

DIGITAL TRANSFORMATION & MODERNIZATION

REQUEST FOR PROPOSALS

Addendum No. I

Issued November 8, 2024

This is an addendum to the Digital Transformation & Modernization 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 Digital Transformation & Modernization RFP

All other terms, conditions and requirements of the original RFP dated October 1, 2024, remain unchanged unless modified by this Addendum.

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

Below are the answers to questions submitted in response to the above referenced RFP.

Note 1: The below list includes all questions received from 10/17/24 – 10/24/24.

Note 2: Questions #1 - #20 were questions from the Mandatory Pre-Proposal Meeting held on October 16, 2024. NCTA's responses to those questions can be found on the NCTA Connect Site.

#	Page	Section	Section Description	Proposer Question	NCTA Response
21.	11 of 76	Part III, Section 2.1.4	Implementation Schedule	Req. 19 requires a baseline of thirty (text) or 40 (numeral) days of NTP. Based on Exhibit A, we assume 40 is correct. Please confirm/clarify.	Forty (40) days is correct. Per this Addendum 1, a correction has been made to Req. 19. The text now says forty.
22.	NA	NA	NA	What is NCTA's preferred platform for development, if any?	NCTA expects the Proposer to recommend a development platform.
23.	16 of 76	Part II, Section 2.1.14	Microsoft Teams	We assume NCTA will provide the Microsoft Teams license. Please confirm.	The Contractor is only responsible for their team member's needs for the Microsoft Teams licenses.
24.	10 of 20	Part I, Section 2.20.3	DBE, MBE, WBE	NCDOT's DBE program also includes HUB firms. Please confirm/clarify whether HUB firms also qualify for RFP §2.20 requirements.	Per this Addendum 1, updates have been made to RFP Part I, Section 2.20 to clarify. Yes. NCDOT works with firms with both certifications and encourage both DBE and HUB certified firms to participate in the procurement process.
25.	18 of 20	Part I, Section 4.5, Item A	Price Review and Scoring	NCTA will determine each bidder's Quality Credit Percentage in developing the shortlist. Will NCTA inform bidders of their Quality Credit Percentage prior to February 7?	No. Please reference RFP Part I, Section 6. Proposer Debrief.
26.	18 of 20	Part I, Section 4.5, item C	Price Review and Scoring	Please clarify whether the 15% deviation is calculated based on the "Price Proposal" or the "Adjusted Price" values shown in Table 1-4.	The 15% deviation would be calculated based on the Price Proposal value, not the Adjusted Price value.

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

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27.	26 of 76	Part III, Section 3.1, Req. 167	General Requirements	Please confirm whether the Contractor or NCTA will provide the source code repository. If NCTA, please identify the repository itself.	The Contractor can recommend the source code repository of choice. NCTA currently stores its source code on GitHub.
28.	1 of 34	Part I, Section 1.1	Term of Contract	The RFP cites two optional 2-year extensions. Exhibit B-2 shows a single optional 2-year Maintenance Phase. Please provide instructions for pricing the second 2-year optional extension.	The Maintenance Phase in Exhibit B-2 is the same as referred to in RFP Part III, Section 1.3.2 TISDSR Maintenance Phase and Section 5.21 Maintenance. It is not referring to the optional 2-year extensions. The two-year extensions will not be priced as a result of this RFP and will be negotiated at the time of extension.
29.	Exhibit A	Project Implementation Schedule	Project Implementation Schedule	The RFP provides ambiguous information on the timeline. (1) The Exhibit A schedule shows 40 calendar days + 94 weeks = roughly 100 weeks total (app. 2 years). (2) Exhibit B-1 instructions #7 (p. 3 of 4) for pass-through costs reference "three years of licensing for the entirety of the base contract." Please confirm the project timeline and associated pricing.	The timeline in Exhibit A is NCTA's estimate of what the timeline for this RFP's implementation of scope could be. NCTA expects the Proposer to present a timeline that will fulfill the requirements outlined in the RFP. The Proposer shall provide 3 years' worth of all pass-through costs (ex: hosting environment, software licensing, etc.) in Exhibit B-2 Price Proposal Forms, Tab E – Pass Through Costs.
30.	Exhibit B-2	Tab E – Pass Through Costs	Pass-through Costs	This tab is set to calculate 3 years of pass-through costs. Bidders' pass-through costs will begin as early as March 2025. It is unclear how these 3 years correlate to the project schedule. Please clarify.	There is not a direct correlation to the project schedule. Please refer to the answer in Question #29.
31.	Exhibit B-2	Tab F – Annual Escalation	Annual Escalation	The spreadsheet (and associated instructions) is unclear on how/when escalation will be applied, especially since Maintenance Years 1 and 2 are already	Please refer to Exhibit B-1 Price Proposal Instructions, Section 1 General Instructions, Item #12.

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				quoted in Tab D. Conceivably escalation occurs in Maintenance Year 3 and 4 (only)? Please clarify Tab F.	
32.	4 of 34	1.6 and 1.6.3	Authority of the NCTA Project Manager	Section 1.6 and specifically Section 1.6.3 gives NCTA's CTO unlimited authority to interpret acceptability of all services under the contract. This appears to contravene the dispute process defined at Section 3.6.11. Please confirm/clarify how contract disagreements will be resolved.	RFP Part V, Section 1.6.3 deals with the authority of the CTO. Yes, the CTO has the authority to interpret the contract and tell the contractor what to do. RFP Part V, Section 3.6.11 deals with a situation in which there is a dispute; presumably including any disagreement with the CTO or his or her authority.
33.	17	2.2.2	Preliminary System Design Document	Is the client OK with a multi-cloud architecture?	The Proposer shall present the solution that fulfills the requirements defined in the RFP.
34.	11-12	1.12.4	Scope of Software Ownership/Customization	Since the client expects to own the operations after implementation (although there is a 2 year optional O&M ask), are they expecting us to build the Landing zone, procure all the supporting tools or would they prefer us to leverage any existing LZ/Tools they may have?	The Proposer shall procure all environments, hardware, and software, in NCTA's name, for the entirety of a solution that fulfills the requirements defined in the RFP.
35.				Is NCTA open to vendors using GenAI to accelerate the code generation process? Security and privacy best practices will be followed, including but not limited to using only private LLMs, and not utilizing any NCTA data for any model training.	Please refer to the answer to Question #33.
36.	71	5.19	Hosting	Is the Contractor responsible for contracting with the cloud provider or will NCTA be responsible?	Please refer to the answer for Question #34.
37.	17	2.2.1	Requirements Traceability Matrix (RTM)	Do you have a test case management software that can be used for the RTM?	No. The Proposer can propose a tool/solution.

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38.	17	2.2.1	Requirements Traceability Matrix (RTM)	If you have a test case management software, does it integrate with your project management software?	Please refer to the answer for Question #37.
39.	17	2.2.1	Requirements Traceability Matrix (RTM)	If you do not have test case management software, can a recommended tool be purchased by NCTA as part of this project?	Yes.
40.	19	2.2.6	General Testing Requirements	How are defects tracked today?	Today, NCTA uses ServiceNow. The Proposer can leverage NCTA's ServiceNow instance or propose a solution.
41.	19	2.2.6	General Testing Requirements	Will the vendor have access to regularly clone and mask production data into vendor test environments?	The Contractor will have access to production data to clone and mask in the environment procured and implemented by the Proposer. NCTA will make available a copy of production data maintained in an NCTA owned environment.
42.	19	2.2.6	General Testing Requirements	What test equipment is the vendor expected to provide?	The Proposer must provide all testing tools necessary to fulfill the requirements defined in the RFP.
43.	19	2.2.6	General Testing Requirements	If the vendor hosts the test environment, is there a certain interval after the conclusion of the project when the environments can be shut down and data deleted?	Please refer to the answer for Question #34.
44.	20	2.2.7	Detailed Test Cases and Test Procedures	Do the test reports need to match the exact format of the Sample Scenario-Based Test Matrix or can the vendor create a template in partnership with NCTA?	The Proposer can create a template in partnership with NCTA.
45.	22	2.2.11	User Acceptance Testing (UAT)	Is there a certain interval that the Contractor needs to support NCTA UAT testing?	UAT testing for this RFP will be focused on RFP deliverables and will be at intervals mutually agreed to by the Proposer and NCTA.

