

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

## Addendum No. 5

Issued July 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. Note that all changes are reflected as redlines.

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

- Section A - Official log of Proposers' questions and NCTA's responses
- Section B - Official revisions to the NC Quick Pass and NC Ferry Customer Service Operations RFP

All other terms, conditions and requirements of the original RFP dated March 4, 2019 remain unchanged unless modified by this addendum, or previous addenda to this RFP.

Section A – Official Log of Proposers’ Questions and NCTA’s Responses

#	Page	Section	Section Title	Proposer Question	NCTA Response
1.		Presentation	Scoring	How will you score price and relate back to technical to quantify value? Not formulaic?	This is a best value procurement. See Part I, Section 7.4.
2.		Presentation		Can you describe the scenarios that will be used for the pricing evaluation?	NCTA will use one or more sample scenarios to provide realistic volumes applied against Proposer pricing. All Proposers will be subject to the same scenario.
3.		Presentation		How will the pricing of roadway growth be included in the pricing or will that be phased in later?	Fixed Priced items: NCTA and the Contractor will evaluate impacts of new roadway openings. Unit Priced Items: Volume ranges have been established for scalability and include program growth, spikes in volume and growth for new roadways.
4.		Presentation		Facility wise, such as equipment, how is that going to be addressed or accounted for during growth? Such as seats in the facility, computers, etc.	The technology supplied by NCTA is provided through the BOS contract. The Operations Center was built out with capacity for growth. This contract allows for innovation and NCTA does not have a desired to build out another facility. See Part III, Section 4.4.I, Requirement 416.
5.		Presentation		How much access will the contractor have to make changes to ring central IVR?	This process is still under design. NCTA, the Contractor and the BOS contractor will work collaboratively to provide maintenance to the IVR throughout Ongoing Operations.
6.		Presentation		Has the handle time KPI taken into consideration the new system?	Yes.

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7.		Presentation		Were there case studies or time studies done on the various cases?	Yes.
8.		Presentation		Does NCTA own the merchant ID?	Yes.
9.		Presentation		How are charge backs and NSF handled, is it a collaborative process?	Yes. It is a collaborative process between the Contractor and NCDOT Finance. Charge-backs and NSF are received by NCDOT Finance and forwarded to the Contractor for research and processing.
10.		Presentation		In terms of the audits, how are those captured in the pricing components? Will it be part of the fixed fees?	SOC I is required through the RFP and the others are part of support. The SOC I is a pass-through cost. The other audits will be part of the financial management function. See Part III, Sections 4.3.7 and 4.3.8.
11.		Presentation		Tokenization - Any qualitative evidence that people are comfortable being transferred to someone else to provide a credit card number?	This functionality is still under design.
12.		Presentation		Are there knowledge checks included in the TransCore training module times provided?	Yes.
13.		Presentation		If they don’t get 80% the first time, how many times will they have the chance to rescore?	This should be part of the Proposer’s Staffing and Training Plan.
14.		Presentation		Work from home agents – how open is NCTA to the concept?	Proposers shall assume that all call agents will work at the Morrisville Operation Center. With program

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					growth, NCTA would be open to the concept.
15.		Presentation		On your back-office self-service options, such as apple pay, google pay and MoneyGram, can you elaborate on those?	They are allowable options for customers who prefer these payment channels and they are supported by the BOS. This feature is still in design however it is expected that Customers will be able to go into a retail location for example, and make a payment through MoneyGram or similar cash payment network and that payment will come into the BOS. Apple pay and google pay will act like a credit card payment processed through the BOS.
16.		Presentation		Was PayPal considered?	Yes.
17.		Presentation		Transition training - is it part of the lump sum or something else?	The initial training is to take place during the Implementation Phase and costs associated with initial training should be included in the Proposer’s Lump Sum price for that phase.
18.		Presentation		How responsive is the BOS system with regard to inputs?	Real time.
19.		Presentation		Do you have a sense, NCTA, if the current operator staff will be able to transition to the new operator? Will AECOM’s current staff be made available for the new operator coming in?	NCTA would like the Contractor to be able to hire quality staff from the existing contractor.

