

Proposer Questions			North Carolina Turnpike Authority (NCTA)		
#	Page	Section	Section Description	Proposer Question	NCTA Response
1	NA	NA	NA	Who is the current vendor for RTSC?	Kapsch TrafficCom will provide the Roadside Toll Collection System (RTCS) that will be implemented on the I-77 Express Lanes (EL) project. Kapsch is providing the RTCS for I-77 Mobility Partners. TransCore will provide the RTCS that will be implemented on the US 74 Express Lane project. TransCore has a direct contract with NCTA for the RTCS implementation.
2	NA	NA	NA	The 2 nd review duration is not specified. Would two business days be sufficient?	The Authority’s goal is to only utilize one review cycle followed by a final comment resolution meeting. NCTA desires their contractor to put an emphasis on documentation quality in their first draft to prevent costly and time consuming reviews of multiple drafts.
3	NA	NA	NA	Due to the compressed schedule during design session, NCTA may be reviewing multiple documents, in such event how many business days will be required to complete the review.	Additional NCTA review time will be determined based on how many documents are submitted at the same time, and the size of the documents. Please refer to Section III, Scope of Work and Requirements, requirement number 59. “The Contractor shall account for enough time in their development schedule to allow NCTA one (1) five (5) Business Day review cycle, as well as allowing time for the Contractor’s revision, on every deliverable. Multiple, simultaneous submittals by the Contractor to NCTA may extend NCTA’s review times.”

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4	NA	NA	NA	Is NCTA open to conduct design review sessions on site for better collaboration?	Yes.
5	38	3	3.1 Scope of Work	Is NCTA expecting all transactions from RTSC (for express lanes) to flow through this system to BOS, regardless of HOV status or not?	No. The HOV Declaration Application has no role in transaction processing.
6	NA	NA	NA	How many team members are expected to participate in the deliverable review from NCTA?	The number of reviewers will vary depending on the type of deliverable.
7	NA	NA	NA	Can the HOV declaration app be done for all NCTA Express Lanes at a time or can it only be done only one at a time?	The HOV Declaration Application should be scalable to easily allow the addition of future express lanes as they are brought online. Declared HOV status will be active on all North Carolina Express Lanes projects.
8	70	3.2	3.2.1 Website and Mobile Application Requirements	While using the HOV declaration app will the user be shown the rates applicable at different times (weekdays, peak hours/normal hours) for express lanes so the user will have them as a reference while selecting the date and time?	There are no requirements for this functionality.

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9	70	3.2	3.2.1 Website and Mobile Application Requirements	How far in the future can the user select the date and time while using the HOV declaration app?	To be finalized during the Application's design.
10	NA	NA	NA	Will the application be required to check transponder and account status before allowing the user to declare HOV status?	No.
11	65	2.3	2.3.2 Maintenance Priorities, Response and Repair Times	For priority one events, is there only two hours for both responding to the error and to repair it?	Yes.
12	80	3	3.1 Scope of Work	What websites will the search function provide search capabilities for?	The HOV Declaration Application website.
13	79	3	3.1 Scope of Work	Which languages will the application be required to support?	English

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14	79	3	3.1 Scope of Work	What mobile devices are required to be supported?	Mobile devices that are supported by Google Play and the Apple Store will be supported. Final list of devices to be determined during application design.
15	78	3.3	3.3.1 Interface Requirements	What interfaces to external interfaces are required to be supported?	One interface to the NCTA Back Office System (BOS), and external interfaces to each Express Lanes roadside host.
16	4 of 17	Section 1, 1.3	Scope of Services	Please confirm that it will be the responsibility of the RTCS to illuminate the beacons per each customer's HOV declaration, and not the responsibility of the app to illuminate the beacons.	Yes, the intent is for the RTCS to illuminate the beacons per each customer's HOV declaration.
17	3 of 17	Section 1, 1.2.2	Current BOS Technology and Toll Operations	Please confirm that HOV does not apply to BBM customers.	HOV does not apply to Bill by Mail (BBM) customers.
18	3 of 17	Section 1, 1.2.2	Current BOS Technology and Toll Operations	If HOV does not apply to BBM customers, is the NCTA looking for an app that could expand to accommodate this customer base for paying tolls as well as HOV declarations?	NCTA may be willing to expand the Application to accommodate functionality for BBM customer payment in the future. However, deploying the HOV Declaration Application per the scope and by the milestone dates documented in the RFP is the priority.

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19	1 of 51	Section III, I.	Scope of Work	Is the NCTA anticipating separate APIs for each back end service vendor as well as the multiple RTCS vendors or will all back end and RTCS vendors need to comply with the API that is established as part of this project?	NCTA is depending on its Contractor to recommend a solution that is the most flexible and scalable to accommodate the addition of future roadways.
20	2 of 51	Section III, I.2.1.4	Design Phase	In the data exchange between the application and the RTCS, will there be a need to send user GPS points to the RTCS to confirm travel?	No.
21	32 of 51	Section III, 3.1.185	General Requirements	Will the NCTA consider integrating components of other mobile apps as a service, where those components would not be owned by NCTA?	Potentially, but not for the core functionality of the HOV Declaration Application as described in the RFP.
22	48 of 51	Section III, 4.1	Performance Requirement Details	This section lists "system runs slow" and "system causes loss of functionality" as two criteria for degraded performance criteria. Does this criteria exclude testing done directly on mobile devices whose data connection may be of low/poor quality?	The 'system runs slow' criteria would not apply in the event that the mobile device has a poor data connection. System functionality is expected when a functional data connection is present.
23	Page 34	Section III	Website and Mobile Application requirements	Is there any API available that should be considered when integrating with the BOS and future RTCS?	No.

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24	Page 2	Attachment I	NCTA Transaction Projections by Project	Apart from the projections of the number of transactions, has NCTA made any calculations or projections regarding the user volume of HOV functionality being proposed?	No.