

CSC Operations Staffing & Customer Contact Technology RFP

Request For Proposals

Addendum No. 6

Issued 08/05/2026

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 5.0 dated **08/05/2026**, remain unchanged unless modified by this Addendum.

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

Important Note 1: NCTA responded to Question #28 in Addendum #1, Question #78 in Addendum #2 and Question #411 in Addendum #5. Per this Addendum #6, NCTA has modified and/or provided clarification to their initial response to each of these three questions as it pertains to telephony (RingCentral) pricing.

#	Page	Section	Section Description	Proposer Question	NCTA Response
28	III-5 to III-6	Part III, §1.4 Customer Service	NTP1-A Inherited Phone System	The RFP states the Contractor will continue to use NCTA's existing phone system and IVR during NTP1-A. Can NCTA confirm: (a) the name and vendor of the current phone system and IVR platform, (b) the current contract term and monthly cost, and (c) whether the current system supports omnichannel routing (chat, email, SMS) or is voice-only?	<u>NCTA's original response per Addendum #1:</u> a. and b. Refer to RFP Attachment H Typical Pass-Through Items c. Current system only supports voice for NTP1-A. <u>NCTA's amended response per this Addendum #6 (overrides the original response):</u> a. Refer to Attachment E: RingCentral Specs. b. Refer to NCTA's response to Question #471 found in this Addendum #6. c. Current system only supports voice for NTP1-A.

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78		Part III	NTP1-A to NTP1-B	At what point does NTP1-B telephony formally replace NTP1-A telephony — is there a defined cutover date or milestone, and is there an expectation of parallel operation of both systems during the NTP1-B transition? Who is responsible for costs during any parallel operation period?	<u>NCTA's original response per Addendum #2:</u> It is incumbent on the Proposer to suggest the selection and use of CCT during NTP1-A, and NTP1-B as per Part III, Section 1.1 Introduction, Table III-1: Project Notice to Proceed Summary. The current Phone system and IVR is a pass-through cost. The Proposer should detail out anticipated costs for their suggested solution and approach. <u>Additional clarification per this Addendum #6:</u> Additionally, refer to NCTA's response to Question #507 found in this Addendum #6.
		§ 5.1.4.1	Telephony Cutover		
		Telephony Services			
		NTP1-A			
		NTP1-B			

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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.	<u>NCTA's original response per Addendum #5:</u> Refer to RFP Attachment E: RingCentral Specs. Carrier services are included in pass-through costs. <u>NCTA's amended response per this Addendum #6 (overrides the original response):</u> Refer to RFP Attachment E: RingCentral Specs. Carrier services are included in pass-through costs. Also, refer to NCTA's response to Question #507 found in this Addendum #6.

Important Note 2: Below are the answers to the final portion of the questions submitted in response to the above referenced RFP.

#	Page	Section	Section Description	Proposer Question	NCTA Response
434.	III-127	RFP Part III 5.1.4.1 Telephony	Telephony administration	Can NCTA clarify the scope of contractor responsibilities for telephony administration, including number provisioning, routing control, carrier coordination, CNAM, and emergency services configuration such as E911/E112?	Proposer is responsible for all telephony management and implementation including required administrative functionalities for those functions necessary to continue normal telephony operations. Refer to RFP Part III- Requirements pertaining to Telephony.

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435.	240	1.9.2	Third-Party Warranties	Will NCTA be amenable to limiting this to assigning third party warranties when permissible?	The terms are non-negotiable.
436.	241	1.10.1	Description of Software Licenses	Most software used on this project would be third party COTS software which Contractor does not own and does not have the right to grant a license as broad as described in this section. To the extent NCTA wants to ensure a perpetual license to intellectual property developed specifically for the purposes of the contract, a separate category of "Project IP" should be introduced.	The COTS software licenses must be transferable to NCTA for perpetuity. Refer to RFP Part V-Section 1.10.2 Scope of Software Licenses. Example: Interactive spreadsheets developed in Excel are NCTA property, but not Excel (COTS) itself.
437.	244	1.10.3.4	Verification of Escrow Deposits	We note that the agreement between NCTA and such firm will include non-disclosure provisions deemed appropriate by NCTA. We request that the non-disclosure provisions be deemed appropriate by the Contractor as well.	NCTA will entertain non-disclosure provisions deemed appropriate by the Contractor.

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438.	256	2.6.3	Termination for Convenience Without Cause	There will be significant ramp up costs and non-cancellable recurring costs in setting up this RFP. In the event of termination for convenience, will NCTA consider adding provision for reimbursement of reasonable non-cancellable commitments and other costs reasonably incurred in reliance on the Contract that cannot be avoided following termination?	NCTA will not be adding this provision at this time.
439.	233	1.1	Term of Contract	If NTP1 or NTP2 milestones, Go-Live events, testing, acceptance, or operational readiness activities are delayed by NCTA, the BOS contractor, other NCTA contractors, external agencies, or third-party dependencies outside Contractor's control, will Contractor be entitled to schedule relief (including corresponding adjustment of any affected KPI, liquidated damage, warranty, or acceptance timelines)?	Any delays outside of the Contractor's control may be entitled to schedule relief upon NCTA approval.

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440.	259	3.5.2	Contractor's Representations: Intellectual Property	Sections 1.10, 1.11 and 3.5.2 contemplate software rights broader than those typically available for commercially available third-party software. Please confirm that Contractor will not be required to provide third-party software rights beyond those it is authorized to provide under the applicable third-party license agreements.	The COTS software licenses must be transferable to NCTA for perpetuity. Refer to RFP Part V-Section 1.10.2 Scope of Software Licenses. Example: Interactive spreadsheets developed in Excel are NCTA property, but not Excel (COTS) itself.
441.	25	2.21.5	Insurance Requirements – Technology Errors and Omissions	Would NCTA be willing to strike g) marketing, selling	NCTA will not be making this deletion at this time.

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442.	III-52; III-121	Part III, Table III-1 (NTP2: TISDSR); Section 5.1.3 — Case Management Tool	CRM front-end ownership: whether the Proposer's Case Management tool serves as, or integrates beneath, the TISDSR CRM front end	The RFP states the TISDSR will feature a new BOS Customer Relationship Management (CRM) front end (Table III-1), while the Proposer must provide a Case Management tool integrated in NTP2 (Add03 Q100). Please clarify whether NCTA expects the Proposer's Case Management solution to serve as the TISDSR CRM front end, or to integrate beneath a CRM front end provided by the TISDSR vendor (Cognizant). This determines whether proposers scope customer-facing CRM/portal capability or only case management and integration capability.	The new BOS/TISDSR CRM will not provide a case management tool. The Proposer's Case Management tool solution must include a front-end and capable of integrating via open APIs to self-service portal.
443.	III §4.3	Operational Readiness	Operational Readiness	Please confirm whether Operational Readiness approval will be based upon an Operational Readiness Checklist developed by the successful Contractor and jointly reviewed and approved with NCTA, including mutually agreed entry, exit, and acceptance criteria established during project planning.	Please review RFP Part III-Section 4.3.1 Operational Readiness, Requirement No. 476 . NCTA will need to provide approval for Operational Readiness.

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444.	III-132	5.1.5.1	AI Model Retraining and Continuous Learning. Requirements 769	Can NCTA identify which capabilities should be native to the telephony platform versus provided through third-party integrations?	It is incumbent on the Proposer to define and describe their solution and capabilities in order to best meet the requirements which will be evaluated.
445.	III-170 to III-172	7.2	Point Assessment KPIs. Addendum 3 Q144	For KPI PT-T4 (System Responsiveness), please clarify the response to Q144, if the ≤2-second response requirement applies to agent-facing transactions or only to customer self-service, IVR, chatbot, reporting, integrations, and external APIs.	It is relevant to all interface response times.
446.	III-119	5.11	General Requirements	Requirement 629 requires a unified omnichannel platform. Please define NCTA's scope for omnichannel and Add Omnichannel to the Acronyms & Defined terms.	Requirement No. 629 describes: The solution shall support unified omnichannel capabilities (voice, chat, email, SMS, social, notifications) with a single conversation ID and full interaction tracking linked to customer records.
447.	III-126 to III-129	5.1.4	Telephony Services/IVR/ IVA	NCTA has indicated that existing telephony infrastructure may be retained during NTP1-A. Does NCTA have a preferred migration strategy (retain, replace, or phased coexistence) for the existing RingCentral environment?	It is incumbent on the Proposer to define and describe the best approach and solution to meet requirements, be cost effective, and minimize disruption to current operations.

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448.	III-141 to III-151	5.2.2 and 5.2.3	Testing /Integration / Transition	Addendum 3 Q146–147 confirms that the Proposer must address manual and automated regression testing and perform performance/load testing before Go-Live. A) Please clarify whether security testing must also be automated and B) whether the regression, API, IVR/IVA, chatbot, performance, load, and security test suites and evidence must be maintained and re-executed during O&M. C) If so, identify the required cadence or release/change triggers?	A) It is incumbent on the proposer to define and describe their approach to manual and automation testing. B) PCI and Security testing is an ongoing and annual event, and the proposer should consider this as part of their schedule and test suite development for efficiency. C) Stress testing and Load testing should be considered for any major changes or integration impacts and should be scheduled appropriately.
449.	III-130	5.1.4.3, REQ 740	IVA/surveys and crowd-sourcing tools	Please clarify the intended use cases included in 'other crowd-sourcing tools via IVA' beyond customer surveys, and identify whether any such capability must be operational at initial Go-Live or may be introduced through an approved roadmap?	Please refer to NCTA's response to Question #254 found in Addendum 4. This functionality can be introduced at any time during the Contract or included as part of the roadmap.

