

I-485 Express Lanes

Pre-Proposal Scope of Services Meeting

April 30, 2021 1:00 – 3:00 pm

Online via Web conference



Role Call for one person by
Company

**PLEASE MUTE YOUR LINE IF YOU
ARE NOT SPEAKING**

Questions will be taken by chat at
the end of the Presentation.

Welcome and Introductions

Marvin Butler
Chief of Staff

Role Call for one person by
Company

**PLEASE MUTE YOUR LINE IF YOU
ARE NOT SPEAKING**

Questions will be taken by chat at
the end of the Presentation

Staff Introductions

Role	Name	Title
Administrative Point of Contact	Marvin Butler	Chief of Staff
Project Principal	Manish Chourey	Chief Technology Officer
Project Manager	Rachel Ruiz	Roadside Technology Manager

Agenda

- Project Introduction/Goals of Procurement (including changes)
- Procurement Overview
- NCTA Toll Collection System Platform
- Scope of Work and Requirements Overview
- Project Highlights
- Questions and Answers/Closing Remarks

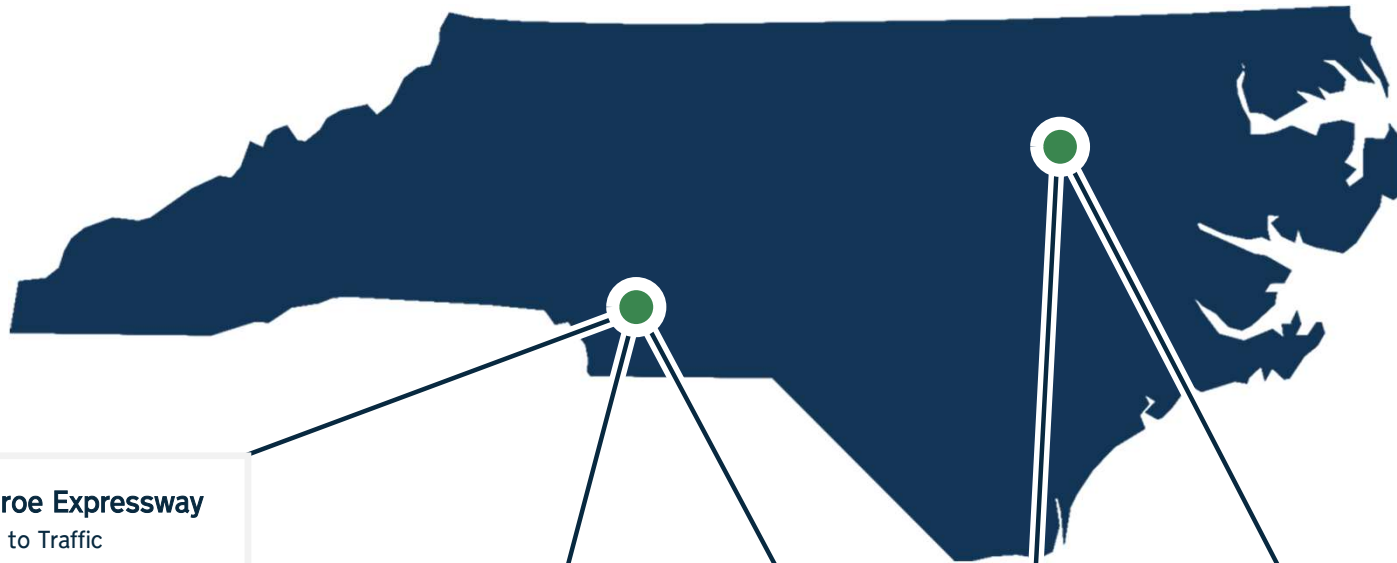
Project Introduction & Goals of Procurement

Marvin Butler
Chief of Staff

Pre-Proposal Meeting

- Proposers may ask questions during the Q&A period
- All verbal comments and responses are non-binding
- Questions shall be made in writing if a formal response is requested
- Copies of this presentation and sign-in sheets will be posted on the NCTA website at: <https://connect.ncdot.gov/business/Turnpike/Pages/RTCS485.aspx>

