that are critical to its operational model?	Yes. 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 RFP 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/or BAFO.

#	Page	Section	Section Description	Proposer Question	NCTA Response
431	N/A	Attachment D	Operational Statistics	Can NCTA confirm whether the operational statistics provided in Attachment D are representative of expected steady-state operations throughout the contract term, or whether they include atypical operating periods (e.g., roadway openings, emergency events, policy changes, or other temporary conditions) that proposers should normalize when developing staffing models?	The stats include all data within the time frames depicted, steady state as well as new roadways that opened during that period.

#	Page	Section	Section Description	Proposer Question	NCTA Response
432	IV-3	IV.1.1.C	Executive Summary The Executive Summary requirements specify that Proposers address five distinct topics within a two-page limit: (1) summarize the proposal contents, (2) explain how the proposal best addresses the evaluation criteria, (3) describe the Proposer's qualifications, (4) demonstrate understanding of NCTA's needs, and (5) describe the proposed approach to partnering with NCTA.	The Executive Summary must address five distinct topics within only two pages. Additional space would help Proposers respond more clearly and completely to each requirement. A modest page-limit increase also gives evaluators a fuller understanding of each Proposer's qualifications, approach, understanding of NCTA's needs, and partnership strategy, while making proposals easier to evaluate and compare consistently. Question: Will NCTA please consider increasing the Executive Summary page limit from two pages to five pages?	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.
433	Attachment D; Part III §2	Operational Statistics; Channel Handling	Agent-handled inbound digital volumes	Does NCTA have monthly volumes for agent-handled inbound email, fax, and web-form contacts, or are these already reflected within the case counts shown in Attachment D?	All inbound email, fax and webform contacts are included in Case Counts Attachment D: Operational Statistics.

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

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

- The Cover Page of the RFP document has been modified as follows:



- RFP Part III, Scope of Work and Requirements, **Section 2.4.1.1 General Requirements**, *Requirement Nos. 61 and 62* have been modified as follows:

REQ. No.	Requirement Description
61.	The Contractor shall promptly notify NCTA of the unavailability of Required Personnel for any consecutive period longer than fifteen (15) Calendar Days <u>after Contract award</u> .
62.	The Contractor shall obtain written NCTA Approval for any <u>changes to the</u> proposed Required Personnel prior to service. <u>For any changes to the proposed Required Personnel,</u> Contractor shall make any Required Personnel <u>the new proposed Required Personnel</u> available for an in-person interview with NCTA before Approval.

- RFP Part III, Scope of Work and Requirements, **Section 4.2.3.7 Case Management**, *Requirement No. 385.c* has been modified as follows:

385.	b. The Contractor shall create a workflow process and have scan available to support the recording of Affidavit reasons provided under NC law: the vehicle was in the care, custody and control of another individual at the time of the transaction; the vehicle was reported stolen at the time of the transaction (requires a police report), the person being invoiced is not the owner of the vehicle associated with the transaction.
	c. The Contractor shall create a workflow process and provide an authorized user with the capability to review and approve Cases that can be placed on hold, pending a specific occurrence, or to enter a date when the Case will be presented again to be worked. Depending on the Case type, the Case may affect the Account as well. <u>These holds do not extend the time allowed to close the Case.</u>