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20.		Presentation		In working with TransCore, do you have an idea what that transition training time will look like?	At this time it appears that initial training may last approximately 3-4 days for trainees with previous toll operations experience.
21.		Presentation		Train-the-trainer, would AECOM provide side-by-side options for training? Not necessarily to learn the current system, but listen to calls? Recorded calls?	A. No. B. The Contractor will be provided on-site access to live and recorded calls.
22.		Presentation		All training, I’m assuming, is person to person, no module training?	Correct, in-person training however there will also be modules available for re-training/refresher training on one’s own.
23.		Presentation		Have you seen the BOS training yet since there is a new way of training these days?	We have seen preliminary designs and from what NCTA has observed so far it appears immersive and comprehensive.
24.		Presentation		You mentioned that TransCore is still in the design phase, what is your confidence that they’ll be ready for the Go-Live date?	Very confident. NCTA will inform Proposers via an addendum if there is a schedule change.
25.		Presentation		The new BOS, is it being hosted in the cloud or is it a shared service with other toll roads using it?	It is not shared, it is 100% dedicated to NCTA.
26.		Presentation		You mentioned scrum and agile development, is TransCore committed to doing that through the life of the contract and after Go-live?	Yes, they are performing 6-week sprints right now and it is anticipated they will continue this approach throughout the Contract as necessary.

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27.		Presentation		Do you envision the vendor partnering with BOS during remaining sprint tasks?	The BOS design and development will be materially complete at the time of the award of this Contract.
28.		Presentation		Will we be involved with SIT and UAT?	Yes, it is expected the Contractor will participate in these tests.
29.		Morrisville Site Visit		What are the workstations that are AECOM’s (the Contractor’s) used for?	These are internal for the existing contractor. They are for e-mail, NCTA and internal to contractor. Contractor must provide these workstations.
30.		Morrisville Site Visit		Can you confirm the counts of seats: 79 new call center seats – 5 are expanded workstations for supervisors, 35 in the old call center, and 13 in training.	Yes, these are correct.
31.		Morrisville Site Visit		Production space – Is this open to Contractor to reconfigure?	Yes, Contractor would work with NCTA for any approved changes.
32.		Morrisville Site Visit		Is the QA/QC work done in Morrisville?	Yes, production QA/QC work is performed in Morrisville however QA/QC activities take place at all locations.
33.		Morrisville Site Visit		Parking? Its ok to park on the street?	Yes.
34.		Morrisville Site Visit		Are the employees at the CSCs cross-trained for the phones and walk-in work?	Yes, they are cross-trained.

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35.		Morrisville Site Visit		What were the large boxes?	Transponders; need to be stored where they are not exposed to elements.
36.		Morrisville Site Visit		Production related to escalations (violators). What are the processes related to that?	Escalations will be processed through the BOS in accordance with the business policies and will be documented in the SOPs.
37.		Morrisville Site Visit		Is there a UPS and Generator?	Yes.
38.		Morrisville Site Visit		Is whoever gets the contract, do they maintain the UPS and generator?	Yes. Repairs and preventative maintenance costs are invoiced as a pass-through cost to NCTA.
39.		Morrisville Site Visit		Any enforcement reciprocity between states for collections?	Not currently.
40.		Morrisville Site Visit		What do you do with an out-of-state non-payor?	These are sent to collections.
41.		Morrisville Site Visit		HOV enforcement – What is done for HOV enforcement now?	This is the responsibility of the concessionaire (I-77) and they use highway patrol via an MOU.
42.		Morrisville Site Visit		Other than desktop tech, is there any other technology housed in Morrisville or will it all be networked in from Cloud?	All connectivity is from the cloud – only some network switches are maintained at Morrisville.
43.		Monroe and Charlotte CSC Site Visits		Was there cash handling in Monroe?	Yes.