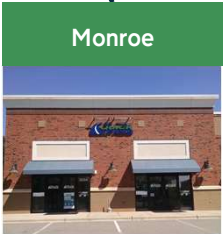
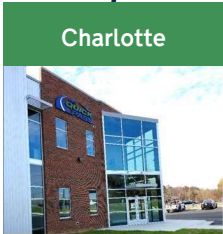
NCTA Toll Facilities & NC Quick Pass Customer Service Centers



Monroe Expressway
Open to Traffic

I-77 Express Lanes
Open to Traffic

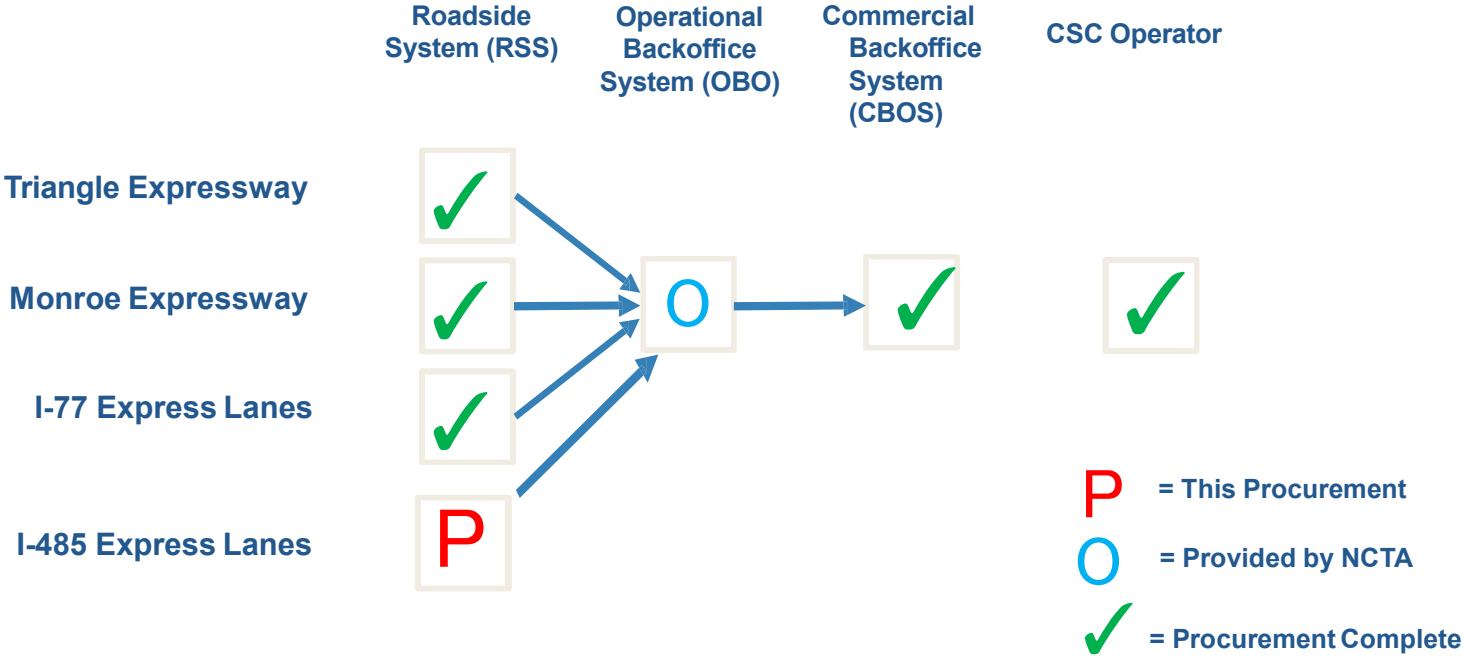
I-485 Express Lanes
This project (I-5507)
Go-Live Sept. 2022



