

# Transponder Management & Fulfillment

Pre-Proposal Scope of Services Meeting

February 19, 2024, 11:00 a.m. – 12:00 p.m.

Online via Web conference



Role call for one person by company

PLEASE MUTE YOUR LINE IF YOU  
ARE NOT SPEAKING

## Pre-Proposal Meeting Details

- Post questions via chat and they'll be responded to at the end of this presentation
- All verbal comments and responses are non-binding
- Questions shall be made in writing if a formal response is requested
- A copy of this presentation will be posted on the NCTA website at:  
<https://connect.ncdot.gov/business/Turnpike/Pages/Transponder-RFP.aspx>



# Welcome and Introductions

Eliza Davis

## Staff Introductions

Procurement Role	Name	Job Title
Point of Contact / Administrative & Compliance Committee Member	Eliza Davis	Project Contracts Administrator
Project Manager / Evaluation Committee Member	Angela Queenland	Manager of Customer Service
Evaluation Committee Member	Logen Hodges	Director, Marketing and Communications
Evaluation Committee Member	Cheryl Reed	Deputy Chief Financial Officer

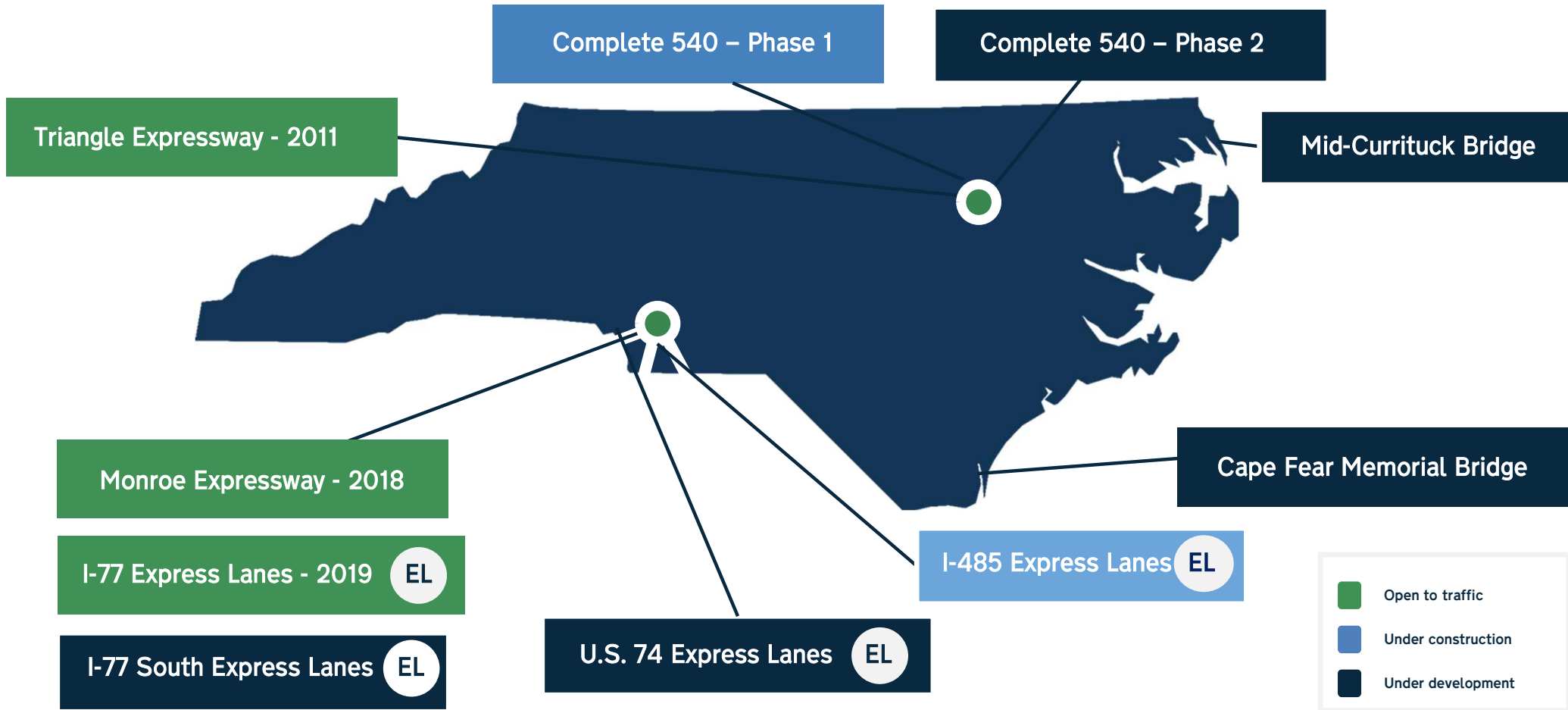
## Agenda

- Project Introduction & Goals of Procurement
- Overview of Procurement Process
- Scope of Work and Requirements
- Retail Distribution and Packaging of Transponders
- Questions and Answers/Closing Remarks

# Project Introduction & Goals of Procurement

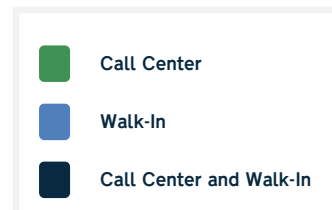
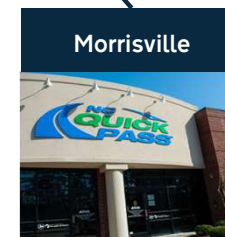
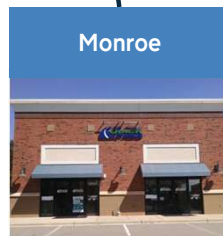
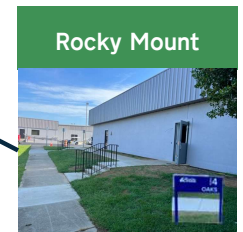
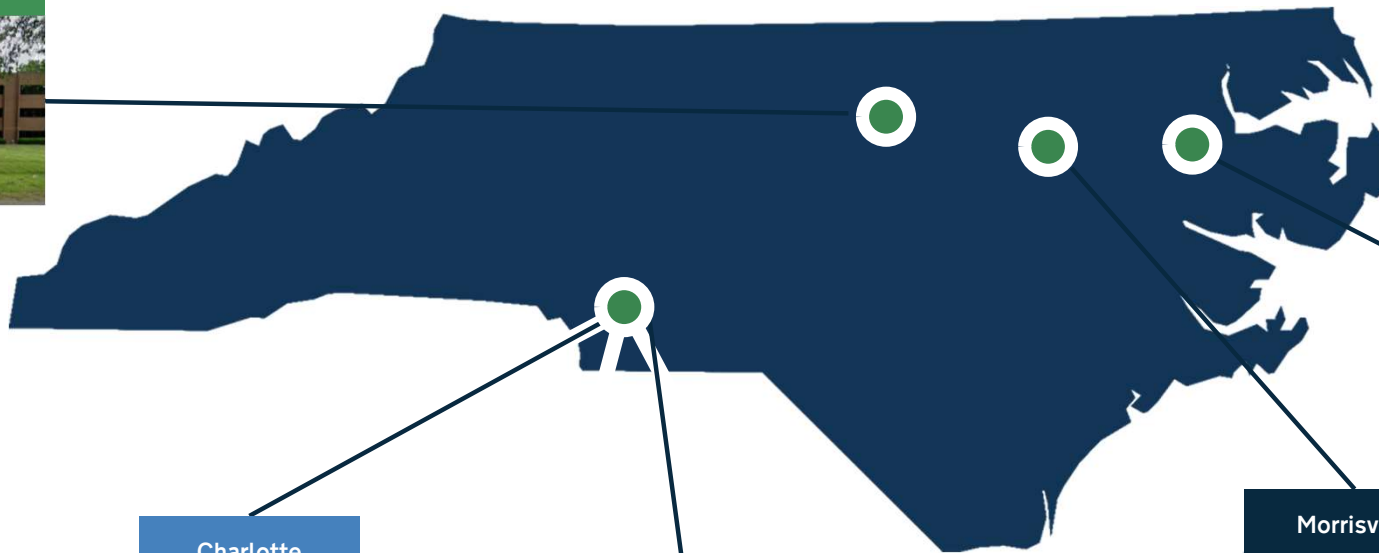
Angela Queensland