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44.		Monroe and Charlotte CSC Site Visits		Fleet and commercial person is in Monroe, any particular reason?	No. It is the Contractor’s responsibility to work with NCTA to determine where this and other operational functions will be performed.
45.		Monroe and Charlotte CSC Site Visits		Does the RFP provide historical data?	The link has been updated. Part I, Section 1.3.6. has been modified. See Addendum 5.
46.			Pricing Concepts	When will the Price Sheets be made available?	Exhibit C has been provided in Excel format. Exhibit A Payment Schedule and Exhibit B Price Proposal Instructions have been included in Exhibit C. See Addendum 5.
47.			Pricing Concepts	Will there be an additional Q&A period specific to the Price Sheets once they are made available?	Yes. Part I, Section 3.1, Table 3-1 has been modified. See Addendum 5.
48.			Pricing Concepts	The Pricing Concept presentation seemed to indicate that items such as phone calls, web interactions, and chats would drive invoicing for the selected vendor. WSP believes that a pricing structure like this removes significant incentive to create an educated customer base, to provide quality customer service, and to innovate to increase self-service opportunities. WSP would like to propose an alternate pricing structure where the unit priced elements are better aligned with the goals of the Authority. What method should we	To ensure the integrity of the evaluation process, Proposers are required to complete the pricing sheets as outlined in the RFP and in the pricing sheet instructions.



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				utilize to submit such a pricing structure?	
49.			BOS Overview	During the BOS Overview presentation, it was noted that TransCore is using Agile development with 6-week sprints. What Agile/sprint tool is TransCore using for sprint administration? Having this information in advance will allow WSP to quickly participate in the existing TransCore sprint processes.	The sprint process and associated development will be complete prior to execution of the Operations contract.
50.			BOS Overview	Can NCTA provide a network diagram or schematic of the new environment to assist in understanding connectivity and system configuration, including the impact on PCI, remote/at home work, and security associated with company or other email?	BOS system design details will not be shared at this time. Should NCTA adopt a work at home model in the future necessary accommodations will be made.
51.			BOS Overview	Does the BOS provide a knowledge management system (KMS)?	The BOS has tools which provides navigation of the system. For example, a CSR can click on the question mark which displays information related to that field. In addition, soft copies of the training materials and an operations manual will be provided to the Contractor that details BOS navigation.
52.			Ferry Operations	How is the Ferry reservation system integrated into workstations and accessed by CSRs? Do all CSRs take calls for ferry reservations or just a limited team? Do ferry CSRs work from home on holidays and weekends	<p>A. The Ferry reservation system is a web-based application on the desktop/workstation.</p> <p>B. It is the responsibility of the Contractor to determine how to</p>

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				to provide service or are they required to come into the office?	assign workload for Ferry Reservations. C. Ferry CSRs work from the Morrisville operations center.
53.			Remote CSCs	At both the Monroe and Charlotte CSCs, is the current contractor performing onsite QA/QC of staff and processes? If not, how is the staff work at these locations evaluated for quality?	The current QA/QC process is not relevant.
54.			All CSCs	Are all furniture, fixtures, and equipment in the various storefronts staying in place or will some be removed when the current contract ends?	All furniture/furnishings are owned by NCTA, with the exception of the chairs and greeter station at the I-77 CSC.
55.			All CSCs	How are transponders sent to the remote CSCs in Monroe and Charlotte?	Contractor is responsible for transferring inventory between locations according to approved SOPs. See Part III, Section 4.3.2.13, Requirement 296.
56.			All CSCs	Can NCTA provide facility layout diagrams for each location, including any plans for the additional 3,000 sq. ft or any additional reconfiguration plans?	The facility layouts will be directly provided to the short-listed Proposers. The 3,000 SF space is not currently under lease by NCTA and no determination has been made regarding the final use of this space.
57.			All CSCs	Since CSRs are not allowed to use email at their desks, does the BOS provide some type of agent communication module?	No.

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58.				Will NCTA please provide average tenure and salary information for the current staff?	The tenure and rate at which the current contractor pays its CSRs is not known to NCTA.
59.				How many lockers are located in the Morrisville contact center?	There are 132 lockers located at the Morrisville operations center.
60.				What are the PCI requirements for cell phones as it relates to managers and above?	It is a requirement of the Contractor to know, implement, and follow all PCI compliance protocols.
61.				Do we have statistics on usage of the iPads in the Walk in Centers?	No.
62.				Warren Cooksey was noted as being the “Outreach Director” in the Charlotte location with an office there and was confirmed as an NCTA employee. Would you please elaborate on Mr. Cooksey’s role and interaction with the day to day operation?	Mr. Cooksey has no interaction with the day-to-day CSC operation.
63.				Does the transfer for Credit Card input impact Handle Time? a. Is the call released at that point or does the customer come back to the same agent? b. If not released, is that captured in Hold Time or overall Handle Time? i. If it is captured how is or will that be accounted for in AHT KPI.	This functionality is still under design, but it is anticipated the credit card input process will be time-neutral, as compared to current operations. A. It is expected the call will return to the agent. The agent will wait until the caller returns, it is expected agents will be documenting notes and performing other after-call activities. B. The time is captured as hold time.

