

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

Addendum No. 7

Issued October 22, 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:

- 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

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

Replace Updated through ~~Addendum 6 (August 9, 2019)~~ Addendum 7 (October 22, 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)
Oral Presentations and Interviews	Week of June 24, 2019
Short-list Notification	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)	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
Proposer Questions to Exhibit C Pricing Forms Due (Short-listed Proposer's Only)	August 2, 2019 (4:00 p.m. ET)
NCTA Inquiry Responses and Addendum (if required) Issued (Short-listed Proposer's Only)	August 9, 2019
Response to RFP Proposer Materials Due (Short-listed Proposer's Only):	(All Times 4:00 p.m. ET)
Operations Transition	August 13, 2019
Ongoing Operations	September 17, 2019
Organizational Management	September 17, 2019
Price Proposals Due (Short-listed Proposer's Only)	September 17, 2019 (4:00 p.m. ET)
Final Contractor Selection <u>Ranking of Proposers for Negotiations</u>	October 15, 2019 <u>November 2019</u>

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

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.