

# NC QUICK PASS® AND NC FERRY CUSTOMER SERVICE OPERATIONS REQUEST FOR PROPOSALS

## Addendum No. I

Issued March 26, 2019

This is an addendum to the NC Quick Pass® and NC Ferry Customer Service Operations Request for Proposals (RFP) offered by the North Carolina Turnpike Authority. The Table of Contents and page numbering have been updated for ease of reference.

- I. An updated RFP has been attached, under separate cover, with redline changes. The following sections have been revised:
  - a. RFP cover page
  - b. Part I, Section 3.1, Table 3-1: NC Quick Pass and Ferry Customer Service Operations RFP Procurement Schedule
  - c. Part I, Section 3.2, Implementation Schedule, Table 3-2: Key Implementation Date

### I.a. RFP cover page

Replace Qualification Package Due Date ~~April 16, 2019~~ with April 30, 2019.

### I.b. Part I, Section 3.1, Table 3-1: NC Quick Pass and Ferry Customer Service Operations RFP Procurement Schedule

<b>PROCUREMENT SCHEDULE</b>	
(The NCTA reserves the right to modify the schedule at any time and for any reason.)	
RFP Issued	March 4, 2019
Mandatory Pre-Proposal Scope of Services Meeting	March 12, 2019 (10:00 a.m. to 12:00 p.m. ET)
Optional NC Quick Pass Customer Service Center Tour	March 12, 2019 (1:30 p.m. to 3:00 p.m. ET)
Proposer Questions Due	March 19, 2019 (4:00 p.m. ET)
NCTA Inquiry Responses and Addendum (if required) Issued	<del>March 26, 2019</del> April 9, 2019

<b>PROCUREMENT SCHEDULE</b>	
(The NCTA reserves the right to modify the schedule at any time and for any reason.)	
Qualification Packages Due	<del>April 16, 2019</del> April 30, 2019 (4:00 p.m. ET)
Short-list Notification	<del>May 7, 2019</del> May 21, 2019
Response to RFP Proposer Materials Due (Short-listed Proposer's Only):	<b>(All Times 4:00 p.m. ET)</b>
Operations Transition	<del>June 4, 2019</del> June 18, 2019
Ongoing Operations	<del>July 9, 2019</del> July 23, 2019
Organizational Management	<del>July 9, 2019</del> July 23, 2019
Price Proposals Due (Short-listed Proposer's Only)	<del>July 9, 2019</del> July 23, 2019 (4:00 p.m. ET)
Final Contractor Selection	<del>August 6, 2019</del> August 20, 2019

**Table 3-2: NC Quick Pass and Ferry Customer Service Operations RFP Procurement Schedule**

**I.c. Part I, Section 3.2, Implementation Schedule, Table 3-2: Key Implementation Date**

Milestone	Start Date	End Date
Notice to Proceed		<del>August 6, 2019</del> August 20, 2019
Operations Implementation Phase	<del>September 1, 2019</del> September 16, 2019	<del>November 30, 2019</del> December 14, 2019
BOS Go-live		<del>December 1, 2019</del> December 15, 2019
On-Going Operations Phase	<del>December 1, 2019</del> December 15, 2019	<del>November 30, 2024</del> December 14, 2024

**Table 3-3: Key Implementation Dates**

All other terms, conditions and requirements of the original RFP dated March 4, 2019, remain unchanged.