

# NC Quick Pass Customer Contact Technology

## Request for Information

**RFI Response Due Date**

06/18/2025 (4:00 p.m. EST)

**Issue Date:** 05/05/2025

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# 1. Request for Information (RFI) Overview

The North Carolina Turnpike Authority (NCTA), a business unit of the North Carolina Department of Transportation (NCDOT), is seeking information from qualified vendors regarding innovative solutions to enhance the efficiency, effectiveness, and overall performance of our customer contact systems. As part of our commitment to improving customer experience and optimizing operational workflows, we aim to identify modern technologies, process improvements, and best practices that can streamline communication, reduce response times, and improve customer satisfaction.

Interested parties are invited to respond to this RFI in accordance with the schedule below in *Table 1-1*.

Table 1-1: RFI Schedule

Milestone	Responsibility	Date
RFI Issuance	NCTA	May 5, 2025
Response to RFI Due	Vendor	June 18, 2025 (4:00 PM EST)
Notification to Proposers: Invitation to Industry Feedback / Demonstration Meeting	NCTA	July 14, 2025
Industry Feedback / Demonstration Meetings	NCTA	Week of July 28, 2025, and Week of August 4, 2025

**NOTE:** NCTA reserves the right to modify the schedule at any time and for any reason.

Table 1-2: General Information

Item	Contact Information
NCTA Contact Person’s Contact Information	Eliza Davis Procurement Specialist II Phone: 919-526-6134
RFI Questions & Responses	Email: <a href="mailto:ncta_contacttech_rfi@ncdot.gov">ncta_contacttech_rfi@ncdot.gov</a>
RFI Posting Locations	<a href="#">NCTA Connect Site</a> <a href="#">IBTTA</a> <a href="#">Toll Roads News</a>

# 2. Project Overview

The N.C. Turnpike Authority is authorized by North Carolina General Statute to study, plan, develop, build, operate and maintain toll projects. All toll projects in North Carolina have been approved and requested by local planning organizations for consideration.

## **OPEN TO TRAFFIC**

### **Triangle Expressway**

The 36.8-mile Triangle Expressway (also known as Toll N.C. 540) is a six-lane toll road connecting I-40 near Research Triangle Park to I-40/I-42 near Johnston County. The original Triangle Expressway opened in December 2012 and the latest extension opened in September 2024.

### **Monroe Expressway**

The 19.8-mile Monroe Expressway (also known as Toll U.S. 74) is a four-lane toll road extending from U.S. 74 near I-485 in eastern Mecklenburg County southeast to U.S. 74 between Wingate and Marshville in Union County. The Monroe Expressway opened in 2018.

### **I-77 Express Lanes**

The project includes approximately 26 miles of dedicated express lanes on I-77. The northern section of the I-77 Express Lanes from Hambright Road near I-485 to N.C. 150 opened June 2019. The southern section from I-277/N.C. 16 (Brookshire Freeway) to Hambright Road opened November 2019. NCTA collects the toll revenue for the I-77 Express Lanes. NCTA is not responsible for the operation or maintenance of the I-77 Express Lanes. The lanes are operated and maintained by I-77 Mobility Partners.

### **Complete 540**

N.C. Turnpike Authority's largest construction project, Complete 540, is being constructed in two phases. Phase 1 extends the Triangle Expressway approximately 18 miles from the existing corridor at N.C. 55 to I-40/I-42. Phase 1 of the Complete 540 project opened to traffic on Sept. 25, 2024. Phase 2 of the project will extend the Triangle Expressway an additional 10 miles from I-40 to the existing I-540/I-87/U.S. 64/U.S. 264 interchange in Knightdale, providing the missing link to complete the outer 540 loop.

## **FUTURE TOLL ROADS**

### **I-485 Express Lanes**

The I-485 Express Lanes will add one express lane in each direction for approximately 17 miles between I-77 and U.S. 74 in southern Charlotte. The project includes an additional general-purpose lane in each direction from Rea Road to Providence Road.

### **Mid-Currituck Bridge**

The 7-mile toll project would include a two-lane bridge that spans the Currituck Sound and connects the Currituck County mainland to the Outer Banks. It also includes a second two-lane bridge that spans Maple Swamp on the Currituck County mainland, connecting Aydlett to U.S. 158.

### **U.S. 74 Express Lanes from I-277 to West of Idlewild Road**

The proposed 5-mile toll project would convert the existing bus lane in the median of Independence Boulevard (U.S. 74) in Charlotte from I-277 to west of Idlewild Road to express lanes, one in each direction.

#### U.S. 74 Express Lanes from West of Idlewild Road to I-485

The proposed 6.3-mile toll project would widen and add express lanes, one in each direction, to Independence Boulevard (U.S. 74) from west of Idlewild Road to I-485 in Charlotte.