Triangle Expressway
Open to Traffic

Complete 540
Construction underway
Go-Live in 2023

NCTA Dev-Ops Operations Program



Contract Term

The term of the Contract will commence at Notice to Proceed (NTP) based on project phases below:

The project phases are:

- Implementation Phase
 - Commences at Notice to Proceed (NTP) through Onsite Installation Test
- Installation and System Acceptance Phase
 - Commences at Installation through the completion of the System Acceptance
- Operations and Maintenance Phase:
 - This phase of work begins at Operations Go-live and continues five (5) years through the end of the Contract
- Options to Extend:
 - The Optional Extension Phase includes two (2) three (3)-year optional to be executed at the sole discretion of NCTA, with the first extension commencing upon the end of the base Contract Term.

Procurement Overview

Marvin Butler
Chief of Staff

RFP Content

- Part I Administrative
- Part II Definitions and Acronyms
- Part III Scope of Work and Requirements
- Part IV Terms and Conditions

Procurement Schedule

Category	Date
RFP Issued	April 14, 2021
Mandatory Pre-Proposal Scope of Services Meeting	April 30, 2020 (1:00 p.m. to 3:00 p.m. ET)
Proposer Questions Due	May 6, 2021 (4:00 p.m. ET)
Proposals (Technical and Price) Due	June 3, 2021 (4:00 p.m. ET)
Notification of Proposers Shortlisted for Oral Presentations (if required)	June 18 th , 2021
Oral Presentations and Interviews (if required)	Week of July 5, 2021
Ranking of Proposers for Negotiations	July 16, 2021
Notice to Proceed / Award of Contract	July 30, 2021

NCTA reserves the right to modify the schedule at any time and for any reason.

Proposer Questions

- Due May 6, 2020 by 4:00 p.m. ET
- All questions and comments to be submitted using Exhibit D-4 Proposer Questions Form
- NCTA will provide responses and publish Addenda as required
- All questions must be emailed to: svc_I485Express_RTCS@ncdot.gov

Proposals (Technical & Price) Submittal and Evaluation

- Due June 3, 2021 by 4:00 p.m. ET
- Technical Proposal: Refer to RFP Part I, Section 3 for content instructions
 - Technical Proposals that meet the minimum score of 70 will be considered compliant
- Price Proposal: Refer to RFP Part I, Section 4.2 for content instructions
- NCTA may conduct oral presentations and interviews, if deemed necessary

RFP Submittals

- Refer to RFP Part I, Administrative for detailed requirements
- All submittals shall be delivered to:

**North Carolina Turnpike Authority
Transportation Building
1 South Wilmington Street
Raleigh, NC 27601
Attn: Marvin Butler**

Technical Proposal Evaluation

Technical Proposal Sections	Maximum Possible Points
Section 1: Firm Qualifications	5
Section 2: Key Team Qualifications	20
Section 3: Approach to Scope of Work and Requirements	10
Section 4: Approach to Project Plan	20
Section 5: Approach to Operations and Maintenance	5
Section 6: Adherence to the Scope of Work and Requirements, Terms and Conditions and Requirements Conformance Matrix	40
Maximum Possible Technical Points	100

Price Proposal

- Proposals shall demonstrate:
 - A thorough understanding of the Work involved
 - Qualifications of staff necessary to deliver and support an Express Lanes system in accordance with the Scope of Work and Requirements in Part III.
 - Highly innovative
 - Cost-effective services.

Non-Solicitation Provision

- Non-solicitation in accordance with Part I, Section 1.6
- ONLY contact NCTA in the manner identified in Section 1.6
- Violation may be grounds for rejection of proposal.