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450.	III-118	2.3 Attachment N	Facility Handover	Please provide the anticipated sequence and planning dates for handover of the Rocky Mount CSC, Winston-Salem CSC, Monroe WIC, and Charlotte WIC. For each site, identify when the Contractor becomes responsible for rent, utilities, security, telecommunications, maintenance, access control, and other facility costs, including any period of overlapping incumbent and successor occupancy.	The Contractor should anticipate a phased facility handover and defined in the Transition Plan. The handover should take into account that leases need to be transitioned within 90 calendar days from NTP1-A. Once a facility lease is transitioned, the Contractor is responsible for all facility costs associated with CSCs, WICs and NCTA Headquarters.
451.	III-73 to III-86	Addendum 3 Q104, 114	Backlog Case load	Please provide the current open-case backlog by case type, priority, age, site, and status, together with available historical resolution effort. Because Addendum 3 states that transferred workload will be negotiated during BAFO, please confirm that the top-ranked Proposer may adjust staffing, transition assumptions, and affected pricing based on the actual backlog to be transferred.	Refer to NCTA responses to Question #389 found in Addendum #5.

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452.	III-129 III-130	5.1.4 Attachment I & H	PCI Payment Architecture & Fees	A) Please identify which party will provide and contract for the merchant/payment processor, IVR payment gateway, tokenization service, and B) related PCI services during NTP1-B and NTP2. C) Please also identify which transaction, gateway, carrier, or processor fees should be included in Exhibit G and which are approved pass-through expenses.	A) NCTA owns and maintains the Merchant ID for all payment channels. B) PCI services, audits and attestations for NTP1-A, NTP1-B and NTP2- as it relates to solutions and services provided by the proposer are the responsibility of the proposer. C) Processor fees are managed and paid by NCTA and should not be included in Exhibit G.
453.	Table III-1; III-135 and III-148		NTP2 readiness	Please confirm that the NTP2 implementation schedule begins only after NCTA provides complete and stable TISDSR specifications, credentials, representative test data, required integration environments, and timely Cognizant/NCTA support. If an NCTA-managed dependency is unavailable, delayed, or materially changed, please confirm that affected schedule, acceptance, warranty, KPI/LD periods, and price will be equitably adjusted.	NCTA confirms that the NTP2 implementation schedule begins only after NCTA provides complete and stable TISDSR specifications, credentials, representative test data, required integration environments, and timely Cognizant/NCTA support. Any delays outside of the Contractor's control may be entitled to schedule relief upon NCTA approval.

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454.	111-83	Attachment K	List of Case Types	Attachment K lists NCTA's current case types and topics. Should offerors treat Attachment K as the complete and final list of required case types for design purposes, or should the proposed solution be architected to accommodate case types beyond what is listed?	The current case types are an example of what is configured today. The proposer should define and describe their approach to case management workflow as part of their solution.
455.	III-128	Req 725	Telephony, IVR/IVA Reporting	Can NCTA provide an example interaction or use case that illustrates the intended behavior, so offerors can size this correctly?	Please see NCTA's response to Question #231 found in Addendum #4 for an explanation.
456.	III-128 III-130	Req 722-723 and 739	AI Components	Can NCTA specify its preferred default thresholds (e.g., number of contacts, correlation window in hours) so these can be reflected in the base design.	These configurable values will be defined during design. Please note, RFP Part III-Section 5.1.4.2 Phone System, Requirement No. 722 and Section 5.1.4.3 IVR/IVA, Requirement No. 739 which specify a recommendation.
457.	III-132	Req 766	AI Components	Requirement 766 asks offerors to identify throughput, concurrency, token, latency, storage, and transaction limits. Can NCTA share expected interaction/AI usage volumes (beyond the ~17,000 cases/month figure) so offerors can size this accurately	At this time, NCTA will only be providing the information found in RFP Attachment D: Operational Statistics .

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458.	III-132	Req 767	AI Modeling and Continuous Learning	Requirement 767 requires SCORM/xAPI support. Does NCTA have existing training content in a specific SCORM version or xAPI, or an existing LMS, that the proposed solution needs to be compatible with?	The LMS should be defined by the proposer based on their solution needs. xAPI version 2.0 is preferred, as it is the more modern format and standard.
459.	III-133	Req 782	AI Modeling and Continuous Learning	Requirement 782 requires customer MFA within the chat channel. Does NCTA have an existing identity provider or MFA method for customer-facing authentication (e.g., for the customer web/mobile app) that the chat solution should integrate with?	NCTA currently uses and plans to continue to use MS Entra ID unless a compelling alternative is proposed.
460.	III-30	3.2.3	Review Cycle	Contractor shall not be held responsible for delays in schedule due to delays in Approvals completely beyond the control of the Contractor. Notwithstanding the foregoing, Contractor shall make every effort to work around and mitigate the impact of delay. Is there any exception to the above statement if there is a delay in the last round of review prior to approval due date.	No, there is no exception.

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461.	III-24 III-25	3.1	Documentation Schedule	Please confirm whether Table III-3 review durations include all review, resubmission, and comment-resolution cycles. For Deliverables exceeding 150 pages or multiple simultaneous submissions, what extended NCTA review duration should the Baseline Schedule assume, and is any required comment-resolution meeting included within that duration?	Table III-3 found in RFP Part III should be used as a guideline. If Proposer requires modifications they should incorporate those into their Baseline schedule.
462.	III-27	3.2.1	Global Requirements	The content of all documentation shall become the property of NCTA, who shall have the right to reproduce any portion of the documentation in part or as whole. Please confirm if ViaPlus will be able to redact any sensitive information in the approved documents before any of the content can be reproduced.	Any redactions will have to be discussed and approved by NCTA as necessary. All reproduction will be for NCTA project purposes only.
463.	III-29	3.2.3	Review Cycle	Under REQ 97(b)–(c), within how many Production Days will NCTA complete the cursory review and notify the Contractor whether a Submittal is accepted for full review or rejected as incomplete or unsatisfactory?	Dependent upon submittal quality and adherence to requirements NCTA has up to 10 production days to complete cursory reviews.

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464.	III-46	3.4.8	Operations Transition Plan	Please clarify whether NCTA may issue a Transition Go decision when non-Priority 1/Priority 2 risks or deficiencies remain open but have NCTA-approved mitigations, owners, and closure dates. Please identify which readiness items must be fully closed before Go-Live and which may remain on an approved punch list.	A. All Priority 1 and Priority 2 issues must be resolved before a go decision can be requested. The determination of these priorities is a joint effort with approval needed from NCTA. B. The Operational readiness review will exercise and demonstrate that the Contractor is ready to move forward into a transition for Go-Live. Please see RFP Part III-Section 4.3.1 Operational Readiness, Requirement No. 476 for guidelines to be included. Please reference RFP Part III-Section 4.3.2 Transition Activities, Requirement No. 483 and RFP Part III-Section 5.2.3.3 Transition, Requirement No. 908 for additional go live requirements which should be included in the Proposer's approach to transition and cutover.

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465.	III-99	4.3.1	Operational Readiness Req 475 & 476	Are all the items listed in Req 476 considered as Entry Criteria for Operational readiness? Does that include all the obligations referenced in Reg.475 as well?	RFP Part III-Section 4.3.1 Operational Readiness, Requirement No. 476 is a guideline for minimum requirements to begin an operational readiness review and may need to be modified to support Proposers solution. Along with the completion of punch list items found in the readiness review (No. 474), please reference RFP Part III-Section 4.3.2 Transition Activities, Requirement No. 483 and RFP Part III-Section 5.2.3.3 Transition, Requirement No. 908 for additional go live requirements which should be included in the Proposer's approach to transition and cutover in order to cover requirement 475 which references operations transition.

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466.	III-138	5.2.1.1	Procurement & Commissioning	NCTA requires re-Approval of any BOM change before purchase or commissioning. If a BOM change is requested by NCTA or is required because an NCTA-managed interface, security requirement, or dependency changes after proposal submission or after BOM Approval, please confirm that resulting price and schedule impacts will be addressed through formal change control.	Yes, NCTA will require pre-approval for any changes driven by NCTA. These and all changes should be managed through a change control process.
467.	III-141	5.2.2	Testing	Please clarify the timeline overlap of Post Go-live OOP and SAT	Please refer to NCTA's response to Questions #184 & #198 found in Addendum #4.
468.	III-159	7	Key Performance Indicators	Please confirm the due date of submission of Monthly Compliance Report Package	Per KPI LD-M1, report packages are to be submitted 10 Business Days after the month being reported on.

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469.	V-3	1.2.2 / Part I 4.2.2	Ongoing Operations Compensation — billing-unit definition	Ongoing Operations compensation uses variable unit pricing per Active Registered Account and Toll Invoice Account (Add. 02, Q68). Please define and give the counting methodology for each billing unit: (a) what makes an Account “Active” per type; (b) the monthly billing snapshot date; (c) treatment of zero-balance, dormant, suspended, closed, duplicate, and NC-Only Accounts; (d) whether a Toll Invoice Account remains billable after its invoice is paid or the Account closes; (e) the system of record for the count and the Contractor’s dispute process; and (f) which Exhibit G line compensates Agent staffing, which is not listed among the Section 1.2.2 monthly-reimbursement items.	a) Please refer to <i>Tab o – Instructions</i> in the pricing sheets (Exhibit G) for a definition of Active Account. b) Billing periods begin on the first calendar day of the month and end on the last calendar day of the month. c) Please refer to <i>Tab o – Instructions</i> in the pricing sheets. d) Please refer to <i>Tab o – Instructions</i> in the pricing sheets. e) The BOS/TISDSR databases are the systems of record for the counts. If the Contractor disputes the counts provided by the databases, Contractor must submit the dispute in writing to NCTA. RFP Part V-Section 3.7.11. Dispute Resolution. f) Agent staffing should be included in the appropriate sections in Tabs 4 and 4A of Exhibit G.