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46.	67	5.3	Mobile Application	Is any mobile device testing expected from the vendor?	No. The Contractor will have to test all TISDSR APIs/services built to support NCTA's mobile application.
47.	67	5.3	Mobile Application	If mobile device testing is expected, will devices be provided to the vendor?	Please refer to the answer for Question #46.
48.	66	5	Integrations	Regarding integrations that need to be supported by TISDSR with outside vendors (eg Lockbox services vendor, payment vendor, etc), how many integration points are Synchronous, Asynchronous or Batch? How many are API vs. file based?	All integrations will be asynchronous with atomic APIs across all services. Please refer to <i>Attachment 3: Sample API Spec</i> ('Part 2_Service Names' Excel file).
49.	4	1.2.2	Architecture	The End State diagram denotes Business Rules as a Back Office System, what are the requirements for how business rules should be stored and maintained? How often will business rules need to be changed? Are you looking for recommendations for open-source vs. off the shelf products to manage business rules?	NCTA does not currently have a specific use case for a business rules engine/management tool. Except for toll pricing, business rules are static. The Proposer shall design, architect and provide detail on all aspects of the TISDSR.
50.		Exhibit C-3	Recent Client List	Some of our client agreements prohibit us from sharing client names and contact details. For these clients, would NCTA like us to provide an anonymized/generalized description of our work absent client details or just exclude those clients form our list?	Anonymized data is acceptable.
51.				Who are the end users of the data? What do they use it for?	<i>Diagram 4: NCTA Digital Transformation and Modernization End-State</i> , found in RFP Part III, Section 1.2.2, depicts the future consumers of the data. The circles at the top of the diagram are NCTA's B2B partners, and the components in the cloud outside of the red box are NCTA's applications. Each

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					plays a part in managing the business of tolling.
52.				Will we have access to the end users for interviews or observations?	All subject matter experts are at NCTA and will be available to the Contractor.
53.				Will proposer's need specific SQL server versions (to plan) for data migration?	No.
54.	8	2.12	Proposal Submittal Deadline	Will there be an opportunity to deliver the Proposal digitally or is a physical delivery the only options	The only option is to physically deliver a flash drive with the electronic version on it. See the format and submission requirements in RFP Part IV, Section 1.2 & 1.3.
55.	16	2.21	Federal Aid Requirement	Has the NCTA determined if this project would involve Federal Aid?	There will be no federal aid.
56.	123	I, II, D	D. Proposal Section 2 Key Team Qualifications	We may hire for certain positions to satisfy onsite requirements; therefore, we may not have resumes available for submission. Will this disqualify our response?	Please refer to RFP Part I, Section 4.1 Technical Proposal Pass/ Fail Screening. This section outlines Technical Proposals which are incomplete may be rejected. Per RFP Part IV, Section 1.1.D, a resume must be provided for each Key Personnel.
57.	123	I II D	D. Proposal Section 2 Key Team Qualifications	Can the Project Manager reside in another city in NC like Charlotte?	The Contract Project Manager must be available to work onsite at NCTA's offices in Morrisville on a day-to-day basis.
58.	123	I, II, D	D. Proposal Section 2 Key Team Qualifications	Can we have a committed Project Manager not in the Raleigh area and come in for meetings regularly and have a local team member as a proxy for other meetings where appropriate?	Please refer to the answer for Question #57
59.	18	Digital Exhibits	Reference Form	The reference form asks for scope and pricing for these projects which are proprietary. Client project costs can be	If a client's project cost is confidential, the Proposer may leave out that information, but the Proposer should leave a comment stating why it's not included.

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				confidential. If we cannot share project costs, will we be disqualified?	
60.	50	2.1.3	Key Personnel	We understand the need for the Solution Architect to be in Raleigh during the design phase. Once this phase is completed, can the Solution Architect work remotely?	Yes.
61.	55	2.1.7	Quality Management Plan	Are there any requirements around what project management tools are used, specifically for bug tracking or test case management?	No.
62.	60	2.2.5	Master Test Plan	Will the Master Test Plan be required within 60 days of the NTP on the Design & Implementation Planning phase or the System Testing & Installation Planning phase?	The Master Test Plan will be required within 60 Calendar Days of NTP on the Design & Implementation Phase. Please refer to RFP Part III, Section 2.2.5.
63.	61	2.2.7	Detailed Test Cases and Test Procedures	What is the expected NCTA Approval lead time for test cases and procedures?	Please refer to RFP Part III, Section 2.1.1 Project Management General Requirements and 2.1.6 Project Management Plan. Also, refer to the answer to Question #51.
64.	61	2.2.8	Test Reports	Who is the audience for UAT, and what, if any, training will we need to provide them to obtain the details we will need to include in the test report?	NCTA Technical Team (est. 5 people) and Independent Verification & Validation (IV&V) Team (est. 5-8 people).
65.	108	5.4	Interface to NCTA Roadway Agency Host Systems	Some of the interface requirements for the NCTA agencies' systems appear to indicate that TISDSR will need to be interacting with APIs on the agencies' end. Are those APIs standardized across the individual agencies, and will a test or mock system be available for the Proposer to work with?	Yes, the interface is standardized across the roadways. NCTA will provide mock data and test data.
66.	47	1.2.3	Scope of Work Requirements	Is there a specific, Frequency and Audience of TISDSR reporting?	Monthly reporting. The audience is the NCTA Technical Team.

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67.	42	I	Summary of Scope of Work	What are the requirements to collaborate “with any entity” regarding integration with the TISDSR	If for some reason, the Contractor implementing the solution for this RFP is not chosen to do work beyond the deliverables of this RFP, NCTA will need the Contractor to work with other entities to complete all future work.
68.	53	2.1.4	Implementation Schedule	What is the SLA for NCTA to review/approve revisions to Implementation Schedule?	Please refer to RFP Part III, Section 2.1.1 Project Management General Requirements and 2.1.6 Project Management Plan. Also, refer to the answer to Question #51.
69.	50	2	Design & Implementation Requirements	How are “derived Requirements identified during the TISDSR Design & Implementation Phase” added to the RTM? Is there a Change Request process that allows for BDO to re-scope/estimate?	This is a fixed-bid contract. Any changes in scope will undergo a Change Control Board (CCB) process which will include NCTA’s technical team and the Proposer’s representatives.
70.	50	2.1.2 #6	Implementation Requirements	What about delays which result from NCTA? Access to resources or delays for approvals could drive timeline.	Any changes or delays in approvals should be discussed in the Project Management meetings. NCTA expects to manage project with risk register with mitigation strategies to avoid surprises.
71.	Staffing worksheets	Exhibit B-2	Price Proposal form-staffing rates	If we have different rates onshore vs offshore, how do we represent the different rates in the Price Proposal Form (different columns are provided for onsite vs offsite, however there is no column for offshore)	Onsite is analogous to onshore and Offsite is analogous to offshore. Off-shore labor rates should be entered as off-site rates, and if rates vary by locations, you can add positions with location name.
72.	50	2.1.2	Implementation Requirements	What about delays which result from NCTA? Access to resources or delays for approvals could drive timeline.	Please refer to the response to Question #70.
73.	58	Part III 2.2.1	Requirements Traceability Matrix (RTM)	Is Azure DevOps an approved alternative for developing the RTM?	The Proposer would have to demonstrate that Azure DevOps provides similar detail to the RTM. NCTA is open to alternatives to the RTM as long as they achieve the

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					same goals as the RTM and are agreed to and consumable by NCTA team members.
74.	59	Part III 2.2.4	Bill of Materials	What is the Approval Response time for hardware or software purchases?	Please refer to RFP Part III, Section 2.1.1 Project Management General Requirements and 2.1.6 Project Management Plan. Also, refer to the answer to Question #51.
75.	59	Part III 2.2.3	Iterative System Design Document	Does NCTA require a specific format, like Word or is it at the discretion of the Contractor?	Please refer to RFP Part III, Section 2.1.1 Project Management and Section 2.1.5 General Documentation Requirements. Also, refer to the answer to Question #34.
76.	122	Part IV 1.1.D	Key Team Qualifications	Is there flexibility for the Lead Business Analyst to travel to Raleigh-Durham area 4 days a week, if they do not live in the area currently? Or is the expectation this Key Team Member resides in Raleigh-Durham full-time?	Key resources must be available to work onsite at NCTA's offices in Morrisville on a day-to-day basis.
77.	127	Part IV 1.1.H	Approach to Maintenance	Can NCTA define the terms of post-delivery maintenance more explicitly? Earlier definitions state that: "NCTA will require the Contractor to support the product resulting from this RFP and collaborate with any entity requiring integration with the TISDSR" and this sections states: "The scope of maintenance, post-delivery of the TISDSR, is limited to security patching, and necessary upgrades to applications and databases". This language opens the contractor to a lot of potential responsibility.	In the Technical Proposal, the Proposer should outline their interpretation of the scope of maintenance and identify out of scope activities.
78.	N/A	N/A	General	Will the contractor be able to use/connect to any of the existing NCTA channels, e.g. IVR, State Financial System to connect with the developed Services/APIs to test	No. The Contractor will not have access to existing channels or applications. The Proposer will have to build mechanisms to test all services/APIs. The Proposer will