NCTA Toll Collection System Platform and Summary of Changes in Scope of Work

Manish Chourey
Chief Technology Officer

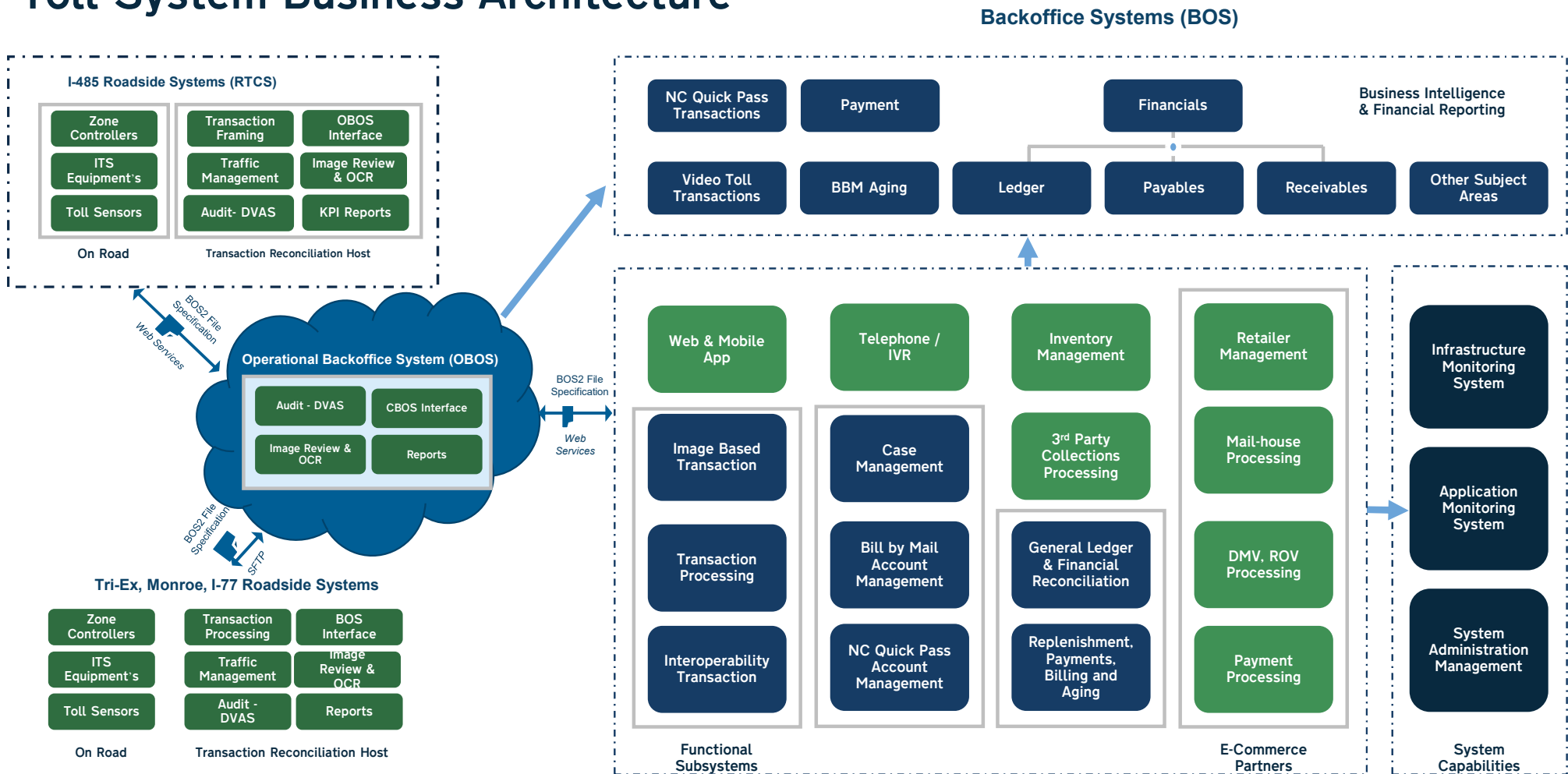
Summary of Changes in Scope of Work

- Implementation Phase to end at Onsite Installation Test
- New NTP at start of Installation (with notice period) for Installation, Commissioning and Go-Live through System Acceptance
- Operations Back Office removed from scope to be provided by NCTA with same interface for OBO or CBOS
- Contractor to provide Transaction Reconciliation Host (TRH) to interface with NCTA OBO/CBOS
- Additional construction information available for toll site information and wrong way vehicle detection systems
- NCTA Change and Release Management process