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470.	III-130 / V-18	5.1.5 / 1.11.4 & 1.12	AI data residency and location of model execution	Addendum 03 (Q133) permits AI that meets NC State security and PCI/SOC 2 but is silent on data residency and where models run; Part V §1.11.4 requires U.S. data storage and §1.12 restricts Restricted Data. For the IVA, chatbot, agent-assist, and summarization, please confirm: (a) must inference run in NCTA's Azure tenant and a U.S. region, or may it run in the Contractor's tenant or a vendor SaaS; (b) does a zero-retention, no-training configuration satisfy residency and Restricted Data rules; (c) may PII-bearing call/chat transcripts go to a third-party model provider under a DPA?	a. All data must reside in the continental US in NCTA's tenant b. A zero-retention, no-training configuration does not satisfy the requirement c. PII-bearing call/chat transcripts cannot go to a third-party provider.

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471.	III-126 to III-129	5.1.4	Telephony Services/ IVR / IVA	In the event the existing RingCentral platform is retained during a portion of the transition and implementation period to support operational continuity, please provide the current contractual terms associated with RingCentral, including: Contract expiration date and any renewal options. Notice requirements for termination or non-renewal. Early termination provisions and any associated fees or penalties. Licensing commitments, minimum seat requirements, or usage obligations. Any restrictions, dependencies, or transition support requirements that could impact	The current contract expires in March 2027 and is renewable monthly thereafter. Refer to RFP Attachment E: RingCentral Specs.
472.	N/A	N/A	N/A	Please identify the current contact center technology stack, including telephony, IVR, CRM, workforce management, quality monitoring, and knowledge management solutions.	Refer to NCTA response to Question #28 found in Addendum #1.

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473.	III-135	5.1.8 Integration to Other NCTA Systems	Integration to Other NCTA Systems	Are interfaces defined for the non-IVR integrations required by this RFP, including chat, chatbot, Case Management, the agent desktop and reporting? If not, when will they be defined, and by which party?	APIs for interfaces for NTP1-A and NTP1-B have already been provided; the exact data elements will be shared at NTP1. There are no other integration touch points anticipated in NTP1 than those already shared. APIs interfaces related to the proposer's solution for NTP2, will be reviewed and made available to support the proposer's solution(s) and will be provided at NTP2.
474.	III-119	5.1.1 General Requirements	Data Privacy & Lifecycle Management	Are there restrictions on support being provided by personnel located outside the United States?	Please refer to NCTA's response to Question #189 found in Addendum #4.
475.	Att B, III-127, III-133	Attachment B Standard Special Provision Title VI, 5.1.4.2 Phone System, 5.1.6 Chat / Chatbot	Multi-Language Capabilities	Attachment B incorporates Executive Order 13166 (Improving Access to Services for Persons with Limited English Proficiency). Does NCTA's LEP obligation under Title VI and Executive Order 13166 extend to languages other than Spanish for the NC Quick Pass program, and if so, which languages?	Refer to NCTA's responses to Question #129 found in Addendum #3 and Question #328 in Addendum #5.

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476.	Att I, III-129, III-90	5.1.4.3 IVR/IVA, 4.2.6.2 Electronic Payment Processing	Tokenized Payment Architecture	Attachment I requires a tokenised payment architecture such that raw PAN data is never handled by the IVR layer. Who is the merchant of record for card payments under this Contract?	Please refer to NCTA's response to Question #265 found in Addendum #4.
477.	Att I, III-119, III-129	5.1.1 General Requirements, 5.1.4.3 IVR/IVA	Tokenized Payment Architecture, PCI-DSS Compliance	Please confirm NCTA's expectation of the cardholder data environment scope for the Contact Center Technology solution, and whether NCTA's position is that tokenisation removes the telephony and CCT layer from PCI-DSS scope.	Tokenization minimizes the scope of PCI-DSS but it does not completely remove it from system and operational processes audit.
478.	III-119	5.1.1 General Requirements	PCI-DSS Compliance	Will a current PCI-DSS Attestation of Compliance for the Back Office System be made available to the Contractor?	The attestation from the BOS is shared with NCTA directly.
479.	III-129	5.1.4.3	IVR / IVA	Does an Intelligent Virtual Assistant, voicebot or chatbot exist in production today within the NC Quick Pass program?	It does not currently exist.
480.	III-129	5.1.4.3	IVR / IVA	If so, are its conversation flows, intents, business rules and containment design documented, and will that documentation be provided?	Not applicable as IVA, voicebot, and chatbot do not currently exist.

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481.	III-129	5.1.4.3	IVR / IVA	If not, please confirm that intent design, dialog design and business flow documentation for the IVR/IVA and chatbot are Contractor scope.	Confirmed. It is in Proposer's scope and they should describe and define their approach.
482.	III-119, V-13	5.1.1 General Requirements, 1.12 Artificial Intelligence Policy	Data Privacy & Lifecycle Management	Does NCTA require that all data processed by the Contact Center Technology solution remain within the United States?	Yes.
483.	III-119, V-13	5.1.1 General Requirements, 1.12 Artificial Intelligence Policy	Data Privacy & Lifecycle Management	Does that requirement extend to system logs, backups, disaster recovery replicas, vendor support access, and any AI or machine-learning service endpoints?	Yes.
484.	Att I	3	Integration Requirements for Vendors	Attachment I states only that all API calls must be made over HTTPS. Are the BOS API endpoints reachable over the public internet, or do they sit behind a DMZ or private network path?	They are reachable via public internet.

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485.	Att I	3	Integration Requirements for Vendors	If public access is not permitted, please describe the required access method (private connectivity, VPN, reverse proxy, IP allow-listing, mutual TLS) and confirm which party is responsible for providing, configuring, maintaining and funding it.	Not applicable as they are reachable via public internet.
486.	Exh G	o - Instructions	Possible Pricing Scenarios for TISDSR Implementation	If TISDSR availability moves beyond Q3 2027, how will the resulting impact on the Contractor's schedule and cost be addressed?	Refer to RFP Exhibit G: Pricing Forms and Instructions for examples/scenarios.
487.	III-136	5.1.9 Refresh Requirements	General Requirements	Part V, Section 1.10.1 requires the Contractor to grant NCTA a perpetual license Will NCTA accept the standard subscription license terms of third-party COTS and SaaS components, with the obligations of Sections 1.10 and 1.10.3 applying only to Contractor-developed configurations, scripts, integrations, workflows and documentation?	Yes.

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488.	III-37	3.4.1 Business Operations Continuity and Disaster Recovery Plan	DR Plan & Annual Test Plan	Please provide NCTA's required Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for the Contact Center Technology solution.	Please refer to NCTA's response to Question #200 found in Addendum #4.
489.	III-37	3.4.1 Business Operations Continuity and Disaster Recovery Plan	DR Plan & Annual Test Plan	If NCTA expects Proposers to propose these targets rather than meet a stated requirement, please confirm, and confirm whether the proposed targets will be evaluated and whether they become contractual commitments.	Please refer to NCTA's response to Question #200 found in Addendum #4.
490.	III-73	4.2.1 Contact Center Staffing and Management	Bilingual Staffing	REQ 329 requires the Contractor to hire and staff bilingual (English and Spanish) personnel. Will NCTA accept real-time language translation technology by ConnectLingua as a means of satisfying, in whole or in part, the requirement for Spanish-language communication across voice and written channels?	NCTA will not accept a system translator as a replacement in whole. The Proposer should describe their approach for the use of such a tool to be evaluated by NCTA for the management of proposed scope.

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491.	III-119	Part III, § 5.1.1 General Requirements REQ 629; REQ 631; § 5.1.6 Chat/Chatbot REQ 780	General Requirements; Chat/Chatbot	REQ 629 requires a unified omnichannel solution covering “voice, chat, email, SMS, social, notifications”. Please provide the definitive list of social media platforms that must be supported.	NCTA currently manages social media channels manually, with the Communications team responsible for publishing posts and announcements. Through this RFP, NCTA seeks an innovative solution to streamline content publishing across social media channels while enabling customer inquiries from platforms such as Facebook, Instagram, X, and others to be captured as customer service cases. The solution should support associating cases with customer accounts, managing and tracking case resolution, and responding directly through the originating social media platform when appropriate.
492.	Att K	Case Intake	Social Channels	Attachment K indicates that Case intake currently occurs only via the BOS UI, the customer website and the mobile application. Please confirm whether social channels are net-new scope with no existing volume baseline.	Confirmed.
493.	Att D	Social Platforms	Interaction Volumes	Are current or projected interaction volumes available for each social platform?	NCTA does not have data for social platforms as they are not currently being used.

#	Page	Section	Section Description	Proposer Question	NCTA Response
494.	N/A	Part III, § 4.2.5 Customer Communications; § 5.1.4.1 Telephony Services; § 5.1.3.2 Case Management	Customer Communications; Telephony Services; Case Management	Please define “notifications” — specifically whether this includes outbound SMS, email and/or push, whether proactive outbound campaigns are in scope, and how customer consent is to be captured and managed.	Customer notifications are currently triggered and managed from the BOS/TISDSR systems. If the proposer incorporates additional notifications as part of their solution, they should propose the process for consent capture and management.
495.	III-127	Part III, § 5.1.4.2 Phone System	Phone System	REQ 737 requires the Contractor to “design, monitor, and continuously optimize call flows and routing”. Do NCTA or the current operations contractor hold a documented inventory of the existing IVR call flows, routing paths, queues and skills?	Yes. Please also refer to NCTA’s response to Question #123 found in Addendum #3.
496.	III-129	Part III, § 5.1.4.3 IVR / IVA	IVR / IVA	If yes, will that inventory be made available to Proposers prior to the Proposal due date, or to the Contractor at NTP1?	NCTA will not be providing this information. Please also refer to NCTA’s response to Question #123 found in Addendum #3.
497.	III-129	Part III, § 5.1.4.3 IVR / IVA	IVR / IVA	If no such inventory exists, please confirm that discovery, documentation and design of all call flows is a Contractor responsibility to be priced within Exhibit G.	Yes.