# NCTA Toll Facilities





# NC Quick Pass Customer Service Centers and Walk-In Centers



# Transponder as Service RFP Goals

## Procurement Goals

- Provide customers with delivery options from existing commercial distribution facilities and outlets (Amazon, UPS, FedEx, and USPS)
- Reduce license plate image review cost
- Reduce time to fulfill transponder orders
- Provide customers with order shipment tracking information

# Overview of Procurement Process

Eliza Davis

## RFP Content

- Part I Administrative
- Part II Defined Terms and Acronyms
- Part III Scope of Work and Requirements
- Part IV Terms and Conditions

# Procurement Schedule

Category	Date
RFP Issued	February 8, 2024
Mandatory Pre-Proposal Scope of Services Meeting	February 19, 2024 (11:00 a.m. to 12:00 p.m. ET)
Proposer Questions Due	February 23, 2024 (4:00 p.m. ET)
NCTA Response to Questions	March 4, 2024
Technical Proposals Due	March 15, 2024 (4:00 p.m. ET)
Oral Interviews & Presentations	Week of April 15, 2024
Notification of Proposers Shortlisted	April 22, 2024
Price Proposals Due (ONLY Shortlisted Proposers will submit a Price Proposal)	April 29, 2024 (4:00 p.m. ET)
Ranking of Proposers for Negotiations	May 6, 2024
BAFO <i>(if needed)</i>	Week of May 13, 2024
Notice of Award	Week of May 13, 2024

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

## Proposer Questions

- Due this Friday, February 23, 2024, by 4:00 p.m. EDT
- All questions and comments to be submitted using Exhibit C-4: Proposer Questions Form
- All questions must be emailed to: [NCTA Transponder RFP@ncdot.gov](mailto:NCTA_Transponder_RFP@ncdot.gov)
- NCTA will provide responses by March 4, 2024, and publish Addenda, if required

## Technical Proposal Submittal and Evaluation

- Due March 15, 2024, by 4:00 p.m. EDT
- Refer to RFP Part I, Section 3 for Technical Proposal content and format instructions
  - Technical Proposals that score below 70 total points on the preliminary evaluation will be considered non-compliant and will not be considered further.
- NCTA will short-list Proposers based on their Technical Proposal and Oral Interview & Presentation

## Technical Proposal Scoring

Technical Proposal Sections	Maximum Possible Points
Section 1: Firm Qualifications	5
Section 2: Previous Experience and Deployed Solutions	15
Section 3: Key Team Qualifications	10
Section 4: Approach to Operations Implementation	40
Section 5: Approach to Managing Program Growth, Quality, Continuous Improvement, Cost Control, and Innovation.	30
<b>Maximum Possible Technical Points</b>	<b>100</b>



## Price Proposal Submittal and Evaluation

- Due April 29, 2024, by 4:00 p.m. EDT
  - ONLY Shortlisted Proposers will submit a Price Proposal
- Refer to RFP Part I, Section 4 for Price Proposal content and format instructions

## Submittals

- Submittals (both Technical Proposal & Price Proposal) shall be delivered to:

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

- Refer to RFP Part I, Section 3.3 & Section 4.3 for further instructions on submissions
  - NO hard copies, only electronic on a USB flash drive.



## Contract Term

The term of the Contract will commence at Notice to Proceed (NTP) based on project phases below:

The project phases are:

- Operations Implementation Phase
  - Commences at Notice to Proceed (NTP) through transition to operations ('Go-Live').
- On-Going Operations Phase:
  - This phase of work begins at operations ('Go-live') and continues five (5) years through the end of the Contract.
- Options to Extend:
  - The Optional Extension Phase includes two (2) three (3)-year optional to be executed at the sole discretion of NCTA, with the first extension commencing upon the end of the base Contract Term.

## Non-Solicitation Provision

- Non-solicitation in accordance with Part I, Section 1.5
- ONLY contact NCTA in the manner identified in Section 1.5
- Violation may be grounds for rejection of proposal.