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64.				The “Question and Answers” period ends Friday, July 12 4:00 p.m. (ET). What is the follow-up process/procedure if we have questions after the pricing sheets are released?	A Question and Answer period for Pricing Forms has been added to the schedule.  Part I, Section 3.1, Table 3-1 has been modified. See Addendum 5.
65.	21 of 29	6.1.2	Part I-Administration	Are we required to submit the Transition Plan, Project Management Plan, Quality Management Plan, and Staffing and Training Plan as part of our response in addition to the questions required for each plan as noted in Part III- Scope of Work Requirements or may we submit these plans as attachments? Will these plans be counted towards the required page count if we are allowed to submit them as separate attachments?	See Part I, Section 6.1.2.
66.	146 of 152	KPI–Staffing CC4 CC5	Section B – Official Revisions to the NC Quick Pass and NC Ferry Customer Service Operations RFP	Could you please clarify the definition of Call Center Staffing not maintained?  It appears to mean phone lines not open due to 0 staff available? Or is there another metric not described?	CC5 – A and CC5 – B means phone lines not open due to no staff logged in to take calls.
67.	150 of 152	KPI– CSI Customer Service Center Walk-In	Section B – Official Revisions to the NC Quick Pass and NC Ferry Customer	It indicates Self-Reported - are their current measurement tools in place that would be available for usage?	A. No.  B. Not at this time.

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		Response Time (at window)	Service Operations RFP	If no, Does NCTA foresee a need for a measurement system as part of the solution?	
68.	Page 48 of 75	4.3.6	Part III- Scope of Work Requirements	<p><b>Ferry Support:</b> Are there any policy constraints that would prevent cross training of Agents to handle both Toll and Ferry reservation calls?</p> <p>Are there any BOS or Phone System constraints to cross training of Agents to handle both Toll and Ferry reservation calls?</p>	<p>A. No.</p> <p>B. No.</p>
69.	Page 48 of 75	4.3.6	Part III – Scope of Work Requirements	<p><b>Fare Payment Processing:</b> Are there any policy constraints that would prevent cross training of Agents to handle both Toll and Ferry reservation calls?</p> <p>Are there any BOS or Phone System constraints to cross training of Agents to handle both Toll and Ferry reservation calls?</p>	<p>A. No.</p> <p>B. No.</p>
70.	Page 59 of 75	4.4.9	Facility Security Requirements	Who has access to the security camera footage?	Approved NCTA staff and consultants, along with approved Contractor management have access to security camera footage.
71.	Page 4 of 75	2.3.18	Staffing Requirements	<p>Who provides the NCTA-Approved uniform shirt?</p> <p>What is the cost of the shirt?</p>	A. The NCTA-approved uniform shirt is provided by the Contractor and the cost of the uniform is invoiced as a pass-through cost to NCTA.

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					B. The cost varies. This information will not be made available.
72.	Page 13 of 24	3.3	Personnel	Please provide detailed information in regard to sick and/or personal paid time.	The benefits offered by the current contractor is not known to NCTA.
73.	20 of 29	6	Operational Concept Package Phase	During the Transition Plan and Ongoing Operations interview phases, who can we bring to the meeting?	For the Transition Plan interview the Proposers shall bring staff necessary to address any questions NCTA may have. For the Ongoing Operations interview the Proposers shall, at a minimum, bring the six (6) proposed key personnel identified in the submittals.
74.		Tour	Tour	Is there a plan for the 3000 square feet of unused space? If so, what is it?	The 3,000 SF space is not currently under lease by NCTA and no determination has been made regarding the final use of this space.
75.				What is the current cell phone policy at all CSC locations? Does NCTA have any requirements around this?	It is a requirement of the Contractor to know, implement, and follow all PCI compliance protocols.
76.	Page 13 of 24	3.3	Personnel	Are there part-time employees at each location, and will part-time employees be calculated for the minimum employment requirements for each location?	Staffing minimums at the CSCs can be made up of part-time and full-time staff as long as the staffing requirements are maintained.
77.	4 of 29	1.3.4	NC Quick Pass Operations Center	If the Morrisville site goes down (not due to a disaster), can calls be routed to satellite locations for a short amount of time?	See Part II, Section 2.5.7