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				the end-to-end capabilities. If so, could NCTA provide a list of such possible channels/external interfaces that the Vendor may be able to connect TISDSR during testing?	have general user access to NCTA's website and IVR, along with specifications for other integrations.
79.	N/A	N/A	General	Would NCTA be able to share the workflows from the current system for the Vendor to understand the interaction with the BOS components vs. interactions with other (non-BOS) components?	Workflows will be shared during the design phase.
80.	Part III, Page 6 of 76	Part III, Section 1.2.2 and 1.2.3	TISDSR Architecture & TISDSR Reporting	Could NCTA confirm that while Diagram 4: NCTA Digital Transformation and Modernization End-State diagram shows a "Reporting and Analytical Data" database, the reports expected from Phase 1 TISDSR are limited to the list provided in Section 1.2.3 - TISDSR Reporting and hence the data in the "Reporting and Analytical Data" database would be limited to what is needed for reports in Section 1.2.3.	In Diagram 4 (found in RFP Part III, Section 1.2.2) the "Reporting and Analytical Data" is a logical representation of a copy of all production data for NCTA to leverage for their own purposes, ex. Tableau analytics/dashboarding, querying on demand. It is separate from the info. outlined in RFP Part III, Section 1.2.3. NCTA wants to ensure that any analytical or reporting querying of NCTA's data does not interfere with production transaction processing.
81.	Part III, Page 3 of 76	Part III, Section 1.2.1	TISDSR Functionality and Design	Could NCTA provide current sizing information of the database from the Production BOS/copy being maintained by NCTA and the size of the daily/incremental extracts from the Production database?	4TB for the Production DB, 4TB for the reporting DB. Daily incremental files will be approximately 10GB.
82.	N/A	N/A	General	Would NCTA confirm need to use existing NCTA IDAM (Identity and Access Management) solution or could vendor propose a new solution?	NCTA is open to new Identity and Access Management tools. Currently NCTA uses Azure IDAM.

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83.	Part III, Page 3 of 76	Part III, Section 1.2.1	NCTA will provide data from our legacy vendor daily. NCTA will provide a specification for this file layout and update the file layout throughout the Project.	Is this expected to be a file-based extract and load and hence a batch process or will NCTA support a automated psuedo-realtime database ETL interface mechanism to receive data from the current Production or Production Replica?	NCTA is providing a production copy of data as the basis for the new TISDSR. The Contractor can use that data as necessary and will be responsible for the new database design given the direction provided in the RFP.
84.	Part III, Page 29 of 76	Part III, Section 4	Functional Capabilities	Is NCTA open to the proposer using COTS solutions to deliver some of the Functional Requirements to better meet its overarching goals including use of "COTS when applicable" as stated in section 1.1 - Background and Purpose.	Yes.
85.	Part III, Page 75 of 76	Part III, Section 7	Batch Account Creation performance requirement 99% within 15 seconds, 100% within 30 seconds	Please confirm that this is only related to Batch Account Creation for information provided by the ROV Lookup Service Provider referenced in Section 4.1.1, Req# 229 and that this performance requirement does not apply to other modes of Account Creation. Since the variation between the two measurements is very low (1%), could NCTA consider a broader window such as 95% within 15 seconds and 100% within 30 seconds?	It is limited to account creation using the information provided by the ROV lookup service.
86.	Part III, Page 75 of 76	Part III, Section 7	Toll Transaction Scalability	The complexity of posting transactions to different Account Types varies significantly. Could NCTA confirm that this performance measurement will be for the normal case of transponder-based transactions posting to NCTA Home Accounts while other more complex	Yes. NCTA wants the system to be horizontally scalable and can assume the normalized scenario.

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				<p>transactions may have lower rates?</p> <p>Given that this rate translates to 17.2M transactions per day at a sustained throughput, could NCTA consider a normalized scenario, e.g. 200 transactions per second for 50% of the time (peak times) and 65 transactions per second for 50% of the time.</p> <p>Is customer correspondence considered a part of performance measurement as mentioned above.</p>	<p>Customer correspondence is not part of the performance measurement mentioned above.</p>
87.	Part III, Page 76 of 76	Part III, Section 7	File Processing	<p>Since there are multiple interfaces that could be file based and the processing of them have varying complexity and hence durations, could NCTA provide a breakout of the performance for specific File Interfaces.</p> <p>Could NCTA also define "Posted to the Destination" in the context of the different files as some of them, e.g. XTAG may not have a specific "Posting" need.</p>	<p>All APIs must be asynchronous and atomic across all integrations.</p> <p>This performance refers to the initiation of file processing and applies to all file types.</p> <p>This performance standard applies to incoming file processing.</p>
88.	Part III, Page 76 of 76	Part III, Section 7	Payment Processing	<p>The performance of the overall Payment Processing of a Transaction is dependent on the External Gateways, Bank interfaces, Payment Interface etc. whose performance are outside the purview of the Contractor. Request NCTA to define the measurement of the performance of the Payment Process excluding the time taken by the external interfaces.</p>	<p>External factors ex. B2B partner processing time, is excluded from the measurement.</p>

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89.	Part III, Page 76 of 76	Part III, Section 7	Payment Transaction Scalability	Could NCTA confirm that this performance is excluding the performance stated under "Payment Processing" and only pertains to posting the payment to the Customer Account once the response is received from the payment service provider. If not, the performance of the external Payment Gateway/Bank Interface/Payment Interface would need to be excluded as requested in question# 11.	Please refer to the response to Question #88.
90.	Part IV, Page 6 of 13	Part IV, Section 1.1-E.6.a	Description of the process to integrate data from NCTA Database	This section mentions "Additional information with migrated data will be available at the start of each iterations". If the vendor choses to run the functional tracks in parallel, would NCTA make available all of the data, information and any related material at the beginning of the iterations? Or will this data and information only be available in phases and hence the vendor may not have all the data and information to begin the functional tracks in parallel?	All of the data will be available at the start of the project.
91.	Part IV, Page 6 of 13	Part IV, Section 1.1-E.6.b	Roles, responsibilities, ad a schedule for data loading and validation.	Could NCTA clarify what "Roles, Responsibilities" are expected to be described in the response? Are these related to Roles and Responsibilities between Vendor, NCTA and NCTA's current BOS provider?	The "Roles and Responsibilities" in RFP Part IV, Section 1.1-E.6.b are limited to the Proposer and NCTA.
92.	Part V, Page 2 of 34	Part V, 1.3.1-(2)	Liquidated Damages (2)	Could NCTA clarify the following as it relates to Liquidated Damages related to Performance impacts of Performance Requirements identified in Part III, Section 7, a). Confirm that the performance	Please refer to RFP Part V, Section 1.3.1 Liquidated Damages. Liquidated Damages take effect if the Contractor does not meet the agreed to Implementation Schedule.

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				<p>measurements would be active only during the (optional) TISDSR Maintenance Phase as identified in Part V, Section 1.1 - Term of Contract.</p> <p>b). What is the frequency of measurement and comparison of the performance requirements.</p> <p>c). What is the mechanism of computation for liquidated damages for performance under the required performance. Presume that there is a scaled computation method that could be provided.</p>	<p>The performance criteria defined in the RFP must be met and demonstrated through testing in order to be accepted.</p> <p>Frequency: Once for acceptance</p> <p>There is not a scaled computation method for liquidated damages. This is milestone based not a scaled computational method.</p>
93.	Exhibit D, Page 2 thru' 7	Exhibit D - Payment Schedule	Exhibit D - Payment Schedule	If A-3 through A-8 are initiated with some parallelism and not strictly sequentially, would NCTA consider making percentage of the allocated percentage of milestone payment based on iterations/sprints completed, tested and deployed?	The Proposer can submit a proposed payment schedule based on their delivery plan.
94.	Part III, Page 19 & 20 of 76	Part III, Section 2.2.6, Req# 99	The Contractor shall provide and maintain separate non-production environments throughout the duration of the contract term utilized for separate and distinct testing from the UAT environment. These are Automated API Testing (AAT), Manual API Testing (MAT) and User	We understand that MAT, AAT are different types of test executions to validate the API and services and would precede UAT with UAT using a combination of MAT and AAT as described by Section 2.2.11-req# 130. Given this, could NCTA clarify why there would need to be three separate environments as described by Section 2.2.6-req# 99. Could these tests not be run in the same environment, especially post System Acceptance during the maintenance phase?	It is standard practice to segregate development from testing environments, and one testing environment from another. The Proposer may suggest alternative testing environments and approaches.