#	Page	Section	Section Description	Proposer Question	NCTA Response
498.	III-118, III-52	5.1.1 General Requirements, Table III-1	Background and Purpose, NTP2: TISDSR Integration	NTP2 requires the Contractor to transition all of its technology solutions to NCTA's future TISDSR, which is expected to be available for integration in Q3 2027 with Go-Live targeted for Q1 2029. Has the TISDSR supplier been selected, and will the TISDSR interface specification be made available to Proposers or to the Contractor?	Please refer to NCTA's response to Question #91 found in Addendum #3.
499.	III-118, III-52	5.1.1 General Requirements, Table III-1	Background and Purpose, NTP2: TISDSR Integration	If no specification is available at proposal stage, on what basis should Proposers scope and price the NTP2 integration and the Case Management tool?	APIs interfaces related to the proposer's solution for NTP2, will be reviewed and made available to support the proposer's solution(s) and will be provided at NTP2.

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500.	IV-10	2.1	Content of Price Proposal	On what basis should Proposers price integration effort where the interface is not yet specified, given RFP Part IV, Section 2.1 does not permit assumptions in the Price Proposal?	Proposers should scope integration efforts for NTP1-B (if proposer solutions will be provided at that time) to the BOS using the APIs that have been shared. Integration will be restricted to what is available in the IVR or an agent for NTP1-B. Proposers should also scope NTP2 integration to the TISDSR. If there are additional API interfaces needed beyond what has already been shared, NCTA will provide the necessary API interface configuration to the TISDSR during NTP2.
501.	6, III-135, III-148	1.5, 5.1.8, 5.2.3.1	Contact Center Technology, Integration to Other NCTA Systems, Integration	All TISDSR and/or BOS APIs will be RESTful and over HTTP(S) protocol, correct? Are the BOS API endpoints reachable over the public internet?	a. Yes, RESTful and over HTTP(S) protocol. b. Yes, they are reachable through public internet.
502.	III-50	3.5.5	Testing Documentation	Attachment L (Sample Scenario Based Test Matrix) contains a column headed 'Call Tree Ref No', with entries such as 2.3 / 8.1, 3.3 / 8.5, 2.1 / 4.1, 5.3 / 3.1 and 4.3 / 1.1. Those references point to a numbered call tree document. Can NCTA provide the referenced call tree?	These are numbered in the column for example only. Refer to NCTA's response to Question #225 provided in Addendum #4.

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503.	III-50	3.5.4	Knowledge Base Documentation	REQ 183-185 require a centralized digital library and a Knowledge Base that interfaces with the BOS. Will NCTA provide the knowledge content — FAQs, internal procedures, forms, business rules, operating policies and escalation guidance — or is the Contractor expected to author it?	Refer to NCTA’s response to Question #232 provided in Addendum #4.
504.	III-3, III-15	1.1, 2.3.2	Background and Purpose, Project Schedule	In what order are channels to be designed, built, tested and taken live across NTP1-B, given all Contractor technology must be implemented on or before end of Q2 2028? For example, voice and IVR first, then chat and SMS, then social.	It is incumbent on the Proposer to define their solutions and transition strategy to provide the most effective, cost-efficient, and high-quality approach with minimal impact to operations.

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505.	III-129, Att I	5.1.4.3	IVR / IVA	Section D of Attachment I states that raw credit card and bank account numbers 'must never be transmitted through the IVR layer' and that all payment operations must reference the ccTokenNumber or achToken issued and stored by the BOS. But the same section requires 'Wallet Management: The IVR must support the ability for callers to add or update payment methods (CC or ACH) through the telephony interface. New payment instruments are tokenized by the BOS upon entry.' A caller cannot add a NEW card without the PAN passing through the collecting layer. Please confirm how a new payment instrument is captured without bringing the IVR into PCI-DSS scope, and who owns that design.	The solution is to be defined by the Proposer following PCI-DSS requirements and solutions available for customer self-entry and Agent entry. For Example: If a customer is adding a card via IVR, a call to the payment gateway should be made. Currently NCTA payment gateway is Card Connect, APIs are available through their website. If a customer is speaking to an agent or through chat the system should mask/prevent recording of the number. Please also refer to NCTA's response to Question #190 as found in Addendum #4 .
506.	V-3	1.2.2	Ongoing Operations Compensation	When for billing purposes are Active Registered Accounts measured? At what point during the month?	In RFP Exhibit G: Pricing Forms & Instructions, refer to the following tabs: <i>Tab o – Instructions</i>, <i>Tab 4</i>, and <i>4A-Ongoing O&M-Active Registered Accounts</i>.

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507.	III-5	1.4	Customer Service Operations	It is mentioned that the current phone system that NCTA utilizes will be transferred to the contractor. Even though these are intended to be pass-through costs, should proposers include these items in their pricing? If so, can the client provide current amounts itemized by technology components?	Per this Addendum #6, please refer to the update made to RFP Part III-Section 1.4 Customer Service Center Operations. Proposers should incorporate a price for a telephony system (whether the Proposer renegotiates the RC contract or they select their own telephony system provider). Pricing should begin upon go-live.
508.	III-77	4.2.3.2	Account Management	Requirement 355: How often does the need to manually scan documents happen?	Document scanning and the scanned document attachment to an account, should occur real-time or at least daily depending on the Operational workflow and SOP.
509.	III-78	4.2.3.2	Account Management	Requirement 357: How does the activity of merging and unmerging accounts affect the number of monthly active accounts historically?	This condition is not common; however, if two accounts are merged, they would count as one going forward, if two accounts are unmerged, they would count as two going forward and would be reflected in the count of accounts in the monthly report.

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510.	III-78	4.2.3.2	Account Management	Requirement 359: Are delinquent accounts included in the total monthly active accounts? If not, what is the historical monthly volume?	Delinquent accounts are considered Suspended; and therefore, will not be counted in active registered account totals. Refer to RFP Exhibit G: Pricing Forms & Instructions , Tab o Instructions, Ongoing O&M, Toll Invoice Accounts in reference to suspended accounts.
511.	III-94	4.2.6.7	Contractor Pass-Through Expenses	Does the State expect the items listed in Attachment H: Typical Pass-Through Items to be included in proposers' pricing submission? If so, is the estimated \$1 Million annual amount expected to escalate during the course of this contract?	Please refer to NCTA's response to Question #206 found in Addendum #4.
512.	1	Attachment J: Workstation Specifications	Attachment J: Workstation Specifications	Attachment J shows the type of systems that are currently being utilized within the contact center. Are those systems going to stay in the facilities provided by NCTA? Or do vendors need to provide new systems that align with the requirements in Attachment J?	The workstations will remain supported by another NCTA contract.

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513.	7	Addendum 3 – Q#104	N/A	Addendum No. 3 states that unresolved customer cases will transfer to the successful Contractor and that the transitioning workload will be negotiated during BAFO. Can NCTA clarify the criteria that will be used to determine this workload allocation, so proposers can appropriately assess operational readiness and resource planning?	Please refer to NCTA's response to Question #104 as found in Addendum #3 and Question #389 as found in Addendum #5.
514.	III-104	Section 4.3.1	Operational Readiness + Addendum No. 3 Question #97	Addendum No. 3 confirms that transition will not be permitted until Operational Readiness is achieved. Beyond the requirements identified in Section 4.3.1, are there any formal acceptance criteria or readiness gates that NCTA will use to determine Operational Readiness?	The Operational readiness review will exercise and demonstrate that the Contractor is ready to move forward into a transition for Go-Live. Please see RFP Part III-Section 4.3.1 Operational Readiness, Requirement No. 476 for guidelines to be included. Please reference RFP Part III-Section 4.3.2 Transition Activities, Requirement No. 483 and RFP Part III-Section 5.2.3.3 Transition, Requirement No. 908 for additional go-live requirements which should be included in the Proposer's approach to transition and cutover.

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515.	III-43, III-149 – III-151, Part III – Implementation / Project Management (Table III-1)	Section 3.4.6 / Sections 5.2.3.2 and 5.2.3.3 / Project Milestones / Notice to Proceed (NTP) Milestones	Implementation Plan	The RFP requires the Contractor to develop the Staffing Plan, Training Plan, Transition Plan, and implementation schedule. To support development of a realistic project schedule, can NCTA clarify whether there are any required milestone dates or operational dependencies (other than the Notice to Proceed milestones identified in Table III-1) that proposers should assume when sequencing recruitment, training, knowledge transfer, operational readiness, and production deployment?	Along with RFP <i>Table III-1</i> and all information contained within the RFP, Proposers should also consider deliverables outlined in RFP <i>Table III-2: Project Milestone Schedule</i> and RFP <i>Table III-3: Project Documentation & Schedule</i> to help develop their project schedule.

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516.	IV-6	IV.1.1-H IV.1.1 -I	Proposal Section 5: Implementation & Transition 1) "CSCO Transition: The Proposer shall present their approach and proposed schedule for implementation and transition to operations for NTP1 and NTP2 by addressing the Requirements defined in Part III, Sections 4.3." Proposal Section 6: O&M and Continuous Improvement "The Proposer shall present their approach to O&M and continuous improvement by addressing the Requirements defined in Part III, Section 4.3.4 and Section 5.2.4"	Proposal Sections 5 and 6 both reference Part III,[ZL10.1][ED10.2] Section 4.3, which may result in overlapping responses. To ensure Proposers organize their responses as intended, please clarify: Question a: Is H.1, CSCO Transition, intended to address Part III Sections 4.3.1, 4.3.2, and 4.3.3, or only Section 4.3.2, Transition Activities? Question b: Should Part III Section 4.3.5, CSCO O&M and Continuous Improvement be addressed exclusively under Proposal Section 6, O&M and Continuous Improvement?	CSCO and CCT will overlap during implementation and O&M phases as CCT will be implemented over a period of time. As written in RFP Part IV, Section 1.1.H. Proposers should describe their approach to operations transition (CSCO) and technology solutions (CCT) as it relates to all relative requirements, additionally, Proposers should describe their approach for ongoing maintenance and continuous improvement for both CSCO and CCT.