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78.	Page 10 of 75	2.5.5	Transition Plan	What specific job roles are in the Morrisville call center today and can we have a brief description of each one?	This information will not be made available.
79.	Page 13 of 24	3.3	Personnel	Would it be possible to get the average pay rate for each role?	The rate at which the current contractor pays its CSRs is not known to NCTA.
80.	Page 13 of 24	3.3	Personnel	What is the starting pay for each role? And average pay rate?	The rate at which the current contractor pays its CSRs is not known to NCTA.
81.	Page 13 of 24	3.3	Personnel	Is there an incentive/bonus program? If so, can we get the current provider’s average incentive/bonus for each role?	This information will not be made available.
82.	Page 13 of 24	3.3	Personnel	What is the average tenure for each role?	The average tenure of the current contractor staff is not known to NCTA.
83.	Page 13 of 24	3.3	Personnel	What is the average monthly attrition for the last 12 months?	This information will not be made available.
84.	Page 13 of 24	3.3	Personnel	What is the current vacation structure?	The benefits offered by the current contractor is not known to NCTA.
85.	Page 13 of 24	3.3	Personnel	Can we get a summary of all the benefits offered today? Including type, cost, coverage and providers?	The benefits offered by the current contractor is not known to NCTA.
86.	Page 35 of 75	4.2	Operations Contractor Provision of	Who maintains the iPad equipment?	The Contractor maintains these and any repairs or replacements are

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			Hardware and Software		invoiced as a pass-through cost to NCTA.  Appendix I has been modified. See Addendum 5.
87.				Is there a forecast for when the new CSCs (walk-in sites) will open?	It has not been determined that future CSCs will be opened in conjunction with the roadway openings under development, currently scheduled for 2023, 2024 and 2025. Work to establish additional CSCs, if any, will be treated as a combination of additional Work and a pass-through cost and/or negotiated as a Change Order,
88.		Tour	Tour	Where in the Morrisville location were the QA and Workforce Management located? Do they have a dedicated area?	The QA/QC group currently resides in the former call center area. Currently there is not a workforce management team. Workspaces around the facility are not required to have dedicated areas.
89.				How many empty seats are in the Morrisville contact center today?	There are currently 127 contact center seats at the Morrisville location and the number of empty seats fluctuates.
90.	Page 5 of 29	1.5	NC Quick Pass Back Office System Technology	What is the SLA uptime from TransCore to NCTA? (99.9%, 99.95 or 99.99% uptime)	BOS contract system performance standards are as follows: <ul style="list-style-type: none"> <li>• Back office system availability – 99.98%</li> <li>• Telephony / IVR system availability – 99.95%</li> </ul>



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					<ul style="list-style-type: none"> <li>• Mobile application availability – 99.9%</li> <li>• D. Web application portal availability – 99.9%</li> </ul>
91.	Page 35 of 75	4.2	Operations Contractor Provision of Hardware and Software	<p>Who is responsible for the design, order, install, monitoring and management of the Internet Connectivity between the CSCs and Call Center and TransCore/Ring Central?</p> <ul style="list-style-type: none"> <li>• Is NCTA responsible for all interconnectivity between CSCs, NCTA Data Center, etc.?</li> <li>• If yes, will that change when migrating to the new technology solution?</li> <li>• If the vendor is responsible, will NCTA provide details on interconnectivity at each location (i.e. router type, bandwidth, redundancy &amp; diversity standards, last mile carrier, circuit provider)?</li> </ul>	<p>The BOS contractor.</p> <p>A. Yes.</p> <p>B. No.</p> <p>C. N/A.</p>
92.	Page 5 of 29	1.5	NC Quick Pass Back Office System Technology	<p>During the July 9th tour of the Morrisville CSC, NCTA stated that NCTA was to provide all CSR/CSC PCs with MS Office (not Outlook).</p> <ul style="list-style-type: none"> <li>• Will MS office be installed on the incumbent’s PCs or will MS Office only be installed for the</li> </ul>	<p>NCTA will not provide any software for use on Contractor-provided computers. MS Office (less Outlook) will be installed on all BOS contractor provided / maintained computers. Training computers will be provided by NCTA.</p>