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			Acceptance Testing (UAT).		
95.	Part III, Page 19 & 20 of 76	Part III, Section 2.2.6, Req# 99	All of these environments shall reside in the private cloud and access to NCTA shall be provided.	Could NCTA clarify the reference to "private cloud"?	The reference to "Private Cloud" is incorrect. Per this Addendum 1, a correction has been made to remove the word 'private' from the language in Requirement #99.
96.	Exhibit A	Exhibit A	Project Implementation Schedule	The provided Project Implementation Schedule seems to imply the iterations in sequence and hence a single Functional Track completely implemented and tested before the next one could commence. Would NCTA consider an alternate schedule proposed by a Vendor starting some/all of these in parallel to meet the overall goals of the project?	Yes.
97.	Part III, Page 22 of 76	Part III, Section 2.2.11, Req# 128	The Contractor shall support NCTA's Independent Validation and Verification (IV&V) testing before NCTA Approves entry to UAT.	Since MAT and AAT seem precursors and pre-requisites to UAT and these will test the API and Service capabilities at the detail level, would IV&V not duplicate the work done in MAT and AAT? Would NCTA consider approval of MAT and AAT for all Functional Areas/Tracks as a pre-requisite for approving start of UAT?	Yes.
98.	Part III, Page 22 of 76	Part III, Section 2.2.11, Req# 134	Successful completion of the UAT and Approval by NCTA is required before the Contractor will be given the authorization to move forward with the	Based on question# 19, if the Vendor proposes an alternate schedule where some/all Functional Tracks could run in parallel, would NCTA approve a UAT at the completion of the tracks running in parallel?	Yes.

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			development of the next (iteration) functional capability.		
99.	Page 49, 50, 51 and 52	Section 4.4	Payment Gateway Integration	What are the approximate number of interfaces/ API calls involved in the integration of the application?	Refer to RFP Part III, Section 4.4.1 Interface to Payment Gateway. Additionally, refer to <i>Attachment 3: Sample API Spec.</i>
100.	Page 67	Section 3.1.4	Payment Card Industry (PCI) Security Standards and Compliance	Do the client provides the Collection files or swagger files?	Please refer to the response to Question #99.
101.	General	General	Contract Terms and Conditions	Can we submit our redlines for the Contract Terms and Conditions and negotiate during the award stage?	Please reference RFP Part I, Section 2.17 & RFP Part IV, Section 1.1.I for how Proposers are to identify any proposed exceptions to the Terms and Conditions. The successful Proposer (Contractor) waives the right to raise new exceptions and alternatives during and after negotiations, however, any details not yet defined in the documents by NCTA may still be negotiated.
102.	26	Part III 3.1.3	Archive and Purge Control Mechanisms	What polices and processes are in place for managing life cycle of integrated data, including retention, archiving (other than 7 years data), or tiering of stale, redundant or obsolete data as well as data migration between storage layers or environments in alignment with business requirements?	Archive and Purge is not part of this RFP's scope.
103.	8	Part III 1.3.2	TISDR Maintenance Phase	Could you please clarify the support and maintenance model required (whether it is onsite, offshore, or a hybrid approach), the operational hours (24x7 or 16x5 or 8x5),	Please refer to RFP Part III, Section 1.2 Critical Areas of Scope for the TISDRS and Section 1.3.2 TISDRS Maintenance Phase.

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				and how support will be handled outside of these hours?	
104.	2	Part III 1.1.2	Project High Level Approach	What is the total size of the back-office data to be replicated over and above what is specified on Table 2 in Exhibit B-1(Price Proposal Instructions for environment sizing), including the number of records/rows or objects, the average size of individual records or transactions, the amount of data added, modified or deleted on a daily, weekly or monthly basis and the projected growth rate (monthly/yearly)?	Please refer to the response to Question #81.
105.	2	Part III, 1.1	Service Requirements	While this RFP (Phase 1) focuses on building the TISDSR and not integrating it with NCTA's applications and channels, is channel testing (web/ mobile) within the scope for QEA to validate end-to-end business workflows, or is only API testing for the integration layer included? Please confirm.	Integrating with NCTA's channels, B2B partners, etc. is not part of this RFP's scope. The successful Proposer (Contractor) will have to create a testing mechanism that will demonstrate the proper functioning of the API's created.
106.	8	Phase III 1.3.2	TISDR Maintenance Phase	What is the interval for security patching for Apps, DB. (i.e., quarterly, ad-hoc) and is it done in a separate environment initially for validation, and then cascaded through normal non-prod and prod environments? Does all affected teams test the individual patches in all environments including prod Environment?	All affected teams will test the individual patches in all environments including the prod environment, but only for the TISDSR (the Scope of this RFP).
107.	7	1.3.1	TISDSR Design & Implementation Phase	Development of Design & Implementation. phase documentation - various documents are outlined to be produced by contractor. Are there defined current state NCTA templates to follow for these document	NCTA is open to the Proposer's templates for documents identified in this RFP. Please refer to the response to Question #34.

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				types or is contractor free to provide their own best practices template per document type?	Additionally, refer to RFP Part III, Section 2.1 Project Management and 2.1.5 General Documentation Requirements for additional detail.
108.			General	Could you please share the actual expenses from last year for labor, hardware, software, maintenance, support, third-party services, hosting, and related infrastructure costs? Additionally, it would be helpful to have the forecasted budget broken down by category.	NCTA is looking for the Proposer to provide cost data relevant to its solution design and architecture. Through the RFP, NCTA is looking for a services-based system which has no parallel in use today. For additional details, please see NCTA's annual financial reports.
109.	7	1.3.1	TISDSR Design & Implementation Phase	Provide a current state inventory list of IT products utilized at all layers of the tech stack (i.e., compute, PaaS, SaaS, COTS, BI, ETL, Data Lake, DW, Integration, API, user channels, DevOps, Security - IAM)	Please refer to the response to Question #108.
110.	110	5.17	Database design	Data Migration from current system to future system is in scope of the RFP. Below is the count of tables in each data model we can envision from the ER diagram, please share the size of these tables and add to the list if missing any. Toll Transaction - 12 Accounts - 11 Assets - 12 Customer Correspondence - 10 Financials 1 – 5 Financial 2 - 9	Please refer to the response to Question #81.
111.	45	1.2.2	TISDSR Architecture	Can we leverage existing cloud accounts, or do we assume to create new accounts for the project?	New Cloud accounts will need to be created for this solution.

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112.			TISDSR Architecture	Can you please share the existing cloud architecture?	The current solution is hosted on Azure and the deployment architecture is proprietary to NCTA's current vendor.
113.	45	1.2.2	TISDSR Architecture	In which region are most of the resources currently hosted, and which is the secondary location for DR?	Production components of the current solution are in Virginia, and DR is in Chicago.
114.	45	1.2.2	TISDSR Architecture	How is the monitoring currently done for Cloud resources? Please list the metrics being monitored?	Monitoring is done through Azure resource monitoring. CPU and memory are purchased as reserved instances. Disk space and related resources, alerts are managed by Azure utilities.
115.	7	1.1.1	TISDSR Architecture	Are there any specific existing tools for DevOps in NCTA which must be considered or is it open that we can propose framework and Blueprint	NCTA is open to all tools and frameworks. NCTA currently uses GitHub for source code management. NCTA's current vendor does not support DevOps.
116.	67	3.11	Monitoring and Logging	Which COTS monitoring and logging framework is used today in NCTA? Do you want vendors to propose COTS monitoring and logging tool or framework to work like SRE?	NCTA wants Proposers to recommend monitoring solutions. Today NCTA uses Dynatrace for infrastructure and application monitoring.
117.	27	3.1.4	Payment Card Industry (PCI) Security Standards and Compliance	Are there specific user roles and permissions that need to be tested? If so, could you provide details on the different user roles and their access levels?	Internal, external and system user.
118.				Please share Number of APIs and their details like purpose and complexity etc.	Please reference <i>Attachment 3: Sample API Spec.</i>
119.				Please share Number of Backend/Scheduled Batch Jobs and their details like purpose and complexity etc.	Please reference <i>Attachment 3: Sample API Spec.</i>

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120.			Integration Related	Does the existing system use any enterprise service bus (ESB) application for data exchange & transfer? If yes, pls share the name & version of the ESB application?	NCTA's current solution does not use an ESB, nor any API/Service management technologies. The current solution is proprietary, custom code owned by NCTA's current solution provider.
121.			Integration Related	Is there any data transformation (like XML-JSON or XML - JAVA objects) in the existing integration layer? If yes, is it being handled by the existing ESB layer? Or by custom code implemented outside of the ESB layer?	Please refer to the response to Question #120.
122.			Integration Related	Does the existing ESB application support SFTP protocol or is there a different SFTP application/software used for file-based data transfer?	SFTP protocol is accomplished through native libraries.
123.			Integration Related	Please share the number of integrations (Inbound & Outbound) for the existing integration system	Please refer to the response to Question #119.
124.			General	Can you please share the current volume of test cases that can be reused to validate the functionality?	There are no test cases available to be reused for this solution.
125.			Performance	We have assumed performance testing for the new NCTA APIs and not for mobile, web applications and UIs. Please clarify if otherwise.	Correct. Channels, back-office applications, actual B2B integrations will not be part of performance testing for this RFP. The APIs/services will require performance testing and will need to meet the performance criteria in RFP Part III, Section 7 Performance Requirements.
126.			Performance	We assume baseline performance SLAs are available for the existing APIs/system. Please clarify if otherwise.	Please refer to the response for Question #125.