#### I-77 Express Lanes (I-277/NC 16 (Brookshire Freeway) to S.C. State Line)

The proposed project would widen approximately 11 miles of I-77 to 10 lanes by constructing express lanes from the South Carolina State Line to I-277/NC 16 (Brookshire Freeway) in Charlotte.

### **3. NCTA Program**

NCTA staff, NCDOT staff, and consultants provide management oversight for all NCTA projects from the following facilities: The NCDOT/NCTA Transportation Building (also known as the “Highway Building”), NC Quick Pass® customer service centers, NC Quick Pass Operations Centers, the Metrolina Regional Transportation Management Center, and the Statewide Traffic Operations Center.

#### **NCTA Office Building**

The headquarters for the NCTA staff is located at 2501 Aerial Center Pkwy, Suite 200, Morrisville, NC 27560.

#### **NC Quick Pass Storefronts**

NCTA operates two storefronts in North Carolina, which are located in Monroe and Charlotte. The Monroe Storefront is located approximately two (2) miles from the Monroe Expressway, midway between the project termini. The Charlotte Storefront is located just inside the I-485 loop around Charlotte, near the midpoint of the I-77 Express Lanes. These storefronts are in the vicinity of NCTA toll facilities for customers to perform NC Quick Pass business activities in person. The storefronts are responsible for housing the following services:

- Customer account creation and closure, management, and maintenance.
- Account Conversion management; and
- Walk-in customer service (e.g., dispute resolution, account payments, and replenishments).

#### **NC Quick Pass Operations Center**

NCTA currently operates two (2) NC Quick Pass Operations Centers in North Carolina. One is in Rocky Mount, which is co-located with other NC state buildings. The second one is in Winston-Salem. The NC Quick Pass Operations Centers house the call center, account management activities, and back-office operations activities. The NC Quick Pass Operations Centers also provide office space for the CSC management team, NCTA agency and consultant staff.

### **Metrolina Regional Transportation Management Center (MRTMC)**

Highly trained NCTA operators monitor and manage traffic operations and coordinate incident response and maintenance/construction work for the Monroe Expressway from the Metrolina Regional Transportation Management Center (MRTMC) located in Charlotte at 2327 Tipton Dr. These operators are co-located with NCDOT managed operators who oversee the Charlotte regional road network. The NCTA operators are responsible for monitoring the Monroe Expressway from 5:30 a.m. to 9:30 p.m., 5-days a week using closed-circuit TV (CCTV) cameras, vehicle detectors, and Toll Zone security cameras. Additionally, they monitor roadside toll technology and facilities.

### **Statewide Transportation Operations Center (STOC)**

NCTA operators at the Statewide Transportation Operations Center (STOC) Traffic Management Center (TMC) monitor the Triangle Expressway and take over management of the Monroe Expressway during the hours the MRTMC is not staffed. The STOC is located at the North Carolina National Guard's Joint Force Headquarters at 1636 Gold Star Drive in Raleigh. The operators have the same duties, responsibilities, and tools at their disposal as the operators at the MRTMC. The STOC is staffed 24-hours a day, 7 days a week, 365 days a year.

## **3.1. NCTA Toll Program**

NCTA operates and manages the NC Quick Pass® Electronic Toll Collection (ETC) and Toll Invoice programs utilized for toll facilities in North Carolina.

### **NC Quick Pass Transponder Accounts**

As of March 2025, there are over 775,000 active prepaid NC Quick Pass Transponder Accounts with over 1.9 million active Transponders. NC Quick Pass account holders have multiple Transponder options to fit specific travel needs, including paying tolls in other states. In addition, NC Quick Pass Transponder users receive a discounted toll rate on North Carolina toll facilities.

NC Quick Pass maintains partnership agreements with E-ZPass®, Florida's SunPass® and Georgia's Peach Pass®. The partnership with E-ZPass allows more than 51 million drivers who have E-ZPass Transponders to use toll facilities in North Carolina, while also allowing all 19 states to accept NC Quick Pass as a form of payment. Similar agreements with SunPass and Peach Pass offer numerous toll payment options for travelers in the southeastern United States.

Currently, approximately sixty-seven percent (67%) of tolls on the Triangle Expressway and I-77 Express Lanes are paid via prepaid Transponder accounts. On the Monroe Expressway, approximately fifty percent (50%) of tolls are paid via prepaid Transponder accounts, a number expected to rise steadily as customers in the area become more familiar with the project.