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				<p>PCs supporting the new TransCore solution?</p> <ul style="list-style-type: none"> <li>For system integration testing, user acceptance testing and migration, will NCTA purchase new PCs to accommodate training on the new Transcore /RingCentral Systems in addition to new PCs for the Production floor so both the legacy solution and the new solution can run in parallel?</li> </ul>	
93.	Page 54 of 75	4.4.1	General Facility Management Requirements	Who is responsible for acquisition and administration of the Windows Operating Systems, MS applications, 3 <sup>rd</sup> party software, updates, patching, antivirus, malware, etc on the CSR/CSC PCs that reside on the NCTA network?	NCTA and / or its BOS contractor.
94.	Page 25 of 75	2.8	Pass-through Costs	Who is responsible for developing the legacy and new PC image for the CSR/CSC PCs?	NCTA and / or its BOS contractor.
95.	Page 23 of 75	2.6	Telephony/IVR System Requirements	<p>Does Ring Central offer an Administration PBX capabilities for non-call center, inter-office, communications?</p> <ul style="list-style-type: none"> <li>If yes, will all administrative personnel (non CSR) use a softphone or does NCTA envision the use of hardphones in common areas (i.e. conference rooms, breakrooms, guest offices, etc.)?</li> </ul>	Yes. In general, soft phones will only be used by CSRs. Administrative and conference phones will be provided and configured by NCTA as required.

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				<ul style="list-style-type: none"> <li>If Ring Central does not offer Admin PBX capabilities, will NCTA provide the administration PBX or is that the responsibility of the vendor?</li> </ul>	
96.	Page 36 of 74	4.3.1	General Operational Requirements	<p>Does NCTA provide public internet, Wi-Fi, access for CSC customers at any of the walk-in centers currently?</p> <ul style="list-style-type: none"> <li>If yes, who is responsible for the design, purchase, installation and management of the public Wi-Fi technology, NCTA or the vendor?</li> <li>If the vendor, can NCTA share the State’s Security Requirements for public Wi-Fi access?</li> </ul>	No public internet Wi-fi access is provided at the Customer Service Centers.
97.	Page 21 of 75	2.5.14	Facility Management Plan	<p>Regarding the building UPS system in Morrisville, how old are the current batteries?</p> <ul style="list-style-type: none"> <li>Can NCTA share Lifecycle standards for the UPS (i.e. how many years before NCTA requires the batteries to be changed)?</li> </ul>	NCTA is in the process of replacing the batteries within the UPS units. The batteries will be relatively new upon Contractor NTP.
98.	Page 21 of 75	2.5.14	Facility Management Plan	<p>Do any of the other CSCs have building UPS systems?</p> <ul style="list-style-type: none"> <li>If yes, what are the specific locations and how old are the UPS batteries?</li> </ul>	Yes. The Monroe and I-77 facilities have UPS maintained by the BOS contractor.

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99.	Page 58 of 75	4.4.6	Electrical Maintenance	<p>Regarding the building generator in Morrisville, how old is the generator?</p> <ul style="list-style-type: none"> <li>• What is the current number “run hours” on the generator?</li> <li>• Is the Generator natural gas or diesel?</li> <li>• Is there any current requirement for a generator replacement in the next 3-years?</li> <li>• Does any other CSC have building generator?</li> </ul>	<p>A. 18 ½ years old                      B. ~275 hrs.                      C. Diesel                      D. No                      E. Yes. In Charlotte there is a generator maintained by I-77 Mobility Partners.</p>
100.	Page 13 of 24	3.3	Personnel	<p>Will the furniture, paintings, TV (displays), microwaves, refrigerators, breakroom table and chairs, conference table and chairs, conference phones, wireless Access points, security access control system, CCTV system, etc., remain after the incumbent separates from NCTA or will the new vendor be required to furnish each CSC?</p>	<p>All furniture/furnishings are owned by NCTA including breakroom furnishings and appliances. Regarding wireless access points, see Part III, Requirement 220.</p>
101.	Page 41 of 75	4.3.2.11	Case Management	<p>Before pricing submittals are required, will NCTA provide an existing network topography diagram of the current network environment and label what is managed by NCTA, Mobility Partner and Vendor?</p>	<p>This information will not be made available.</p>
102.	Page 35 of 75	4.2	Operations Contractor Provision of	<p>Before next pricing submittals are required, will NCTA provide a new, proposed, network topography</p>	<p>Network design details will not be provided. NCTA and / or its BOS contractor provides and maintains all</p>