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127.	2	1.1.2	Scope	Elaborate the phrase "Production Integration" in section 1.1.2 (Project High Level Approach) Our interpretation of this does not include the integration layer depicted in Reference Architecture Blueprint.	The scope of the TISDSR is the building and deployment of the API/integration layer and associated data bases. The TISDSR WILL NOT be integrated with NCTA production systems, channels and B2B partners as part of this RFP's scope.
128.			NCTA Existing Landscape	Please provide the transaction volume and max/average message size handled by the existing NCTA API/integration platform.	Please refer to RFP Part III, Section 3.1. Additionally, refer to the response to Question #148.
129.			NCTA Existing Landscape	What is the existing NCTA Financial ERP system?	SAP, which is owned by NCDOT.
130.	3	Diagram 1	Scope	Need clarification if we are going with a new data model for the proposed solution, if so, then should we consider additional integrations as part of our scope to keep the current data model and new data model in sync. In the diagram it is mentioned as 'Replicate 'instead of 'sync' if we purely follow that terminology then our approach might be different. This may also indicate customers may want to move to a new cloud-based database but do not indicate they are ready for domain driven modeling.	NCTA is currently "replicating" production data from the production solution hosted by our current service provider. That "replicated data" is being stored in a cloud instance owned by NCTA and will be the data used for this RFP's solution. The database structure, database instance, or anything other than the data will not be reused for this RFP. NCTA is open to any database model. RFP Part III – Scope of Work & Requirements speaks to requirements surrounding data/data containment. The structure, hosting and platforming of the data will be recommended by the Proposer.
131.			Scope	Is there an existing Azure Foundational Landing Zone that meets NCTA's requirements (with proper governance, compliance, security, connectivity, and application requirements?). If there is,	The Proposer will recommend a new Cloud hosting provider and environment as part of this RFP. NCTA expects a new environment.

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				<p>please describe the current state of each area noted above.</p> <p>Also, if Vendor is allowed to leverage your existing Azure subscription to develop the TISDSR on ? or you want vendor to build on entirely a new Azure subscription for the purpose of this project ?</p>	
132.			Scope	Is there an existing Azure ExpressRoute connection deployed to On-Premises?	No. If the proposed solution requires it, please specify.
133.			Scope	Are there any existing / established Infrastructure patterns, e.g., PaaS service patterns that can be utilized by the partner. Or is it assumed that all required infrastructure patterns are to be developed by the partner?	All, software and hardware architecture and design will be recommended by the Proposer. Please refer to <i>Attachment 2: State of NC, Info Security Manual</i> and the other referenced requirements and documents in RFP Part III, Section 1, 1.2 & 1.2.1.
134.	29	Part III 3.1.6	Processing Requirements	<p>Req. 222 and Req. 224 explaining ability to process unpaid image-based transactions, and can we have typical image size (memory) and number of images per transactions, this will help to design response of the interface</p> <p>ICD Att.7_NCTA_BOS_RTCS_FileExchange_ICD.pdf, Section 5, Video Image files provide size limits for best of images, however not caped other requested images</p>	Please refer to the response to Question #81.
135.	29	Part III 3.1.6	Processing Requirements	Req. 228 as part of Account Management mentioned that ability to maintain multiple addresses including USPS and NCOA, can we have ICD of those services to	NCTA expects the Proposer to have an address standardization solution. Today, USPS/NCOA interface is managed by a third party mail-house vendor who shares data in a batch/flat file interface.

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				understand real time or asynchronous address acquisition and clean up	
136.	43	Part III 4.4.3	Interface to Money Services Provider	Money Services Providers (MoneyGram), While we are referring to Realtime Bill Payment SDK, APIs are indicating that they can send and receive currency other than USD, we understand that business and base currency of NCTA is always USD and the interface will assume all numerical currency values in USD, is this understanding, right?	All payments will be in USD.
137.	62	Part III 4.5.14	Bill-By-Mail Escalated to Collections	Req. 543, It is mentioned that we will have two collection agencies, however ICD has only one for collections, can we assume that both the agencies will use file specifications of same ICD?	Yes.
138.	61	Part III 4.5.15	License Plate Registration Stop and Release	Do we have ICD or file specifications from NA DMV for web service call	Please refer to <i>Attachment 3: Sample API Spec</i> (specifically pages 79-80 in the pdf file titled "Att.3 (Part 1) Sample API Spec.pdf"). This provides the standardized data fields to be used for NC and all other states.
139.	62	Part III 5.5	Interface to NCDOT DMV for Registered Owner Vehicle (ROV)	Do we have ICD for NCDOT DMV for the address look up services?	Please refer to the response to Question #138.
140.	62	Part III 5.6	Interface to Out-of-Sate DMV Lookup Source	Do we have ICD for out of state 7 DMVs currently used for the address look up services?	The ICD's will be a mix of batch/flat file and web services. The exact ICD's will be provided during the TISDSR Design Phase.
141.	68	Part III 5.11	NCDOT Finance	Can we know the Interface details, ICD for NCDOT Finance?	Yes. Per this Addendum 1, NCTA has added a new attachment titled <i>Attachment</i>

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					10: NCDOT/NCTA GL Interface. Please reference the latest version of Attachments on the NCTA Connect Site .
142.	35	Part III 4.2.1.1	Retail	Req 277, It is mentioned that ability to interface with multiple individual retailers, we have ICD on fulfilment with inhouse store front, are we referring to them or if 3rd party retail store is involved, do we have ICD for them.	Yes. NCTA is referring to <i>Attachment 7: ICD's</i> (specifically the PDF file titled <i>Att.7_NCTA_CBOS TransponderFulfillment_ICD.pdf</i>). There is no third-party retail store involved.
143.	29	Part III 3.1.6	Processing Requirements	Req. 222 and Req. 224 explaining ability to process unpaid image-based transactions, and can we have typical image size (memory) and number of images per transactions, this will help to design response of the interface ICD Att.7_NCTA_BOS_RTCS_FileExchange_ICD.pdf, Section 5, Video Image files provide size limits for best of images, however not caped other requested images.	For over 95% of transactions, number of images per transaction will be limited to two (2). Please refer to <i>Attachment 7: ICD's</i> (specifically page 25 of the PDF file titled <i>Att.7_NCTA_BOS_RTCS_FileExchange_ICD.pdf</i>).
144.	18	Part 1 4.5 b	Quality Adjusted Price Ranking	Does the "Price Proposal" value that is mentioned for the Adjusted price ranking calculation – include the pre-liminary pass-through costs?	Yes. All costs, including pass-through costs, will be considered for Price Proposal ranking purposes.
145.	3	Exhibit B 1 7	Pass through costs	Can NCTA agree to sign tri-party agreements for specific products licensing to use best pricing?	Refer to RFP Part V, Section 1.12.2 Scope of Software Licenses.
146.	3	Exhibit B 1 4	Labor Rates	Can NCTA confirm whether there is any restriction to any of the delivery services of the implementation or maintenance phases being delivered from countries such as Canada, Mexico, India, Romania and/or	NCTA is open to off-site resources delivering/supporting the TISDIR. Refer to RFP Part V, Section 3.6.30 for exceptions.