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517.	1-2	Att H Add. 1 #27	Typical Pass-Through Items "Anticipated costs are provided in this attachment."	NCTA's response to Question #27 states that anticipated costs are provided in Attachment H. The version of Attachment H available to Proposers lists vendor categories and item descriptions (Categories 1, 2 and 3) but does not include any cost figures. Question: Will NCTA please provide an updated Attachment H containing anticipated annual pass-through costs?	Please refer to NCTA's response to Question #159 found in Addendum #4.

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518.	III-3	III SOW & Requirements	Table III-1: Project Notice to Proceed Summary NTP1: Part A - CSCO	For NTP1, Contractor is required to hire staff and assume responsibility for day-to-day operations using existing systems. NCTA has provided specific statistics for each area of work in Attachment D for bidders to use for estimating purposes. Question: Would NCTA please also provide ballpark staff counts for each area of work as they exist today using the existing system? <i>Note: This will help bidders on two fronts 1) determine where efficiencies can be gained in the existing operation, and 2) determine level of effort to interview all existing staff to maximize retention of institutional knowledge.</i>	No, NCTA will not be providing this information.

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519.	7 & 9	Add. 3 / #104 & #114	#104. Current backlog not stated. #114 Confirms approximately 17,000 new cases opened per month.	NCTA has advised that any cases not closed by the current contractor will transition to the new Contractor for continued investigation and closure, with transitioning workload negotiated during BAFO. Question a: To support Staffing Plan development and Exhibit G pricing at proposal stage, will NCTA please provide the current estimated open case backlog volume and ageing profile? Question b: Will NCTA please provide this information by case type?	a. Refer to NCTA response to Question #389 found in Addendum #5 b. At this time, NCTA will only be providing the information found in Attachment D: Operational Statistics .
520.	III-82-83	4.2.3.7	Case Management	Question: Will NCTA please provide the number of staff currently supporting case management and closure?	At this time, NCTA will only be providing the information found in Attachment D: Operational Statistics .
521.	III-82-83	4.2.3.7	Case Management	Question: Will NCTA please provide the system currently used for case management?	Please refer to NCTA's response to Question #37 found in Addendum #1.

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522.	III-159	7	Key Performance Indicators (KPIs)	Topic: KPI Applicability During NTP1-A	KPIs related to features/solutions will be measured after release into production.
	Add 1: p5 & 10	Add #18 & 28	#18: "...live chat is not being utilized currently." #28(c): "Current system only supports voice for NTP1-A"	During NTP1-A the Contractor operates NCTA's inherited RingCentral platform, which NCTA has confirmed supports voice only and does not enable the expanded CCaaS features required for NTP1-B. Question a: Will NCTA please confirm which KPIs are measured and enforceable during NTP1-A? Question b: For KPIs that cannot be technically achieved on the inherited platform, including chat wait time (PT-CH1), chat abandonment (PT-CH2), and scheduled callback wait time (PT-CC1-B), please confirm whether those KPIs begin only upon Go-Live of the Contractor's NTP1-B solution.	Please refer to NCTA's response to Question #184 found in Addendum #4, and RFP Part III-Section 7.3 Start of KPI Assessment, Requirement No. 976.

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523.	III-134	5.1.7	Knowledge Base	Topic: Knowledge Base LD Commencement	Please refer to NCTA's response to Question #184 found in Addendum #4 and RFP Part III-Section 7.3 Start of KPI Assessment, Requirement No. 976.
	III-163	7.1.8	Liquidated Damages KPIs	NCTA has confirmed it does not currently use a formal Knowledge Base tool, and that the Contractor is responsible for creating one. KPIs LD-KB1 and LD-KB2 impose liquidated damages for Knowledge Base refresh and error-correction timeliness.	
	Add 3: p15	Add 3: #138 & 130	#138 and #139: no formal Knowledge Base tool currently in use.	Question: Will NCTA confirm the date from which LD-KB1 and LD-KB2 become enforceable, specifically, whether they commence at NTP1-A Operational Go-Live or only following NCTA Approval of the Contractor's Knowledge Base solution under NTP1-B?	

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524.	III-3	1.1	Table III-1: Project Notice to Proceed	NCTA has identified Cognizant as the TISDSR vendor and confirmed that TISDSR integration specifications and API documentation will only be shared at the time of NTP2 issuance.	Yes. The Proposer should include these review sessions in their project management plan and schedule.
	III-13	2.2.1	Summary		
	III-135	5.1.8	CSCO & CCT and TISDSR Integration sections		
	Add 3: p3	Add 3: #91	Coordination with Other NCTA Service Providers.		
			Integration to Other NCTA Systems	Question: Given that the Contractor's NTP1-B architecture must be forward-compatible with TISDSR, will NCTA facilitate joint architecture and design coordination sessions between the Contractor and Cognizant during NTP1-B in advance of NTP2 issuance to help reduce re-work and integration risk at NTP2?	
			#91: Response in its entirety		

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525.	III-121	5.1.3	Case Management Tool	NCTA has advised that it does not anticipate a formal data migration, while also confirming that the Proposer's Case Management solution will replace the current BOS case management tool at NTP2.	Please refer to NCTA's response to Question #248 found in Addendum #4.
	III-150	5.2.3.3	Transition		
	Add 3: p6, 9, 17	Add 3: #100, 113, 151	#151 "NCTA does not anticipate a formal data migration" read against #100 and #113 (Proposer's Case Management replaces BOS case management at NTP2).	Question a: Will NCTA please clarify how open Cases will be transferred from the current BOS case management tool to the Contractor's Case Management solution at NTP2?	a/b: 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.
			#100: In its entirety	Question b: Will historical Cases remain accessible in BOS/TISDSR after NTP2, or is the Contractor expected to migrate historical Case information into the new Case Management solution?	c: Cases will be managed by the proposer between NTP1 and NTP2, and volumes can be determined through their processing statistics and ability to meet KPIs. The Proposer should determine and describe their transition approach.
			#113 in its entirety	Question c: If the Contractor is responsible for migrating open and/or historical Cases, will NCTA please provide the anticipated case volume and required history depth?	Please also reference NCTA's response to Question # 151 as provided in Addendum #3.

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526.	i-18	4.2.1	Preliminary Technical Proposal Scoring	Table I-2 Preliminary Technical Proposal Elements and Maximum Possible Points	Per this Addendum #6, updates have been made throughout RFP Part I, Section 4 Procurement Evaluation Process to provide clarity to the price review and scoring process.
	i-19	4.2.2	Price Review and Scoring	Breakdown (section 4.2.1) shows a maximum technical score of 70 points.	
				Table I-3 Quality Credit Percentage for Technical Proposals shows a maximum technical score of 100 with a quality credit of 75%. The quality credit for 70 points in this table is 30%. It seems the difference could be a discrepancy that would require either 1) a gross up calculation to move the maximum score from 70 to 100 or 2) starting the quality credit at a much lower value of 30% instead of 75% which is likely not NCTA's intention.	
				Question: Will NCTA please clarify how the quality credit will be calculated considering the difference in the maximum technical score between the two tables? <i>NOTE: The maximum technical proposal score in recent NCTA procurements matched 100 points in both tables.</i>	

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527.	Part III §5; Attachment D; Exhibit D	Chat & Chatbot Requirements (REQ 775-796)	Digital channel volumes & deflection targets	Attachment D contains no live-chat or chatbot volume, indicating these channels do not exist in the current operation, yet the RFP and Exhibit D require both. What chat and chatbot adoption or volume assumptions, and what target containment or deflection rates, should proposers use to size the digital channels and the IVA/BOT design?	Please refer to NCTA's response to Question #230 found in Addendum #4.
528.	Part III §5; Attachment D	AI Components / Outbound (REQ 743-774)	SMS & proactive outbound scope	Is SMS a managed customer channel, and is AI-driven proactive outbound (e.g., low-balance, DMV-hold, and payment reminders) in scope? If so, what monthly volumes should proposers assume for sizing?	Customer notifications are currently triggered and managed from the BOS/TISDSR systems. It is up to the Proposer to include additional recommendations and their value within their solution.
529.	Part III §5; Attachment D	Telephony / Scalability (200% requirement)	Busy-hour concurrency for trunk & license sizing	Can NCTA provide busy-hour call volume, peak concurrent calls, peak concurrent agents, and CSC hours of operation by queue, to support voice trunk/port sizing, concurrent-session licensing, and the requirement to test at 200% of current volume?	Please refer to RFP Attachment E: RingCentral Specs and RFP Attachment D: Operational Statistics . Also refer to NCTA's responses to Questions #116 through #121 as found in Addendum #3.

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530.	Attachment E; Part III §5	RingCentral Specs; Telephony/IVR- IVA (REQ 703– 742)	Telephony transition off incumbent platform	For the transition off the incumbent RingCentral platform, what is the current toll-free and local DID inventory and the underlying carrier/SIP arrangement, and does NCTA expect the new platform to assume the existing telephony as a pass-through prior to cutover to the new IVR/IVA?	Per this Addendum #6, please refer to the updates made to RFP Part III-Section 1.4 Customer Service Center Operations . Proposers should incorporate a price for a telephony system (whether the Proposer renegotiations the RingCentral contract or they select their own telephony system provider). Pricing should begin upon go-live. Also, refer to RFP Attachment E: Ring Central Specs .
531.	Part III §5; Attachment D	IVR/IVA Self- Service (REQ 703–742)	Self-service containment target	Current IVR containment runs approximately 44–46% (Attachment D). What containment or self-service target does NCTA expect the new conversational IVA to achieve, and against which priority intents?	No set target, however, NCTA expects the Proposer to maximize the target based on their solution.