Section A – Official Log of Proposers’ Questions and NCTA’s Responses

#	Page	Section	Section Title	Proposer Question	NCTA Response
			Hardware and Software	diagram of future network design, including TransCore and Ring Central, and label what is managed by NCTA, Mobility Partner and Vendor?	network infrastructure necessary to operate the BOS and the associated telephony solution. Regarding the Contractor’s responsibilities for Facility and Security Access networks, see Addendum 2, Part III, Section 4.4.10, Requirement 471.
103.	Page 13 of 24	3.3	Personnel	For the most successful transition, from one vendor to another, it would help to know the tenure, hourly rate, vacation days accrued, sick days accrued, etc., for the existing employees with the incumbent vendor. Can you please supply a listing of employees by employee number with any pertinent employee-level detail?	The rate at which the current contractor pays its CSRs and associated benefits is not known to NCTA.
104.	Page 13 of 24	3.3	Personnel	Please provide information regarding retention programs.	This information will not be made available.
105.	Page 13 of 24	3.3	Personnel	Please provide information regarding recruiting (top sources and reasonable recruiting area).	This information will not be made available.
106.	Page 13 of 24	3.3	Personnel	Please provide information regarding employee referral programs.	This information will not be made available.

Section B – Official Revisions to the NC Quick Pass and NC Ferry Customer Service Operations RFP

**REVISIONS: Following are the revisions to the RFP documents for Addendum 5:**

- 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 1.3.6, Existing Toll Facilities
  - c. Part I Administrative, Section 3.1, Table 3-1: NC Quick Pass and Ferry Customer Service Operations RFP Procurement Schedule
  - d. Exhibits, Exhibit A – Payment Schedule and Exhibit B – Price Proposal Instructions
  - e. Exhibits, Exhibit C – Pricing Forms

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

Replace Updated through ~~Addendum 4 (June 3, 2019)~~ Addendum 5 (July 26, 2019)

**I.b. Part I Administrative, Section 1.3.6, Existing Toll Facilities, 2nd paragraph has been modified as follows:**

Quarterly NCTA Operations Statistics reports are located on the NCTA website: <https://www.ncdot.gov/divisions/turnpike/turnpike-projects/Pages/operations-statistics-reports.aspx>~~https://www.ncdot.gov/divisions/turnpike/investor/Pages/triangle-expressway.aspx~~. The reports include data related to traffic volumes, toll system, and roadway operations and maintenance.

**I.c. 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	May 7, 2019 (4:00 p.m. ET)
Oral Presentations and Interviews	Week of June 24, 2019
Short-list Notification	July 2, 2019

Section B – Official Revisions to the NC Quick Pass and NC Ferry Customer Service Operations RFP

<b>PROCUREMENT SCHEDULE</b>	
(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)	July 9 and 10, 2019
Proposer Questions Due (Short-listed Proposer’s Only)	July 12, 2019 (4:00 p.m. ET)
NCTA Inquiry Responses and Addendum (if required) Issued (Short-list Proposer’s Only)	July 26, 2019
<u>Proposer Questions to Exhibit C Pricing Forms Due (Short-listed Proposer’s Only)</u>	<u>August 2, 2019</u> <u>(4:00 p.m. ET)</u>
<u>NCTA Inquiry Responses and Addendum (if required) Issued (Short-listed Proposer’s Only)</u>	<u>August 9, 2019</u>
Response to RFP Proposer Materials Due (Short-listed Proposer’s Only): Operations Transition Ongoing Operations Organizational Management	(All Times 4:00 p.m. ET) August 13, 2019 September 17, 2019 September 17, 2019
Price Proposals Due (Short-listed Proposer’s Only)	September 17, 2019 (4:00 p.m. ET)
Final Contractor Selection	October 15, 2019

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

**I.d. Exhibits, Exhibit A – Payment Schedule and Exhibit B – Price Proposal Instructions, have been incorporated as part of Exhibit C – Pricing Forms.**

**I.e. Exhibits, Exhibit C – Pricing Forms has been provided in Excel format.**