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				UK? Can we put those labor rates as Offsite rate?	Off-shore labor rates should be entered as off-site rates, and if rates vary by locations, you can add positions with location name.
147.		Exhibit A	Exhibit A: Project Implementation Schedule	Regarding the Project Implementation Schedule in Exhibit A, which outlines a total of 708 days (40 days for Planning, 658 days for TISDR Design and Implementation, and 10 days for System Acceptance), does this timeframe cover both Phase I and Phase II?	The 708 days just includes Phase I. Phase II does not begin until System Acceptance.
148.	2	Part II	Scope of Work & Requirements	If Project Implementation schedule accounts for only working days, it aligns with Diagram 2: NCTA Digital Transformation and Modernization Example Timeline (referenced in Part II, Page 2, Scope of Work & Requirements), encompassing both phases. Pls confirm	The schedule is for reference only and is NCTA's view of the potential approach to the RFPs scope. It is incumbent upon the Proposer to respond with their proposed timeline for their proposed solution.
149.		Exhibit A	Exhibit A: Project Implementation Schedule	TISDR Maintenance timeline extend for an additional 2 years following the completion of Phase I or Phase II?	This RFP covers the scope for Phase I. The options to extend maintenance, as described in this RFP, only apply to Phase I.
150.	2	Part I	1.1.1 NCTA Project Goals	Who is the current vendor of the system? What current Access and roles does NCTA have with this data/system?	TransCore is the current service provider. NCTA only has access to the data through "views" provided by TransCore which NCTA uses for reporting and analytics. With this RFP, NCTA will have ownership of, and open access to the entirety of the data and solution.
151.	15	Part I	Procurement Schedule	Given that the notice of award is the week of February 17, how will time be allotted to execute the contract, prepare resources, and have a protest period before the work starts?	<u>Contract Execution</u> : After Notice of Award, NCTA will put together the Contract and send it to the Contractor for review & signature. Typically, takes a few business days after Notice of Award for Contract execution. NCTA will then issue Notice to

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					Proceed after contract signature/execution. <u>Prepare Resources:</u> The Contractor shall begin working on resources / project requirements once receiving Notice to Proceed from NCTA.
152.	6	Part III	Diagram 4: NCTA Digital Transformation and Modernization End-State; Scope – Integration Layer (Red Outline).	Given the Red Outline of Scope for the integration layer & Data System of Record, is the implementation of a financial system still a requirement (e.g. #351)?	No. The scope of this RFP includes creating an API/service for the future integration to the financial system.
153.	11	Part III	2.1.4 Implementation Schedule #19	States that the Contractor will coordinate with NCTA to agree on the contents and logic of the Implementation Schedule to baseline the schedule within thirty calendar days of receiving NTP. Would this also include within thirty calendar days of receiving NTP <i>or</i> contract signature?	NCTA will issue Notice to Proceed (NTP) after Contract signature / execution. See response to Question #151.
154.	17	Part III	2.2.1: Requirements Traceability Matrix (RTM) #81	Are these requirements that NCTA directs and agrees to different that was is listed in the RFP?	The Requirements Traceability Matrix will include the requirements in this RFP and all other requirements flushed out in the TISDSR Design & Implementation Phase.
155.	18	Part III	2.2.3: Bill of Materials #87	Where does the Contractor include the Bill of Materials (BOM) – in the RFP or as part of PSDD? What if these change during the design?	The Bill of Materials (BOM) will be submitted in response to this RFP. If anything in the BOM changes, it must be agreed-to by NCTA. Changes post contracting will require a Change Order. See RFP Part IV, Section 1.1.E.8 for Technical Proposal submission instructions regarding the BOM.

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156.	20	Part III	2.2.6: General Requirements #99	Clarify what the “private cloud” is that all environments will reside in?	Please refer to the response to Question #95.
157.	24	Part III	3.1: General Requirements #150	If the Contractor is managing the platform and charging a fixed fee, why does NCTA need to be notified of license renewals?	The Contractor is procuring the technology and environment in NCTA’s name. As such, NCTA will be notified of any renewals, upgrades, or changes in general to the overall solution.
158.	24	Part III	3.1: General Requirements #153	Will the NCTA Asset Management solution (ServiceNow) be a part of this RFP’s scope or will Can NCTA confirm which functionality is expected to be performed by suppliers solution and what functionality will be supported by existing platforms (i.e. customer account management, toll processing, etc.) the Contractor need to integrate with it?	NCDOT’s ServiceNow instance can be used for asset management. Please refer to RFP Part III – Scope of Work & Requirements for the scope and <i>Diagram 4: NCTA Digital Transformation and Modernization End-State</i> for a pictorial view of the scope. All of the current Back Office will eventually be replaced by this solution. The only exceptions will be SAP and ServiceNow.
159.	25	Part III	3.1 General Requirements #156	Where are “NCTA’s financial management and accounting policies, procedures and accounting treatment” defined?	NCTA follows GAAP and NCDOT financial and accounting policies and procedures.
160.	27	Part III	3.1.6.1: General Requirements #201	Will these automated tools and controls to prevent monetary loss or information abuse be Services or in the Data Base?	The Proposer shall recommend all tools and controls for the TISDSR.
161.	34-36	Part III	4.2.1.1: Inventory Definition and Tracking #274-280	Will the “Service” be in ServiceNow, and the Contractor enables an API that may already exist within ServiceNow?	No. The API’s/Services are new and will replace the existing integration layer.
162.	41	Part III	4.3.1: General Financial Requirements #351	Please clarify NCTA’s vision for the requirement related to “GAAP-compliant Accounting Module? Is NCTA looking for a discreet general ledger financial module	NCTA expects the TISDSR to maintain detailed transactions affecting customers’ accounts. Each transaction is to be recorded within this system.

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				and accounts receivable module to support operations for toll operations? In addition, can NCTA provide more information on: - Vision on how this new GAAP module will integrate with your ERP system? - What will be the system of record for customers, and where would that functionality lie? For e.g. if the Tolling system collects different open toll payments, would this financial module have focused AR transactions by customer? And if so, would the GL entries associated with these transactions be mapped to the organization's GL?	GL entries associated with TISDSR will be detailed within the system and sub-ledgers mapped (Many to One) to NCDOT (Organization's) GL.
163.	41	Part III	4.3.1: General Financial Requirements #357	Please clarify on the vision of the "develop a journal entry template for every NCTA transaction" requirement? Is it expected to match the journal entries of the organization's ERP?	NCTA will share the current use cases, which will be updated during the TISDSR Design and Implementation phase. See response to Question #162.
164.	42	Part III	4.3.2: Transaction Recording #361	How should it be ensured that financial Accounts balance at all times? Is this based on the GL module capturing information and having balancing and validation rules mapped to the organization's ERP rules?	All financial transaction will be atomic, double entry to debit and credit subledger. These transactions are mapped to GL accounts and are reportable at all times. NCTA wants Proposers to recommend solution that meets this requirement.
165.	43	Part III	4.3.4: Payment Methods and Handling #367	Confirm that the Contractor will build the service to store credit card/bank account information, but the functionality to permit customers to enter information and use that stored information for payments is the responsibility of the front-end application that is taking the payment?	Yes. The Customer UI will allow the customer to enter the information. The UI is not in scope for this RFP. The Contractor will be responsible, as a part of this RFP, to create the API/service(s) necessary to facilitate payment.

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166.	60	Part III	4.5.12 Toll Posted Rates #536	Is the new system charging the actual toll, or just storing the charged toll?	The TISDSR will manage debiting a customer account based upon roadside data and managing/storing that same data.
167.	26	Part III	3.1.4 Payment Card Industry Security and Compliance, #176	What are the distinct environments that the NCTA requires to be maintained as part of the TISDSR?	All aspects and components of the TISDSR will be built and maintained under this RFP.
168.	71	Part III	5.19 Hosting, #651	How is the interface with NCTA's financial system of record (SAP) expected to work with the TISDSR "integrated GAAP Compliant Accounting Module"	<p>NCTA database would capture customer transactions and map to a debit and credit subledger. These subledgers will be mapped to NCDOT financial system.</p> <p>Please refer to the response to Question #141 regarding the new Attachment that has been added per this Addendum 1.</p> <p>Additionally, please refer to <i>Attachment 6: Business Rules</i> (specifically the Excel file titled <i>Att. 6_NCDOT-NCTA Account Mapping.xlsx</i>).</p>
169.	1	Part IV	Table 4.1: Technical Proposal Page Limitations	Is there a Requirement Matrix response needed for the Technical Proposal? Addressing each requirement specified in Part III?	<p>Yes. Per this Addendum 1, NCTA has added the following:</p> <ul style="list-style-type: none"> • Added a new Exhibit titled <i>Exhibit C-9: Requirements Traceability Matrix</i> • Added language to RFP Part IV, Section 1.1.E surrounding <i>Exhibit C-9</i> submission instructions. <p>Please reference the latest version of the Exhibits file on the NCTA Connect Site.</p>

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170.	1	Part IV	1.1 Content of Technical Proposal	Will NCTA count section dividers as total number of pages in the proposal page count?	No.
171.	3	Part III	1.2.1 TISDSR Functionality and Design	What are the contractor responsibilities for this section? How will the myriad of DMVs in North Carolina Connect?	The Contractor is responsible for architecting, designing, and defining a solution that meets the requirements and architecture guidance outlined in RFP Part III. NCTA currently uses a service to connect to the NCDMV to exchange data outlined in <i>Attachment 3: Sample API Spec</i> (specifically pages 79-80 in the pdf file titled <i>Att.3 (Part 1) Sample API Spec.pdf</i>).
172.	17	Part I	4.5 Price Review and Scoring	How will the Quality Credit be determined? What is the criteria?	As detailed in RFP Part I, Section 4.5, the Quality Credit % will be determined based on the Proposer's final Technical Proposal Score. Please reference <i>Table 1-3</i> in the RFP.
173.	29	Part III	3.1.6 Processing Requirements	What will be the governance structure between existing CBOS and TISDSR? For example, #536 requires "Provide a Service to apply the appropriate Toll to the Transponder-Based Transaction and the Image-Based Transaction based on various (Configurable) conditions..." which system will have the final say in terms of determine the toll rates to be applied	Roadside system defines the toll rates, TISDSR service will debit the customer's account balance.
174.	53	Part III	4.5.3 Transaction Transfer	For Requirement 490, what kind of service is requested to receive process and validate Transponder-Based and Image-Based Transactions (i.e., AI)?	Refer to <i>Attachment 7: ICD's</i> (specifically the Excel file titled <i>Att.7 NCTA_BOS_RTCS_FileExchange_ICD.pdf</i>).