# Scope of Work & Requirements Overview

Angela Queensland

# Transponder as Service RFP Scope

## Procurement Scope of Work (SOW)

- Transponder order management with NCTA contracted manufacturer(s)
- Integrate using current and modern interfaces with the Backoffice System – reference Attachment 1: NCTA CBOS Transponder Fulfillment ICD
- Transponder fulfillment and delivery tracking for customers
- The Contractor shall provide transponder storage within the state of North Carolina, per Requirement #131
- Provide inventory and sales reporting and analytics regarding transponder Services and securely house transponder inventory – reference Attachment 5: Report Samples

# Scope of Work

## Key Personnel

### ➤ Project Principal

- Single point of contact
- Experience in Retail marketing and communications

### ➤ Operations Manager

- Leads day to day operations and logistics
- Experience in high-volume back-office environment or Retail environment

## Scope of Work Phases

- **General Requirements**
  - From the Contract Effective Date through the term of the base Contract
  
- **Implementation Phase**
  - From the Contract Effective Date through 'Go-Live'
  
- **On-Going Operations Phase**
  - From 'Go-Live' through the term of the base Contract



## Project Implementation Schedule

Milestone	Project Start	Projected End
<b>Operations Implementation Phase</b>		
Notice to Proceed (NTP)	Week of May 20, 2024	--
Project Kickoff Meeting	May 2024	--
Transponder Management & Fulfillment 'Go-Live'	--	90 Calendar Days after NTP
<b>On-Going Operations Phase</b>	<b>'Go-Live'</b>	<b>End of Contract Term</b>

# Retail Distribution and Packaging of Transponders

Logen Hodges

# Transponder as Service RFP Scope

## Procurement Scope of Work (SOW)

- Retailer contract management and contract development
- Transponder packaging for Retail distribution
- Transponder fulfillment for Retailers

## Retail Transponder Packaging

- Per Requirement #117, the Contractor shall offer retail packaging in two format styles: 1) Retail Bag & Box and 2) Gift Card

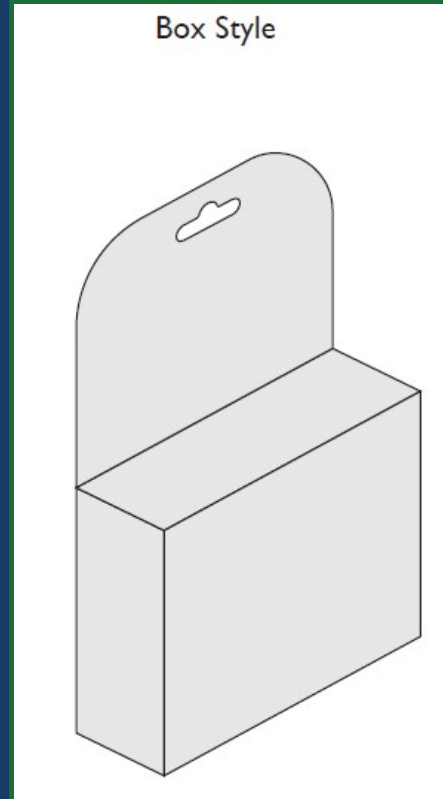
Bag Style Closed



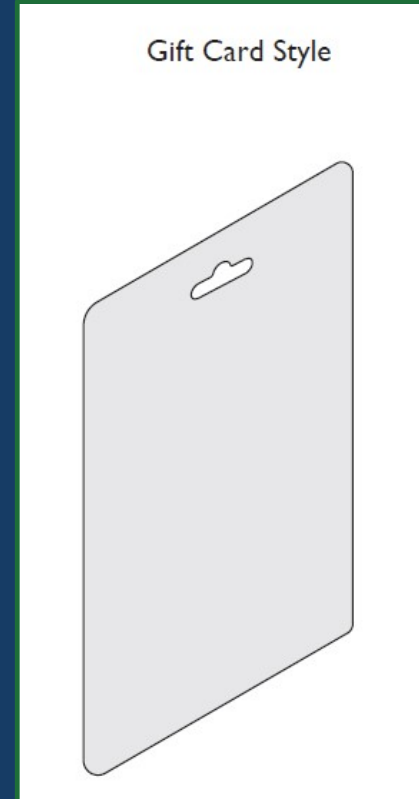
Bag Style Open



Box Style



Gift Card Style



# Questions & Answers

**Please post your questions in the chat**

# Closing Remarks

Eliza Davis

Point of Contact



Email: [NCTA\\_Transponder\\_RFP@ncdot.gov](mailto:NCTA_Transponder_RFP@ncdot.gov)