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532.	Attachment F; Part III/V	SOP 19 — PCI; Payment/IVR Requirements	Payment capture location, method & PCI scope	REQ 729 requires PCI-DSS- compliant payment processing with DTMF-based secure authentication. Does NCTA also want natural-language/AI-based payment capture (spoken card entry) offered in addition to the required DTMF path, and does the Responsible Use of AI Framework (Part V §1.12) permit PCI/Restricted Data to be processed through AI components, or must card capture remain on the DTMF/non-AI path?	The solution must be PCI compliant. It is incumbent on the proposer to describe their proposed solution that offers options for customer self-service, which leverages AI tools effectively and efficiently following PCI-DSS standards and requirements.
533.	Part III §5; Exhibit F	AI Components (REQ 743–774); Technology Conformance Matrix	Mandatory vs. optional AI components	Which AI components are mandatory versus optional — conversational IVA, agent assist/copilot, conversational intelligence, auto- summarization, and sentiment — and is that delineation fully captured in the Exhibit F Technology Conformance Matrix, or should proposers confirm any components that are ambiguous?	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. All solutions should be contained in the conformance matrix, any additional solutions beyond the minimum requirements that the proposer is offering should also be included.

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534.	Part III §5; Attachment C & F	Knowledge Base (REQ 797–800)	KB migration vs. greenfield build	Is there an existing structured knowledge base to migrate for the IVA, agent assist, and self-service, or is the knowledge base to be built from the current SOPs and NC Quick Pass Business Policies?	Please refer to NCTA’s response to Question #232 found in Addendum #4.
535.	Part V §1.12	Responsible Use of AI Framework; Data & AI Governance Committee	AI output constraints & use-case approval cycle	Under the NC Responsible Use of AI Framework and the Data & AI Governance Committee, what constraints apply to AI outputs (PII/PCI handling, human-in-the-loop requirements), and what does the per-use-case Use Case Playbook approval cycle require before an AI use case may go live in production?	Proposal should recommend the best practice and time to launch/rollout of functionality. NCTA must approve all customer-facing solutions and Proposer must follow the change management process.
536.	Part III §5; Attachment B & D	IVR/IVA/Chat; Title VI	Language requirements beyond Spanish	Beyond the Spanish queue shown in Attachment D, are additional languages required for the IVA, chat, or agent support under Title VI / Limited English Proficiency obligations?	- Currently, only English and Spanish are required, however Proposers can propose other languages. - Spanish percentages are available in Attachment D: Operational Statistics. - Service levels are expected across all queues.

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537.	Attachment I; Part III	BOS Telephony APIs; Integration (REQ 801–810)	BOS API readiness for NTP1 Part B	Are the Attachment I BOS Telephony APIs currently available and production-ready for integration design during NTP1 Part B, so the new CCT can integrate to the existing BOS (screen-pop, account context, click-to-pay, and case context) prior to TISDSR?	Yes, The APIs detailed in Attachment 1 are in production for BOS and can be used to plan for integration of features from the Proposer in NTP1-B. Interfaces not exposed in these APIs that will be needed to support the Proposers features/solutions in NTP2 will need to be described by the Proposer and will be planned for integration with the TISDSR in NTP2.
538.	Part III; Attachment I	Case Management / Integration (REQ 656–702, 801– 810)	TISDSR exposure to CCT/AI at NTP2	At NTP2, what interfaces and data will the TISDSR expose to the contact-center and AI layer for routing, agent assist, and case context, so the CCT/AI integration can be designed against a defined target?	NCTA will include the Proposer in the design sessions and determine the data elements required to meet the Proposer’s solution. The Proposer should include review sessions in their project management plan and schedule.
539.	Part III	Recording / Quality Management / Data Retention	Recording retention & transcription scope	What are the required call and screen recording retention periods, and what percentage of interactions does NCTA expect to be transcribed or analyzed?	Please see NCTA’s response to Question #250 found in Addendum #4.

#	Page	Section	Section Description	Proposer Question	NCTA Response
540.	Exhibit G	Tabs 4 & 4A — Technology Systems Maintenance (Line D1)	Treatment of usage-based AI costs	Exhibit G, Line D1 requires a single fixed monthly price covering all technology, including “IVA and BOT process flow management.” Must all usage-based AI costs (per-bot-session, per-minute voice AI, transcription) be fully absorbed within that fixed monthly price regardless of interaction volume, or will NCTA consider a volume band or true-up if interaction volumes materially exceed the Attachment D baseline?	Yes, all technology should be fully absorbed within the monthly price.
541.	Exhibit G; Part III	Tabs 3 & 4; Project Milestone Schedule	Technology fee start vs. go-live milestones	Exhibit G prices Ongoing O&M in Contract Years 1–5 beginning at Operational Go-Live. Given Operational Go-Live (~Nov 2027), Technology Go-Live (NTP1 Part B, ~Q2 2028), and TISDSR (NTP2, ~Q1 2029), how is Contract Year 1 defined, and in which month does the D1/D2 Technology Systems Maintenance fee begin relative to Technology Go-Live?	Year 1 begins upon operational go-live. The technology costs in D1/D2 begin the month following the technology go-live.

#	Page	Section	Section Description	Proposer Question	NCTA Response
542.	266	3.7.14.2	Limitation of Contractor's Liability	This section limits liability to the value of each Task Order awarded under the Contract. As the primary Services are not provided through Task Orders, please clarify how NCTA intends this limitation of liability to operate with respect to the base Contract Services.	Per this Addendum #6, Item #2 in RFP Part V, Section 3.7.14 has been amended.
543.	25	2.21.6	Insurance Requirements – Cyber Liability Insurance	Would NCTA be willing to strike "This insurance shall provide coverage for personal injury (including emotional distress and mental anguish)."	The language found in RFP Part I, Section 2.21.6 (Item #6) has been modified per this Addendum #6.
544.			General	Can NCTA provide details around the existing CCTV systems, including make/model and number of units in each location? How long do recordings need to be maintained, and are they held locally or centrally in a cloud-based system?	Per this Addendum #6, an update has been made to RFP Part III- Section 4.3.4.11.8 Security Requirements, Requirement No. 619. There are several indoor and outdoor Wisenet and/or Hanwha model cameras at each of the staffed facilities. Recordings are held for a period of 60-90 calendar days or longer depending on incident. Specifications of quantities and models can be shared with the successful Proposer.

#	Page	Section	Section Description	Proposer Question	NCTA Response
545.	III-45	3.4.7	Training Materials & Manuals	Please confirm the intended requirement in REQ 156. Training materials and manuals must be submitted at least twenty (20) Business Days before which event—training commencement, planned use, Go-Live, or another milestone?	Per this Addendum #6, refer to the updates made to RFP Part III, Section 3.4.7 Training Materials & Manuals, Requirement #156.
546.	Exh F	1 - Instructions	Technology Conformance Matrix	In addition to "Tab 1 Instructions" and "Tab 2 TCM", the Exhibit F workbook contains two further tabs titled "Section II Roadway Support Sys" and "Section III RW Sys Transition", which set out Roadway Support System (RSS) and Roadside Toll Collection System (RTCS) requirements. Please confirm whether these two tabs are within the scope of this RFP and are to be completed by Proposers, or whether they have been included in the workbook in error.	Per this Addendum #6, Exhibit F: Technology Conformance Matrix has been revised to remove the 2 hidden, non-applicable tabs.

#	Page	Section	Section Description	Proposer Question	NCTA Response
547.	I-19	Part I, 4.2.1 and 4.2.1	Preliminary Technical Proposal Scoring Price Review and Scoring	The maximum quality credit percentage is stated to be 75% (section 4.2.1). Table I-3 shows that 75% Quality Credit can be achieved with a technical proposal score of 100. Table I-2 shows that the maximum number of possible technical points available is 70. Is Table I-3 based on percentage of available points or the raw technical points scored? For example, which of the following is true: - maximum 70 technical points = equivalent of 100% technical score (Table I-3) and therefore this achieves the maximum 75% quality credit percentage - maximum 70 technical points = 75 technical score (Table I-3) and therefore this achieves the maximum 30% quality credit percentage	Per this Addendum #6, updates have been made throughout RFP Part I, Section 4 Procurement Evaluation Process to provide clarity to the price review and scoring process.

#	Page	Section	Section Description	Proposer Question	NCTA Response
548.		RFP Part III 4.3.4.11	Facility Management	We noted that there are two WIC locations identified: Charlotte and Monroe. However, we received lease information for the headquarters location in Morrisville, we did not receive any lease documentation for the Charlotte location. Additionally, Morrisville was not listed as one of the locations to be assumed. Could you please clarify this discrepancy and/or provide the lease information for the Charlotte location, if available?	Attachment N contains lease information for the following 4 facility locations: Rocky Mount, Winston-Salem, NCTA Headquarters (in Morrisville), and Monroe. RFP Part III, Section 4.3.4.11 states: "Attachment N does not contain a lease agreement for the WIC facility location in Charlotte because that facility is provided on NCDOT state property."

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

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

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



2. RFP Part I, Administrative, Section 2.4 Cost Incurred Responsibility has been modified as follows:

2.4. Cost Incurred Responsibility

All costs incurred by any interested party in responding to this RFP shall be borne by such interested party. NCTA shall have no responsibility whatsoever for any associated direct or indirect costs.

Exception: Per Part I, Section ~~4.64.7~~ Stipend Provision, NCTA shall offer the unsuccessful top-ranked Proposers a stipend for their coordination of work with NCTA and preparation for use case demonstrations, as further outlined in Part I, Section 4.4. Proposers that are not top-ranked shall not receive any stipend, and NCTA shall not be liable for any costs incurred by the Proposer in preparation of its Proposal response.

3. RFP Part I, Administrative, **Section 2.21.6 Insurance Requirements, Item No. 6** has been modified as follows:

results in the inability of a third-party, who is authorized to do so, to gain access to a computer system and conduct normal internet or network activities (6) access to a computer system or computer system resources by an unauthorized person or persons or an authorized person in an unauthorized manner with a limit not less than ten million dollars (\$10,000,000) per occurrence. This insurance shall ~~provide~~ include coverage for ~~personal injury (including~~ emotional distress and mental anguish). Such Cyber Liability insurance coverage may be met through or combined with the Professional Liability Insurance referenced in the above paragraph 4 or the Technology Errors and Omissions Insurance referenced in paragraph 5 above; however, if combined then the coverage requirement for Cyber Liability insurance shall be equal or greater than the combined aggregate.