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

#	Page	Section	Section Description	Proposer Question	NCTA Response
					This service is expected to process data received from the Roadside system.
175.	14	Part I	3. Schedule	Will NCTA consider an extension on the date for the technical proposal submission?	Yes. Per this Addendum 1, NCTA has extended the Technical Proposals due date by two weeks. Please reference RFP Part I, Section 3 Schedule for the new Technical Proposal due date.
176.	8	Part III	1.3.1 TDSIR design and implementation phase	Will NCTA accept P2PE compliance in lieu of the certified QIR staff since P2PE is significantly more comprehensive	Yes.
177.	14	Part 1 - Administrative	RFP Instructions and Definitions	Would NCTA consider extended the Technical Proposal due date by 30 days?	See the response to Question #175.
178.	18	Part III – Scope of Work & Requirements- 2.2.4 Bill of Materials	88. Prior to purchase of any hardware or software and as part of its design, the Contractor shall submit the final BOM to NCTA for Approval. No hardware or software shall be purchased by the Contractor prior to Approval of the BOM and the design, unless otherwise authorized in writing by NCTA authorized representative.	Does NCTA expect the hardware and software BOM licenses to be procured by the Contractor? Who will own the licenses, the Contractor or NCTA?	Refer to RFP Part V, Section 1.12.2 Scope of Software Licenses.

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

#	Page	Section	Section Description	Proposer Question	NCTA Response
			<p>89. The Contractor shall provide an initial BOM and Updates to the BOM whenever hardware or software changes occur and at a minimum on a semi-annual basis over the Contract Term. All hardware and software changes shall be subject to the Approval of NCTA.</p>		
179.	23	<p>Part III – Scope of Work & Requirements- 3.1 General Requirements</p>	<p>144. The TISDSR shall support the receipt and processing of ETC transactions, image-based transactions and interoperable transactions, and posting them to customer accounts in accordance with Attachment 1: NC Quick Pass Business Policies and Attachment 6: Business Rules defined and the requirements herein.</p>	<p>By “receipt and processing of (...) transactions (...) in accordance with ” does this mean invoking the suitable API’s that expose suitable Transaction Processing Backoffice interfaces and processes, or it implies that TISDR will handle and implement the batch processing of transactions and posting to a customer account?</p>	<p>The Proposer shall design, architect and detail APIs/Services to be asynchronous and atomic across all integrations. TISDSR scope includes developing the business logic where the API’s core functionality resides.</p> <p>Batch processing of transactions and posting to a customer account is part of the RFP scope.</p>

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

#	Page	Section	Section Description	Proposer Question	NCTA Response
180.	6	Part III – Scope of Work & Requirements- 3.1 General Requirements	1.2.2 Diagram 4	TISDSR as "System of Record" is supposed to store all system data, including the master data for account for example and assets for example, or just the data records related with data flowing over the integrations?	The TISDSR will store all system data.
181.	6	Part III – Scope of Work & Requirements- 3.1 General Requirements	1.2.2 Diagram 4	NCTA Back-office systems will hold any data or will just be an user interface layer that will use TISDSR APIs to access and manage data that is stored TISDSR?	NCTA Back-office systems will hold data required for its configuration (for example: User authentication credentials or preferences, language preferences) and any additional data required for it to function. System of Record will be maintained in the TISDSR database.
182.	58	Part III – Scope of Work & Requirements- 4.5.10 Transaction Posting	Transaction processing	TISDSR will have to contain any rules engine to process data or the rules engine and trigger for any process execution will always be done from BackOffice?	The Proposer is responsible for architecting, designing, and defining a solution that meets the requirements and architecture guidance outlined in RFP Part III. The “Business Rules” component in RFP <i>Diagram 4: NCTA Digital Transformation and Modernization End-State</i> is future looking, and from NCTA’s perspective, not required.
183.	41-52	Part III – Scope of Work & Requirements- Generic question	Financial and Payment processing – relationship	For understanding a process flow let's check this scenario: If a customer wants to pay an invoice and contacts CSC, does the CSR access customer info using Backoffice GUI? the UI will call TISDSR API to get customer account info and open invoices? Customer pay using the payment gateway integration	Correct. A CSR would use a back-office UI to look up customer data, which would be retrieved by a TISDSR API/Service call. Any activity (transactions) against the customer’s account are stored in TISDSR.

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

#	Page	Section	Section Description	Proposer Question	NCTA Response
				and providing the payment references – it is Finance system responsibility to reconcile payment with the open item? Is that data stored in TISDSR or in the Finance system?	
184.	2-4	Part III – Scope of Work & Requirements- Generic question	1.2.1 TISDSR Functionality and Design 3. Functional Requirements	The initial scope of the RFP refers that the contractor must implement data capabilities and integration, however the individual requirements covers business processes, batch jobs and business rules. Is the expectation that TISDSR will fully implement the following processes except for the UI: <ul style="list-style-type: none"> • Account Management • Account Assets • Customer Financials • Payment Processing • Transaction and Image Transfer • Customer Notifications 	Yes. Account Management, Account Assets, Customer Financials, Payment Processing, Transaction and Image Transfer, and Customer Notifications are part of the TISDSR.
185.	Part III, Page 23	Part III – Scope of Work & Requirements- Generic question	3. Functional Requirements	There are several functional capabilities described as requirements that are not clear to be in scope. For example, in the account management we have account conversion or account merge – the scope is considering that TISDSR will provide APIs to allow these activities, but the business rules are implemented by UI or does TISDSR have to implement the rules for convert and account or merge?	The TISDSR will have to implement the service that incorporates the required data fields for account convert, account merge, and all other account functions. User Interface (UI) to be developed later as part of a separate scope will invoke this service to fulfill the functionality.
186.	Part V, Page 1 of 34	1.Contract Terms and Conditions	1.1 Term of Contract	Could NCTA please clarify the initial contract term for the project?	The initial contract term begins on Notice to Proceed (NTP) and shall continue until NCTA accepts the system by issuing System Acceptance.

Section B: Official revisions to the Digital Transformation & Modernization 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) RFP cover page has been modified as follows:

**DIGITAL TRANSFORMATION &
MODERNIZATION**

REQUEST FOR PROPOSALS

Mandatory Pre-Proposal Scope of Services Meeting
October 16, 2024
11:00 a.m. to 12:00 p.m. EDT
Online via Web Conference

Technical Proposal Due Date
~~November 20, 2024 (4:00 p.m. EDT)~~
December 4, 2024 (4:00 p.m. EDT)

Physical Delivery Address:
NC Quick Pass
200 Sorrell Grove Church Rd, Suite A
Morrisville, NC 27560
Attn: Eliza Davis

Issue Date: October 1, 2024

Updated through Addendum 1 (November 8, 2024)

2) The following three updates have been made to the RFP Table of Contents:

ATTACHMENTS
Attachment 1 – NC Quick Pass Business Policies
Attachment 2 – State of North Carolina, Statewide Information Security Manual
Attachment 3 – Sample API Spec
Attachment 4 – Sample Scenario-Based Test Matrix
Attachment 5 – NCTA Change and Release Management Process
Attachment 6 – Business Rules
Attachment 7 – ICD's
Attachment 8 – Entity Relationship Diagrams
Attachment 9 – Correspondence Lists
<u>Attachment 10 – NCDOT/NCTA GL Interface</u>

