

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

Addendum No. 6

Issued August 9, 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. Note that all changes are reflected as redlines. The Table of Contents and page numbering have been updated for ease of reference and not shown in redline.

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.		Tab D	Call Center Productive Hour	Would NCTA consider including time spent coaching in this calculation?	No. The productive hour shall consist of customer inbound and outbound call talk time, hold time, after-call work time, and outbound ring time. This data is provided directly from the phone system reports.
2.		Tab D	Quality Reviews	Would NCTA provide samples of the letters to assist in determining the level of effort associated with the required reviews?	Sample letters will be directly provided to the short-listed Proposers.
3.		Tab F	Part B	Is NCTA looking for just the OT and Holiday differential amount (typically .5) or the full rate (typically 1.5)?	Proposers should provide the percentage that should be multiplied by the straight rate in order to arrive at the holiday or overtime rate. For example, 150% equates to time and a half, 200% equates to double the straight time.
4.		Tab D	Web and Correspondence Case	Would NCTA provide the volumes of Level 2 cases since road opening in July?	161 Level 2 cases have been received.
5.		Tab C	Ongoing Ops – Fixed Fees	1) Please confirm that the fixed fees in Tab C will be exclusive of the variable unit rates as to be proposed in Tabs D,E,F and that unit rates, as experienced monthly, will be added to the annual fixed fee (divided by 12 for monthly invoice) to result in the total costs invoiced monthly.	Confirmed.
6.		Tab D	Ongoing Ops Unit Costs	1) What are the average transaction times, or average handling times, for each of the unit pricing components?	Current averages may have no relation to performance under the new Contract due to implementation

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				<p>(This question refers to actual time required to process rather than KPIs.)</p> <ul style="list-style-type: none"> - Walk-In customers – What is the average time to serve these customers at the CSC windows? - Call Center – What is the AHT (talk, hold, wrap time) by call type? - What is the anticipated time to conduct an acceptable Quality Review of mail items? - What is the average time to complete Web cases? - What is the average time to complete Correspondence cases? - What is the average time for processing Transponder Fulfillment orders? 	of the new BOS. No additional information will be provided as part of this procurement.
7.		Tab D	Ongoing Ops Unit Costs	What is the target/anticipated Occupancy metric for the Call Center, with Occupancy defined as AHT (Average Handle Time - talk, hold, wrap) divided by Productive Time (ACD/System login time)?	It is incumbent on Proposers to maintain an efficiently operated Call Center. No additional information will be provided as part of this procurement.
8.		Tabs D, E, F:		<p>Are there expected management / support ratios? For example:</p> <ul style="list-style-type: none"> - OM to AM (Operations Manager to Assistant Manager) 1:100 - UM to CSR (Unit Manager / Unit Supervisor to CSR) 1:15 	It is incumbent on Proposers to propose an organizational chart to fulfill the requirements of the Scope of Work. No additional information will be provided as part of this procurement.

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				<ul style="list-style-type: none"> - QA to CSR (Quality Analyst to CSR) 1:50 - Trainer to CSR 1:50 	
9.		Tab E	Ongoing Ops – Department Staff	What are the anticipated labor hours and level of resources anticipated for the 3 departments/ functions, by department /function, as outlined in Tab E?	The purpose of Tab E is to determine staff role and rates for the three functions, not staffing levels or hours required to accomplish the tasks.
10.		Tab F	Ongoing Ops – All Staff Hourly	<ul style="list-style-type: none"> 1) What are the positions utilized in the current operation? 2) How many hours are paid by position? 3) What are the wage rates by position? 4) What are the fully burdened rates by position in the current contract? 	<p>The existing contractor’s staffing is not relevant to the operation that will take place under the new Contract and the new BOS.</p> <ol style="list-style-type: none"> 1. It is incumbent on Proposers to propose an organizational chart to fulfill the requirements of the Scope of Work. No additional information will be provided as part of this procurement. 2. No additional information will be provided as part of this procurement. 3. The rate at which the current contractor pays its CSRs and associated benefits is not known to NCTA. 4. No additional information will be provided as part of this procurement.
11.		Tab G	Annual Escalation	What are the current price acceptable escalation rates?	It is incumbent on Proposers to propose competitive escalation rates.

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12.		Tab G	Annual Escalation	Are the rate escalation rates expected to be based on an agreed-upon source such as CPI?	It is incumbent on Proposers to propose competitive escalation rates.
13.				Will there be a second round of questions after the Transition Plan is due, particularly in regard to pricing?	No, it is not planned at this time.
14.	127	Addendum 2		Upon review of the first Q&A, the response to question 396 said that “NCTA will provide direction relating to any prevailing wage requirements to the short-listed proposers.” When will this direction be made available?	Labor performed under this Contract for services is not subject to federal Davis-Bacon prevailing wage rate requirements. North Carolina does not have prevailing wage rates at the state level.
15.			Workforce Management	<ol style="list-style-type: none"> 1. During the July 9th, onsite meeting in Raleigh, NC, NCTA stated that no Workforce Management software was purchased within the Ring Central Contact Center solution. Please confirm that we correctly understood that NCTA does not have WFM through Ring Central. 2. If no WFM, can NCTA provide any details on the Ring Central Contact Center foundation platform, so we can research what WFM solutions will integrate? 3. Will NCTA accept an interval, WFM, feed? 	<ol style="list-style-type: none"> 1. Confirmed. 2. The Ring Central solution will be based upon Contact Center Ultimate licenses (per agent) complimented by Echo Survey (per agent), Omnichannel Analytics (per agent), and Advanced Chat (per agent, reduced quantity – all agents will not support web chat). 3. No, not at this time. The details of a proposed integration, if any, will be reviewed and considered by NCTA during the Operations Implementation Phase of the Contract. 4. Part III, Section 4.2 Operations Contractor Provision of Hardware and Software,