4. RFP Part I, Administrative, **Section 3.1 Mandatory Pre-Proposal Scope of Services and Sites Tour Meeting Details**, *Important Note* has been modified as follows:

3.1. Mandatory Pre-Proposal Scope of Services and Sites Tour Meeting Details

NCTA will convene a **MANDATORY** and **VIRTUAL** Pre-Proposal Scope of Services and Sites Tour meeting for interested firms on the date and time presented in **Table I-1** above. Interested parties must register for the meeting using the Microsoft form linked in Part I, Section 2.1.1 by the date and time presented in **Table I-1**. NCTA has elected to host the meeting online via web conference only. The purpose of the meeting is to present the following information:

- Details of the RFP
- Approach to the procurement
- Provide attendees with an opportunity to ask questions about the RFP
- Video tour of all site locations:
 - NCTA Headquarters – Morrisville, NC
 - NCQP WIC – Monroe, NC
 - NCQP WIC – Charlotte, NC
 - NCQP CSC – Winston-Salem, NC
 - NCQP CSC – Rocky Mount, NC

IMPORTANT NOTE: Attendance at the meeting is required for all Proposers who will submit Proposals for this Project. An affiliated entity of a firm that attended the Mandatory Pre-Proposal Scope of Services Meeting is eligible to submit a Proposal.

4. Several updates have been made throughout RFP Part I, Administrative, **Section 4 Procurement Evaluation Process**. Outlined below:

4.2. Preliminary Technical Proposal and Price Proposal Evaluation

1. **Technical Proposal Preliminary Review.** The evaluation process will consist of a quantitative scoring and ranking of the Technical Proposals to ascertain how well each Proposal meets NCTA's needs for the Project. The Technical Proposals will be evaluated on their material content and their responsiveness and degree of adherence to **Part III, Scope of Work and Requirements** set forth in this document. The Evaluation Committee will review and evaluate the Technical Proposals and the other related Contract information submitted to ensure that the Proposer understands the **Part III, Scope of Work and Requirements** and has clearly expressed its intent to meet the Requirements of the Contract.
2. **Preliminary Technical Proposal Score.** Following Technical Proposal preliminary review, the Evaluation Committee will score the Technical Proposals with maximum potential technical score points for each Technical Proposal as shown below in Part I, Section 4.2.1 in **Table I-2**.
3. **Compliant or Non-Compliant.** Any Technical Proposals scored below 50 out of 70 possible total points on the preliminary scoring will be considered non-compliant and will NOT be considered further. Only Proposers that meet the minimum score of 50 will be considered compliant and will move forward in the evaluation process.
4. **Price Proposal Review & Scoring.** After completing preliminary Technical Proposal scoring, the Evaluation Committee will open and review the Price Proposals from only the compliant Proposers. The Evaluation Committee will follow the pricing evaluation process outlined in Part I, Section ~~4.2.2-4.5~~ Price Review and Scoring and refer to Table I-3.1.

4.2.2. Price Review and Scoring

The Price Proposals will be reviewed and scored as outlined below:

- a) The Evaluation Committee will use a table based on the maximum quality credit percentage to assign a quality credit percentage to each Technical Proposal based on that proposal's technical score. The maximum quality credit percentage for this Project will be 75%. The Evaluation Committee may assign point values to the nearest one-tenth of a point (e.g., 90.3). In this event, the quality credit percentage will be determined by linearly interpolating within **Table I-3** shown below.

Table I-3: Quality Credit Percentage for Technical Proposals

Technical Proposal Score	Quality Credit (%)	Technical Proposal Score	Quality Credit (%)	Technical Proposal Score	Quality Credit (%)	Technical Proposal Score	Quality Credit (%)
100	75.00%	87	55.50%	74	36.00%	61	16.50%
99	73.50%	86	54.00%	73	34.50%	60	15.00%
98	72.00%	85	52.50%	72	33.00%	59	13.50%
97	70.50%	84	51.00%	71	31.50%	58	12.00%
96	69.00%	83	49.50%	70	30.00%	57	10.50%
95	67.50%	82	48.00%	69	28.50%	56	9.00%
94	66.00%	81	46.50%	68	27.00%	55	7.50%
93	64.50%	80	45.00%	67	25.50%	54	6.00%
92	63.00%	79	43.50%	66	24.00%	53	4.50%
91	61.50%	78	42.00%	65	22.50%	52	3.00%
90	60.00%	77	40.50%	64	21.00%	51	1.50%
89	58.50%	76	39.00%	63	19.50%	50	0.00%
88	57.00%	75	37.50%	62	18.00%		

- b) The Evaluation Committee will review the Price Proposals and apply the quality credit as defined above. If the Price Proposal is within the acceptable range of the Engineer's Estimate or NCTA's Plan of Finance budget, the Proposer(s) with the lowest adjusted price will be selected.

i. **Table I-4** below shows an example of the calculation involved in this process. In this example, Vendor A is the successful Contractor and Vendor E failed to qualify as their Technical Score was below 50.

Table I-4: Example of Quality Credit Percentage Applied to Technical Proposal Scores

	Technical Proposal Score	Quality Credit %	Price Proposal (\$)	Quality Value (\$)	Adjusted Price (\$)
Vendor A	95.0	67.50%	\$350,000.00	\$236,250.00	\$113,750.00
Vendor B	91.0	61.50%	\$310,000.00	\$190,650.00	\$119,350.00
Vendor C	80.0	45.00%	\$201,000.00	\$135,450.00	\$165,550.00
Vendor D	86.0	54.00%	\$270,000.00	\$145,800.00	\$124,200.00
Vendor E	49.0	0.00%			

Note 1: Maximum Technical Proposal Score Percentage is 75%

Note 2: Minimum Technical Proposal Score to Qualify is 50

- c) NCTA reserves the right to request a Proposer to confirm or withdraw the Price Proposal which deviates from the average of all other qualified Price Proposals by more than 15%. If a Proposer confirms their Price Proposal which deviates from the average of all other qualified Price Proposals by more than 15%, NCTA reserves the right to disqualify the Proposal unless the Proposer provides supporting documentation sufficient to, in NCTA's sole discretion, explain the reason for the deviation.

4.3. Proposer Shortlisting

After calculating the adjusted price (see Part I, Section 4.2.2.4.5) for each compliant Proposer, the Evaluation Committee will determine which Proposers to shortlist.

- Oral Presentations and Interviews.** NCTA will invite shortlisted Proposers to participate in oral presentations and interviews. The oral presentations and interviews, and any required demonstrations conducted therein, will provide an opportunity for the Evaluation Committee to further its understanding of the Technical Proposals and score up to an additional 10 points.
- Updated Technical Proposal Score.** After the oral presentations and interviews, the Evaluation Committee will perform the following steps:
 - Re-evaluate and adjust, in NCTA's sole discretion, the preliminary Technical Proposal score (from Part I, Section 4.2.1) based on the clarifications received on the Technical Proposal content during the oral presentation and interview. This re-evaluation will result in an updated Technical Proposal score.
 - Note: During updated Technical Proposal scoring, the shortlisted Proposers may be awarded up to 10 additional points based on their oral presentation and interview, resulting in a maximum possible updated Technical Proposal score of 80 points.
 - The updated Technical Proposal score will then be used to calculate the quality credit percentage as outlined above in Part I, Section 4.2.2.4.5 and refer to **Table I-3.2**.
- Top-ranked Proposers.** Based on the calculated adjusted price for each shortlisted Proposer, the Evaluation Committee will determine the number of top-ranked Proposers to invite to the use case demonstrations.

4.4. Use Case Demonstrations & Final Evaluation

The Evaluation Committee will invite the top-ranked Proposers to participate in a use case demonstration to validate the Proposer's understanding of the scope of work and ability to operationalize the proposed solution. NCTA will provide structured use cases reflecting toll operations and CCaaS scenarios. Proposers shall demonstrate how their proposed solution, staffing model, processes, and technology platform address each use case.

Note: Qualifying top-ranked Proposers will be eligible to receive a stipend. Refer to Part I, Section 4.6.4.7 for additional details regarding stipend eligibility and requirements.

1. **Use Case Demonstration Notification & Preparation.** NCTA will notify the top-ranked Proposers of their qualification to participate in the use case demonstrations. Detailed information regarding the specific use cases, demonstration requirements and meeting details will be provided in the notification letter. Each top-ranked Proposer will be provided a designated discovery period during which it may meet with NCTA to ask questions and seek clarification regarding the use cases and demonstration requirements.
2. **Use Case Demonstrations.** Each top-ranked Proposer will be allocated up to four (4) hours to conduct an interactive demonstration and the technical architecture of the 3 to 5 use cases provided by NCTA. Demonstrations will be conducted in-person at NCTA's office in Morrisville, NC. All demonstration materials, equipment, software, connectivity, and related resources must be provided by the Proposer unless otherwise approved in advance and coordinated with NCTA.
 - a. **NOTE:** Only the features, functions, capabilities, integrations, reports, configurations or performance characteristics outlined in the Proposer's Technical Proposal for the proposed solution can be demonstrated.
3. **Final Technical Proposal Score.** After the use case demonstrations, the Evaluation Committee will perform the following steps:
 - a. Re-evaluate and adjust, in NCTA's sole discretion, the updated Technical Proposal score (from Part I, Section 4.3) based on the use case demonstration. This re-evaluation will result in the final Technical Proposal score.
 - i. **Note:** During final Technical Proposal scoring, the top-ranked Proposers may be awarded up to 20 additional points based on their use case demonstration, resulting in a maximum possible final Technical Proposal score of 100 points.
 - b. The final Technical Proposal score will then be used to calculate the quality credit percentage as outlined ~~above~~ in Part I, Section 4.2.2.4.5 and refer to **Table I-3-3**.
4. **Best Value.** Based on the calculated adjusted price for each top-ranked Proposer, the determination of "best value" will be made based on the merits of the top-ranked Proposers. The combination of the Price Proposal and the final Technical Proposal score will factor into the determination of "best value", recognizing that "best value" may result in award to a top-ranked Proposer other than the one with lowest price or highest technically.