Section B: Official revisions to the Digital Transformation & Modernization RFP

EXHIBITS	
Exhibit A	Project Implementation Schedule
Exhibit B-1	Price Proposal Instructions
Exhibit B-2	Price Proposal Forms
Exhibit C	Forms
C-1	Proposal Cover Sheet
C-2	List of Subcontractors and RS-2 Form
C-3	Recent Client List
C-4	Proposer Company Reference Form
C-5	Proposer Questions Form
C-6	Non-Collusion Forms
C-7	Acknowledgment of Receipt of Addenda
C-8	Bill of Materials
C-9	Requirements Traceability Matrix
C-10	HUB Supplemental Vendor Information Form

- 3) RFP Part I Administrative, Section 2.20 Disadvantaged, Minority, Women Business Enterprises (Race and Gender Neutral) has been modified as follows:

2.20 Disadvantaged, Minority, Women Business Enterprises (Race and Gender Neutral) and Historically Underutilized Businesses

2.20.1 Policy

It is the policy of NCTA to comply with NCDOT's Disadvantaged Business Enterprises (DBE) Program and ensure that small businesses have an equal opportunity to compete fairly for and to participate in the performance of contracts financed in whole or in part by federal and state funds. NCDOT sets DBE, Minority Business Enterprises (MBE) and Women Business Enterprises (WBE) utilization goals for all construction projects. This Contract, for goods and services specific to establishing and operating a toll collection system, is not a construction contract and does not contain utilization goals. However, the Contractor is encouraged to give every opportunity to allow DBE/MBE/WBE Subcontractor participation on all contracts and supplemental agreements.

Pursuant to North Carolina General Statute G.S. 143-48, it is State policy to encourage and promote the use of small, minority, physically handicapped, and women Contractors in purchasing Goods and Services. As such, this RFP will serve to identify those Contractors that are minority owned or have a strategic plan to support the State's Historically Underutilized Business (HUB) program by the utilization of diverse firms as 1st or 2nd tier Subcontractors.

2.20.3 Participation

Due to the Scope of Work and Requirements for this Contract, specific goals are not established. However, NCTA encourages the utilization of Small Professional Services Firms (SPSF) Subcontractors and/or suppliers on professional services contracts led by NCDOT. All DBE/MBE and WBE firms currently certified by the NCDOT Unified Certification Program (UCP) automatically qualify as a SPSF.

NCTA invites and encourages participation in this procurement process by businesses owned by minorities, women, disabled, disabled business enterprises and non-profit work centers for the blind and severely disabled. If applicable, Proposers are required to complete **Exhibit C-10, HUB Supplemental Vendor Information Form** and include the completed form in the Technical Proposal Section 8.

Section B: Official revisions to the Digital Transformation & Modernization RFP

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

Table I-1: Procurement Schedule

Milestone	Date
RFP Issued	Tuesday, October 1, 2024
Mandatory Pre-Proposal Scope of Services Meeting	October 16, 2024 (11:00 AM – 12:00 PM EDT) Interested parties are required to email the NCTA contact noted in Part I, Administrative, Section 1.4 , to register for the meeting. The meeting will be held online via web conference. The meeting may be recorded by NCTA and all attendees must state name so the company may be counted present. See further details below.
Proposer Questions Due	October 24, 2024 (4:00 PM EDT)
NCTA Response to Questions	Week of November 4, 2024
Technical Proposals Due	November 20 <u>December 4</u> , 2024 (4:00 PM EST)
Oral Interviews & Presentations (<i>Proposers to be notified as to the specific schedule within the time identified</i>)	Week of January 21, 2025
Notification of Proposers Shortlisted	January 31, 2025
Price Proposals Due (<i>Only Shortlisted Proposers will submit a Price Proposal</i>)	February 7, 2025 (4:00 PM EST)
Ranking of Proposers for Negotiations	Week of February 10, 2025
BAFO (<i>if needed</i>)	Week of February 17, 2025
Notice of Award	Week of February 17, 2025

- 5) Requirement #19 found in RFP Part III Scope of Work and Requirements, Section 2.1.4 Implementation Schedule has been modified as follows:

2.1.4 Implementation Schedule	
18.	Implementation Schedule and Progress Schedules – The Contractor shall coordinate with NCTA on the development of an Implementation Schedule, using Microsoft Project, in adequate detail to coordinate and control all activities. The schedule shall also be used to notify NCTA of all Contractor(s) activities, but also able to be rolled up into a summary version for weekly status updates without unnecessary detail. The summary schedules are to be used in the progress meetings to show work progress and plan work necessary to meet the next major milestones.
19.	The Contractor shall coordinate with NCTA to agree on the contents, and the logic of the Implementation Schedule in order to baseline the schedule within thirty <u>thirty-four</u> (40) Calendar Days of receiving NTP.

- 6) Requirement #99 found in RFP Part III Scope of Work and Requirements, Section 2.2.6 General Testing Requirements has been modified as follows:

99.	The Contractor(s) shall provide and maintain separate non-production environments throughout the duration of the Contract term utilized for separate and distinct testing from the UAT environment. These are Automated API Testing (AAT), Manual API Testing (MAT), and User Acceptance Testing (UAT). The non-UAT environments shall be available to NCTA at all times (i.e. total transparency). All of these environments shall reside in the public <u>private</u> cloud, and access to NCTA shall be provided.
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Section B: Official revisions to the Digital Transformation & Modernization RFP

7) Two new Technical Proposal submission requirements have been added to RFP Part IV Proposal Content, Section I.I.E. See the new Item #9 and Item #10 below:

9. Complete and submit a Requirements Traceability Matrix (RTM) using **Exhibit C-9, Forms**. The matrix lists all of the Requirements set forth in **Part III, Scope of Work and Requirements**.

a. Proposers are not to alter the Requirements listed in the RTM in any way and must use the matrix provided in **Exhibit C-9, Forms**. The Proposer shall submit both a PDF version & Excel version of the completed matrix. (Note in your response to this item that the RTM has been provided in Proposal Section 8).

a.b. In Exhibit C-9, reference 'Tab 1: Instructions' for further instructions on how to properly fill out and complete 'Tab 2: RTM'.

8-10. Complete and submit the HUB Supplemental Vendor Information Form using **Exhibit C-10, Forms**. (Note in your response to this item that it has or has not been provided in Proposal Section 8).

a. **Note:** This form is only required if it's applicable to the Proposer. See RFP Part I, Section 2.20.3 for additional information.

8) Table 4-2: *Technical Proposal Forms and Submittal Checklist* found in RFP Part IV Proposal Content, Section I.I.J has been updated to include **Exhibit C-9: Requirements Traceability Matrix** and **Exhibit C-10: HUB Supplemental Vendor Information Form**.

Form #	Form/Submittal Name	Location in RFP	Location of Form/Submittal in Proposal
C-5	Proposer Questions Form	Exhibit C-5	N/A: To be used for submission of Proposer questions to NCTA
C-6	Non-Collusion Forms	Exhibit C-6	Technical Proposal Section 8
C-7	Acknowledgment of Receipt of Addenda	Exhibit C-7	Technical Proposal Section 8
C-8	Bill of Materials	Exhibit C-8	Technical Proposal Section 8
<u>C-9</u>	<u>Requirements Traceability Matrix</u>	<u>Exhibit C-9</u>	<u>Technical Proposal Section 8</u>
<u>C-10</u>	<u>HUB Supplemental Vendor Information Form</u> <i>*Only if applicable to the Proposer</i>	<u>Exhibit C-10</u>	<u>Technical Proposal Section 8</u>

9) A modification has been made to one of the entity relationship diagrams in **Attachment 8: Entity Relationship Diagrams**. The *API Tables – Financial I* diagram has been replaced with an updated version.

Section B: Official revisions to the Digital Transformation & Modernization RFP

- a. ***Note:** New versions of the Attachments files have been uploaded to the [NCTA Connect Site](#). Download the file titled *Attachments 6-10* to access Attachment 8.
- 10) A new Attachment titled **Attachment 10: NCDOT/NCTA GL Interface** has been added.
- a. ***Note:** New versions of the Attachments files have been uploaded to the [NCTA Connect Site](#). Download the file titled *Attachments 6-10* to access Attachment 10.
- 11) A new Exhibit titled **Exhibit C-9: Requirements Traceability Matrix** has been added.
- a. ***Note:** A new version of the Exhibits file has been uploaded to the [NCTA Connect Site](#). Download the file titled *Exhibits* to access Exhibit C-9.
- 12) A new Exhibit titled **Exhibit C-10: HUB Supplemental Vendor Information Form** has been added.
- a. ***Note:** A new version of the Exhibits file has been uploaded to the [NCTA Connect Site](#). Download the file titled *Exhibits* to access Exhibit C-10.