

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

## Addendum No. 3

Issued April 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.

**Prospective Respondents: You are hereby notified of the following information in regard to the referenced RFP:**

- 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 Administrative, Section I, Notice of Request for Proposals
  - c. Part I Administrative, Section I.7, Contact Person
  - d. Part I Administrative, Section 3.1, Table 3-1: NC Quick Pass and Ferry Customer Service Operations RFP Procurement Schedule
  - e. Part I Administrative, Section 3.2, Implementation Schedule, Table 3-2: Key Implementation Date

**I.a. RFP cover page has been modified as follows:**

Replace Qualification Package Due Date ~~April 30, 2019~~ May 7, 2019 | 4:00 p.m. Local

**I.b. Part I Administrative, Section I, Notice of Request for Proposals, Contact Person has been modified as follows:**

CONTACT PERSON: ~~Ms. Angela Queenland~~ Mr. Andy Lelewski, P.E.

**I.c. Part I Administrative, Section I.7 Contact Person has been modified as follows:**

~~Ms. Angela Queenland~~ Mr. Andy Lelewski is NCTA's ~~Manager of Customer~~ Director of Toll Operations, and the contact person on this RFP. Any questions in regard to this RFP shall be directed in writing to ~~Ms. Queenland~~ Mr. Lelewski by email at [CSCOperationsRFP@ncdot.gov](mailto:CSCOperationsRFP@ncdot.gov).

I.d. Part I, Section 3.1, Table 3-1: NC Quick Pass and Ferry Customer Service Operations RFP Procurement Schedule has been modified as follows:

<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	April 9, 2019
Qualification Packages Due	<del>April 30, 2019</del> <u>May 7, 2019</u> (4:00 p.m. ET)
Short-list Notification	<del>May 21, 2019</del> <u>June 4, 2019</u>
<u>BOS Demonstration and CSC Tour (Short-listed Proposer's Only)</u>	<u>June 11 and 12, 2019</u>
<u>Proposer Questions Due (Short-listed Proposer's Only)</u>	<u>June 14, 2019</u> (4:00 p.m. ET)
<u>NCTA Inquiry Responses and Addendum (if required) Issued (Short-list Proposer's Only)</u>	<u>June 28, 2019</u>
Response to RFP Proposer Materials Due (Short-listed Proposer's Only):	(All Times 4:00 p.m. ET)
Operations Transition	<del>June 18, 2019</del> <u>July 16, 2019</u>
Ongoing Operations	<del>July 23, 2019</del> August 20, 2019
Organizational Management	<del>July 23, 2019</del> August 20, 2019
Price Proposals Due (Short-listed Proposer's Only)	<del>July 23, 2019</del> August 20, 2019 (4:00 p.m. ET)
Final Contractor Selection	<del>August 20, 2019</del> September 17, 2019

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

I.e. Part I, Section 3.2, Implementation Schedule, Table 3-2: Key Implementation Date has been modified as follows:

Milestone	<u>Anticipated</u> Start Date	<u>Anticipated</u> End Date
Notice to Proceed		<del>August 20, 2019</del> <u>TBD</u>
Operations Implementation Phase	<del>September 16, 2019</del> <u>TBD</u>	<del>December 14, 2019</del> <u>January 18, 2020</u>
BOS Go-live		<del>December 15, 2019</del> <u>January 19, 2020</u>
On-Going Operations Phase	<del>December 15, 2019</del> <u>January 19, 2020</u>	<del>December 14, 2024</del> <u>January 18, 2025</u>

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

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