4.5. Price Review and Scoring

The Price Proposals will be reviewed and scored as outlined below.

- a) The Evaluation Committee will use a table based on the maximum quality credit percentage to assign a quality credit percentage to each Technical Proposal based on that proposal's technical score. The maximum quality credit percentage for this Project will be 75%. The Evaluation Committee may assign point values to the nearest one-tenth of a point (e.g., 90.3). In this event, the quality credit percentage will be determined by linearly interpolating within **Table I-3-1**, **Table I-3-2**, and **Table I-3-3** shown below.

Table I-3-1: Quality Credit Percentage for Technical Proposals (Per Part I, Section 4.2)

Technical Proposal Score	Quality Credit (%)	Technical Proposal Score	Quality Credit (%)
70	75.00%	59	33.75%
69	71.25%	58	30.00%
68	67.50%	57	26.25%
67	63.75%	56	22.50%
66	60.00%	55	18.75%
65	56.25%	54	15.00%
64	52.50%	53	11.25%
63	48.75%	52	7.50%
62	45.00%	51	3.75%
61	41.25%	50	0.00%
60	37.50%		

Table I-3-2: Quality Credit Percentage for Technical Proposals (Per Part I, Section 4.3)

Technical Proposal Score	Quality Credit (%)	Technical Proposal Score	Quality Credit (%)	Technical Proposal Score	Quality Credit (%)
80	75.00%	67	42.50%	54	10.00%
79	72.50%	66	40.00%	53	7.50%
78	70.00%	65	37.50%	52	5.00%
77	67.50%	64	35.00%	51	2.50%
76	65.00%	63	32.50%	50	0.00%
75	62.50%	62	30.00%		
74	60.00%	61	27.50%		
73	57.50%	60	25.00%		
72	55.00%	59	22.50%		
71	52.50%	58	20.00%		
70	50.00%	57	17.50%		
69	47.50%	56	15.00%		
68	45.00%	55	12.50%		

Table I-3-3: Quality Credit Percentage for Technical Proposals (Per Part I, Section 4.4)

Technical Proposal Score	Quality Credit (%)	Technical Proposal Score	Quality Credit (%)	Technical Proposal Score	Quality Credit (%)	Technical Proposal Score	Quality Credit (%)
100	75.00%	87	55.50%	74	36.00%	61	16.50%
99	73.50%	86	54.00%	73	34.50%	60	15.00%
98	72.00%	85	52.50%	72	33.00%	59	13.50%
97	70.50%	84	51.00%	71	31.50%	58	12.00%
96	69.00%	83	49.50%	70	30.00%	57	10.50%
95	67.50%	82	48.00%	69	28.50%	56	9.00%
94	66.00%	81	46.50%	68	27.00%	55	7.50%
93	64.50%	80	45.00%	67	25.50%	54	6.00%
92	63.00%	79	43.50%	66	24.00%	53	4.50%
91	61.50%	78	42.00%	65	22.50%	52	3.00%
90	60.00%	77	40.50%	64	21.00%	51	1.50%
89	58.50%	76	39.00%	63	19.50%	50	0.00%
88	57.00%	75	37.50%	62	18.00%		

- b) The Evaluation Committee will review the Price Proposals and apply the quality credit as defined above.

- i. **Table I-4** below shows an example of the calculation involved in this process. In this example, Vendor A is the successful Contractor and Vendor E failed to qualify as their Technical Score was below 50.

Table I-4: Example of Quality Credit Percentage Applied to Technical Proposal Scores

	Technical Proposal Score	Quality Credit %	Price Proposal (\$)	Quality Value (\$)	Adjusted Price (\$)
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Vendor B	91.0	61.50%	\$310,000.00	\$190,650.00	\$119,350.00
Vendor C	80.0	45.00%	\$301,000.00	\$135,450.00	\$165,550.00
Vendor D	86.0	54.00%	\$270,000.00	\$145,800.00	\$124,200.00
Vendor E	49.0	0.00%			
Note 1: Maximum Technical Proposal Score Percentage is 75%					
Note 2: Minimum Technical Proposal Score to Qualify is 50					

- c) Any Price Proposal that is more than 15% below both the Engineer's Estimate and the average of all other qualified Price Proposals will be rejected.
- d) If a Proposer's Price Proposal is more than 15% below either the average of all other qualified Price Proposals or the Engineer's Estimate, NCTA reserves the right, in its sole discretion, to disqualify the Proposal or request the Proposer to provide supporting documentation sufficient, in NCTA's sole discretion, to explain the reason for the deviation.

4-5-4.6. Negotiations and Best and Final Offers (BAFOs)

NCTA reserves the right to negotiate with multiple Proposers, as appropriate, in its sole discretion.

~~4.6.4.7.~~ Stipend Provision

In the event that NCTA suspends or discontinues the procurement process prior to the top-ranked Proposers' use case demonstration, no stipulated fee will be paid.

5. RFP Part III, Scope of Work and Requirements, **Section 1.4 Customer Service Center Operations** has been modified as follows:

1.4. Customer Service Center Operations

CSCO within the NC Quick Pass Program encompass the people, processes, and technologies that support customers using toll facilities and related services. The Contractor will manage account services, toll transactions, billing, payments, disputes, and customer inquiries across multiple channels. In alignment with NCTA goals, customer service operations prioritize Interoperability across tolling systems, a consistent and positive customer experience, and disciplined cost control, while ensuring accuracy, transparency, regulatory compliance, and equitable treatment of customers. This integrated approach supports system reliability, revenue integrity, operational efficiency, and continuous improvement across the NC Quick Pass Program.

The CSCO transition will be issued as NTP¹. During this time, the Contractor shall be responsible for planning, executing, and sustaining customer service operations in accordance with NC Quick Pass Program Requirements. This RFP establishes expectations for disciplined execution for operations implementation to include governance, accountability, and performance and defines the Contractor's obligations across four (4) focus areas including 1) operational readiness, 2) transition, 3) Go-Live, and 4) O&M and continuous improvement.

~~Pending the delivery of NTP² Upon Go-Live~~, the service contract for NCTA's current phone system, which includes IVR, Automatic Call Distribution (ACD) and Workforce Management (WFM) tools, can be assumed or replaced transferred to and applicable costs assumed by the Contractor. The service costs will not be a pass-through ~~without markup~~ and will be billed to NCTA as part of the monthly invoice within the applicable line item. These Requirements are intended to ensure continuity of service and ongoing compliance with NCTA standards and objectives.

6. RFP Part III, Scope of Work and Requirements, **Section 3.4.7 Training Materials & Manuals Requirement No. 156** has been modified as follows:

156.	Significant revisions to Ttraining materials and manuals shall be submitted at least twenty (20) Business Days to NCTA<u>in advance of use</u> for NCTA review and Approval. <u>Minor</u> Cchanges to training materials must be resubmitted to NCTA at least ten (10) Business Days for NCTA review and Approval prior to use.
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7. RFP Part III, Scope of Work and Requirements, **Section 4.3.4.11.8 Security Requirements, Requirement No. 619** has been modified as follows:

4.3.4.11.8 Facility Security Requirements	
REQ. No.	Requirement Description
618.	The Contractor shall maintain existing network communications that support facility access and security systems for all facilities. <u>Note:</u> The BOS contractor will be responsible for providing network communications to support the BOS.
619.	Contractor shall maintain and update security systems to protect employees, data, funds, property, equipment and assets including, but not limited to: a. Cameras in any areas where cash, checks and inventory are handled; b. Cameras to monitor all public areas, including parking lots, and entrances to secure areas; c. Motion and intrusion detection; d. Panic buttons; and <u>e. Card key access to the building and secure areas within the building.</u> <u>e.f. Recordings shall be maintained for 60-90 Calendar Days.</u> The Contractor shall develop, implement, and follow a card-key access program including

8. RFP Part III, Scope of Work and Requirements, **Section 5.1 Technology Approach**, first bullet has been modified as follows:

- As part of NTP1: Part A, the Contractor ~~will~~ may continue to utilize NCTA's existing telephony and IVR systems.

9. RFP Part V, Terms & Conditions, **Section 3.7.14 Limitation of Contractor's Liability**, *Item No.2* has been modified as follows:

3.7.14. Limitation of Contractor's Liability	
1.	Where Deliverables are under NCTA's exclusive management and control, the Contractor shall not be liable for direct damages caused by NCTA's failure to fulfill any responsibilities of assuring the proper use, management and supervision of the Deliverables and programs, audit controls, operating methods, office procedures, or for establishing all proper checkpoints necessary for NCTA's intended use of the Deliverables.
2.	The Contractor's liability for damages to NCTA for any cause whatsoever, and regardless of the form of action, whether in contract or in tort, shall be limited to the total value of each Task Order <u>the Contract</u> awarded to the Contractor under the Contract.

10. RFP **Exhibit F: Technology Conformance Matrix** has been modified to remove the 2 hidden tabs titled: "Section II Roadway Support Sys" and "Section III RW Sys Transition".

- a. A new version of the Exhibits file has been uploaded to the [NCTA Connect Site](#). Download the new Exhibits file version to access the updated version of Exhibit F.

11. In RFP **Exhibit F: Technology Conformance Matrix**, under tab "", Requirements # 716 and #783 have been updated to reflect the revisions made to these Requirements in the RFP document per Addendum #4 changes.

- a. A new version of the Exhibits file has been uploaded to the [NCTA Connect Site](#). Download the new Exhibits file version to access the updated version of Exhibit F.