### **NC Only Accounts**

As of March 2025, there are over 5,000 active prepaid NC Only accounts. The NC Only account type is a type of NC Quick Pass account that allows customers without a Transponder to receive a discounted toll rate only on North Carolina toll roads. This account type is for customers who only drive on North Carolina toll facilities.

Toll Invoice

As of March 2025, there are over 2.4 million active Toll Invoice accounts. Customers traveling toll roads in North Carolina without an NC Quick Pass Transponder Account (or interoperable Transponder) are invoiced at a higher toll rate through the Toll Invoice program. The registered owner of the vehicle is identified by license plate, and an invoice is mailed to the address registered with the NC Division of Motor Vehicles (NCDMV). If the bill is not paid within thirty (30) days from the date of the invoice, the vehicle's registered owner could incur fees, civil penalties, DMV registration holds, and/or be turned over to a collection agency.

NC Quick Pass Back Office System Technology and Operations

The NC Quick Pass Operations contractor provides customer service support using a separate contractor's existing Commercial Back Office System (CBOS). The CBOS manages all the North Carolina toll collection system functionality and serves as an Electronic Toll Collection (ETC) clearing house for all toll transactions produced in the State. The current system provides functionality for:

- Posting all lane transactions (ETC, image-based and interoperable) to NC Quick Pass and Toll Invoice accounts.
- Customer service and customer interaction (website, mobile app, Interactive Voice Recognition (IVR), email, text message, etc.).
- Financial transactions and account replenishment.
- Financial and lane transaction reconciliations.
- Revenue management.
- Inventory management and tracking; and
- Reporting.

The CBOS maintains all NC Quick Pass Transponder and Toll Invoice accounts. Numerous interfaces required for interoperability, license plate lookup, document mailing, banking, credit card processing, collections, etc. are in place supporting on-going business processes.

The NCTA Tolling Program currently experiences the following volumes per month:

Table 1-3: Toll Program Monthly Volumes	
Activity	Volume
Total Calls Received	99,000
Total Calls Handled	71,000
Invoices Mailed	740,000
Cases Opened	17,000
Statements Mailed	315,000
Other Correspondence	176,000

Activity	Volume
QA Invoices/Mailings	72,000
QA Images	280,000

4. Request for Information

NCTA is seeking information from qualified vendors regarding automated voice recognition systems. We would like information from qualified vendors regarding AI-powered call center solutions and available technologies, capabilities, and service models to enhance our customer service operations with maximum automation and intelligence.

4.1. RFI Objectives

NCTA is seeking to learn what technologies are currently in use or are being developed that can be incorporated into our program in the following areas:

- Improve customer experience and engagement
- Enhance efficiency and productivity of agents
- Support omnichannel communication (voice, chat, email, social media, etc.)
- Incorporate workforce management and analytics platforms
- Integrate with customer account management system using Open APIs
- Ensure security and PCI/PII compliance with industry standards
- Offer scalability and flexibility for future growth
- Provide seamless integration of multiple call centers and stop-in centers at various locations throughout the state of NC

4.2. Features and Capabilities

Vendors are requested to provide information on the following aspects of their call center solutions:

- AI-driven automation and self-service options.
- Natural Language Processing (NLP) and Speech Recognition.
- Sentiment analysis and intent recognition.
- Build Knowledge base to provide canned solutions.
- Conversational AI for automated interactions.
- Machine learning for continuous improvement.



- Omnichannel support (voice, chat, email, SMS, social media).
- Live agent assist and AI-powered recommendations.
- Call routing and escalation handling.
- Analytics and reporting capabilities.
- Workforce management, scheduling, and performance analytics.
- Call recording, monitoring, and quality assurance features.
- Expandability to add multiple call center and stop-in centers across the state.
- Multilingual capabilities.
- Case management and reporting for unresolved customer escalations. *\*See Section 6 for case types.*
- Work from home capabilities and productivity reporting.

### 4.3. Contract Pricing Options

In addition to technical solutions, NCTA is also requesting information on equitable pricing options for our operations contract. NCTA is looking for pricing structures that promote efficiency and automation while allowing for scalability as our program expands. Vendors are encouraged to provide examples of specific pricing models they feel best allow them to offer continuous technical advancements while maintaining proper resources to maximize customer service levels as our program grows in new facilities, registered and video customers, customer contacts and nationwide interoperability.

## 5. Requested Information

### 5.1. RFI Response

As previously discussed, NCTA is looking for advanced technical solutions that can maximize efficiencies in customer service interactions. Our goal is to become one of the tolling industry leaders in utilizing new technologies to enhance our customer service program.

We are requesting your responses focus on the items outlined above in Section 4. Responses are not required for every bullet listed and we encourage you to expand to any other areas you feel are relevant to NCTA's goals. Responses to the bullets should discuss the technical aspects of your solutions as well as your actual experiences in how these solutions will help us achieve our goals.

