

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

Addendum No. 4

Issued June 3, 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 3.1, Table 3-1: NC Quick Pass and Ferry Customer Service Operations RFP Procurement Schedule
 - c. Part I Administrative, Section 3.2, Implementation Schedule, Table 3-2: Key Implementation Dates

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

Replace Updated through ~~Addendum 3 (April 26, 2019)~~ Addendum 4 (June 3, 2019)

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

PROCUREMENT SCHEDULE	
(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	May 7, 2019 (4:00 p.m. ET)
<u>Oral Presentations and Interviews</u>	<u>Week of June 24, 2019</u>
Short-list Notification	June 4, 2019 July 2, 2019

PROCUREMENT SCHEDULE	
(The NCTA reserves the right to modify the schedule at any time and for any reason.)	
BOS Demonstration and CSC Tour (Short-listed Proposer's Only)	June 11 and 12, 2019 <u>July 9 and 10, 2019</u>
Proposer Questions Due (Short-listed Proposer's Only)	June 14, 2019 <u>July 12, 2019</u> (4:00 p.m. ET)
NCTA Inquiry Responses and Addendum (if required) Issued (Short-list Proposer's Only)	June 28, 2019 <u>July 26, 2019</u>
Response to RFP Proposer Materials Due (Short-listed Proposer's Only):	(All Times 4:00 p.m. ET)
Operations Transition	July 16, 2019 <u>August 13, 2019</u>
Ongoing Operations	August 20, 2019 <u>September 17, 2019</u>
Organizational Management	August 20, 2019 <u>September 17, 2019</u>
Price Proposals Due (Short-listed Proposer's Only)	August 20, 2019 <u>September 17, 2019</u> (4:00 p.m. ET)
Final Contractor Selection	September 17, 2019 <u>October 15, 2019</u>

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 Dates has been modified as follows:

Milestone	Anticipated Start Date	Anticipated End Date
Notice to Proceed		TBD
Operations Implementation Phase	TBD	January 18, 2020 <u>March 7, 2020</u>
BOS Go-live		January 19, 2020 <u>March 8, 2020</u>
On-Going Operations Phase	January 19, 2020 <u>March 8, 2020</u>	January 18, 2025 <u>March 7, 2025</u>

Table 3-3: Key Implementation Dates

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