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				4. Please confirm that WFM is the only integration with Ring Central Contract Center required by the new contractor.	Requirement 218 has been modified. See Addendum 6.
16.			Ring Central Contact Center Licensing:	<ol style="list-style-type: none"> 1. Will NCTA be responsible for all licensing (agent, manager, admin, training, test) costs as it relates to the Ring Central Contact Center solution (exception of WFM)? 2. Will NCTA pay for all long distance charges, Toll free charges, usages charges, taxes, fees, etc, as it pertains to the Ring Central Contact Center solution? 3. Will NCTA be responsible for all devices and/or services required for customers with hearing impairments? 4. Will NCTA be responsible for all translation service(s) costs? 5. If the Ring Central Contact Center is unavailable, what is the disaster recovery or business continuity solution for the contact center? 	<ol style="list-style-type: none"> 1. Yes. 2. Yes. 3. Yes, either provided by others or via pass-through. 4. Yes. 5. A detailed business continuity plan will be jointly developed after contract execution.
17.	18, #95	Addendum 5		1. Please confirm that NCTA will pay for all Ring Central PBX licenses, physical	<ol style="list-style-type: none"> 1. Confirmed. 2. No.

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				<p>phones, moves, adds, changes and repairs.</p> <p>2. Is there any costs that NCTA will delegate to the contractor as it pertains to Ring Central PBX Licenses?</p> <p>3. Will NCTA pay for all Long distance charges, Toll free charges, usages charges, taxes, fees, etc, as it pertains to the Ring Central PBX solution?</p> <p>4. Please confirm that NCTA will be the owner of the long distance, toll free numbers, local numbers, DID’s, etc.</p>	<p>3. Yes.</p> <p>4. Yes.</p>
18.	18, #93 & 94	Addendum 5		<p>1. Will NCTA (and/or BOS Contractor) provide the Desktop PC for back office personnel, QA personnel, Contact Center management, and any other personnel that requires access to Ring Central and TransCore systems?</p> <p>2. During the side-by-side transitional period, will NCTA be responsible for net-new, temporary, CSR position, which includes table tops and chairs?</p>	<p>1. NCTA will provide all computers / equipment necessary to operate the CSC outside of any equipment provided by the Contractor for their internal corporate management activities. We will not allow any Contractor provided devices to connect to the NCTA / BOS network.</p> <p>2. No. See Addendum 5, Exhibit C Pricing Forms, Tab A – Instructions, Operations Implementation Phase.</p>
19.	17, #91	Addendum 5		<p>1. Confirm that NCTA will own and manage the WAN routers and interconnect</p>	<p>1. Confirmed, exclusive of any networks provided by the Contractor to support physical</p>

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				<p>circuits to all CSC’s, Contact Center and NCTA network.</p> <ol style="list-style-type: none"> 2. Confirm that NCTA will own and manage the Internet routers (and DMZ infrastructure), internet circuits that interconnects the CSC (and Contact Center) with Ring Central and Transcore Cloud Services. 3. Confirm that NCTA will own and manage the LAN at each NCTA CSC? 4. Will NCTA allow the new Contractor to connect to the NCTA LAN and be an isolated VLAN on the LAN infrastructure or must the new contractor be on a physically separated LAN network? 5. If the new contract must be on a physically separated LAN network, does NCTA have network connectivity, redundancy and security standards that the new Contractor must follow? <ol style="list-style-type: none"> j. If yes, will those standards be shared before pricing is required? 	<p>security and / or Contractor administrative needs.</p> <ol style="list-style-type: none"> 2. Confirmed. 3. Confirmed, exclusive of any networks provided by the Contractor to support physical security and / or Contractor administrative needs. 4. No, any network introduced by the Contractor must be physically separated from the NCTA BOS network. 5. No.

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 6:

- 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 III Scope of Work and Requirements, Section 4.2 Operations Contractor Provision of Hardware and Software, Requirement 218

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

Replace Updated through ~~Addendum 5 (July 26, 2019)~~ Addendum 6 (August 9, 2019)

I.b. Part III Scope of Work and Requirements, Section 4.2 Operations Contractor Provision of Hardware and Software, Requirement 218 has been modified as follows:

218.	<u>If the Contractor chooses to implement a work force management system, Any work force management software it is the responsibility of the Contractor to provide and should be compatible with the RingCentral telephony system. Any such integration with RingCentral, the telephony system provided by the BOS Contractor, will be at NCTA's sole discretion due to PCI and other security concerns.</u>
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