### 5.2. Industry Feedback Meetings

As part of this RFI, NCTA is allotting time and may elect to meet with respondents to participate in demonstrations and discuss submissions to obtain further knowledge of presented technologies. Meetings are expected to be held the weeks of July 28 and August 4 of 2025. In-person meetings will be held at the NCTA office located at 2501 Aerial Center Pkwy, Suite 200, Morrisville, NC 27560. Conference calls are also available for those who are unable to meet in person. As a courtesy to allow for advanced travel planning, these meetings may be requested by NCTA at any time following the receipt of the RFI responses but no

later than July 14, 2025. NCTA will contact vendors to request Industry Feedback Meetings via the contact information included in your responses.

Meetings will be limited to no more than two (2) hours, and up to five (5) representatives from your firm. NCTA would like to focus on discussing your specific technical solutions and participating in any demonstrations. Live demonstrations are highly encouraged.

### 5.3. Cost Incurred Responsibility

NCTA shall not be liable for any costs incurred by respondent in preparation of its response.

### 5.4. Liability

This RFI is completely voluntary and is not a pre-qualification for any future procurement. This RFI has been issued to obtain information only and is not intended to result in a contract or agreement with any respondent.

This solicitation for information does not commit the NCTA to publish an RFP or award a contract. Any company regardless of size or service specialty is encouraged and welcomed to participate in this RFI.

### 5.5. Confidentiality and RFI Ownership

Trade secrets or similar proprietary data which the respondent does not wish disclosed to persons other than personnel involved with this RFI will be kept confidential to the extent permitted by N.C.G.S. § 132-1.2 if identified as follows: Each page shall be identified in boldface at the top and bottom as "CONFIDENTIAL". Any section of the RFI that is to remain confidential shall also be so marked in boldface on the title page of that section. Cost information may not be deemed confidential. In spite of what is labeled as confidential, the determination as to whether or not it is shall be determined by North Carolina law.

In addition to the above, the State intends to keep every response received confidential as a whole until such time as an RFP has been awarded or canceled (the "Confidentiality Period"). After the expiration of the Confidentiality Period, all response information will be subject to the normal confidentiality provisions of the State as set out above.

Exception: Respondents expressly acknowledge that the concepts, methods, equipment and procedures presented in a response may be wholly or partially incorporated into an RFP.

### 5.6. Response Format

#### Cover Letter

Please include a cover letter (2-page max) with the RFI submittal package. A single point of contact shall be identified along with the person's title, email address, phone number and mailing address. An overview of the firm's background shall be included, providing highlights about the company, products, services, and existing projects.

## Responses to RFI

Companies that provide some or all of the solutions contemplated within this RFI are encouraged to respond.

The response shall be limited to a maximum of 20 (twenty) pages and have a font size of 12 or above. The cover letter is not included in the 20-page maximum. Brevity and conciseness are appreciated. It is encouraged that the response be focused on your technical solutions and how they would help NCTA in expanding our goals. For purposes of this RFI, information regarding respondent's history, background, and personnel, should be limited to the cover letter. Resumes should not be submitted.

### 5.7. Submittal

RFI response submittals shall be delivered via email, to the email address below, by the due date listed in the RFI schedule.

Response submittals shall be emailed in .PDF format only.

**NOTE:** In case of delayed email receipt, vendors shall provide a time stamp confirming the email submittal was sent before 4:00 PM EST on June 18, 2025.

Email Address: [ncta\\_contacttech\\_rfi@ncdot.gov](mailto:ncta_contacttech_rfi@ncdot.gov)

## 6. Case Type - Attachment

Case Processing Time			
CaseType	Count of CaseNumber	Average of Days to Close	Max of Days to Close
Account Inquiry	84	0.20	1
SMS Inquiry	84	0.20	1
Account Closure	1,058	1.52	31
Refund Request	501	2.04	29
Inactive Account	69	1.30	9
Monthly Evaluation	140	1.40	15
Overpayment	292	2.52	29
Lockbox	1,819	3.11	30
Unidentified Payment	246	1.50	10
Lockbox Correspondence	1,573	3.36	30
Bankruptcy	113	3.80	24
REFUND	6	4.50	5
Account Management	5,210	4.52	36
MAILHOUSE	53	4.98	9
General	1,002	5.22	31
INVOICE	50	5.28	10
IMAGEREQUEST	82	5.40	10
Web/Mobile App	446	5.48	36
Finance	3	6.00	18
Account Dispute	4,821	7.78	37
Inquiry	55	8.13	29
Dispute	417	8.26	30
Collections	5	16.00	18
Total	15,725	5.24	37