NCTA Vision and Strategy

- Build a service orientated organization
- Become a data driven service organization
- Migrate staffing and customized software applications to “as a service” commercially available (multi-sourced) solutions.
- Automate workflows to increase quality and reliability of customer service, audit and compliance to service levels

Toll System Business Architecture



Logical Representation of systems

Goals of the I-485 Express Lanes Procurement

- Contractor to partner with NCTA to deliver I-485 Express Lanes toll system with dynamic pricing capabilities starting with time-of-day pricing
- Contractor innovation emphasizing quality at cost effective pricing with scalability for future growth
- No sensors or loops may be installed in the pavement.
- Requirements not intended to be prescriptive; allowing the Contractor to provide PRE-EXISTING product
- Test is now Verification and Validation based on Use Cases not functional/non-functional requirements (Attachment 7)
- Develop and train Maintenance teams but only responsible for Level 3 Maintenance

Scope of Work & Requirements Overview

Manish Chourey
Chief Technology Officer

Rachel Ruiz
Roadside Technology Manager

Scope of Work

- **General Requirements**
 - From the Contract Effective Date through the term of the base Contract
- **Implementation Phase**
 - From the Contract Effective Date through Onsite Installation Test
- **Installation and System Acceptance Phase**
 - Installation and System Acceptance from Installation through System Acceptance
- **Operations and Maintenance Phase**
 - From Go-Live through the term of the base Contract

Implementation and Installation and System Acceptance Schedule

Milestone	Start Date	End Date
Notice to Proceed		July 30, 2021
Factory Acceptance Test Approved		June 30, 2022
Onsite Installation Test Approved (end of Implementation Phase)		September 30, 2022
Installation and Commissioning Test and Commissioning of first toll zone Approved		TBD
Go-Live		TBD
On-Going Operations Phase	TBD	TBD

Scope of Work

Expectations

- Proven existing solution
- Efficient and high quality
- Accurate and transparent data
- Continuous improvement (Dev-Ops)
- Innovation

Scope of Work

Key Personnel

- Project Principal
- Project Manager
- Technical Manager
- Installation / Maintenance Manager
- Quality Manager



Project Highlights

Rachel Ruiz

Roadside Technology Manager

Project Highlights

- Best Fit and Buy preferred with minimal customization
- Project Focus:
 - Verification and Validation (Test Program Use Case driven)
 - Data driven analytics vs “Reports”
 - Performance Driven - Refer to Part III, Section 6 Performance Requirements
- Key Milestones:
 - Factory Acceptance Test (FAT) Approval
 - First Site Commissioned with Onsite Installation Test

Operations and Maintenance

➤ Regional Maintenance approach

➤ Maintenance Levels:

- Level I Maintenance: Corrective and preventive maintenance of the RTCS that provides Equipment replacement, tuning, configuration and minor changes to the system to meet the Performance Requirements.
- Level II Maintenance: Corrective and preventative maintenance that requires minor Software configuration, Equipment configuration, planned shutdown and minor preventative actions including analysis of log files to ensure that the systems operate in accordance with the Performance Requirements.
- Level III Maintenance: Corrective and preventative maintenance for all patch management, Software changes and major changes to the system functionality. Level III Maintenance also includes 24/7 remote support for Level I and II maintenance staff provided by others.

➤ Level III Maintenance to be provided only

➤ Contractor to develop maintenance program and train Maintenance I and II and NCTA staff

I-485 RTCS Express Lanes Project - Pre-Proposal Scope of Services Meeting

Closing Remarks

Marvin Butler

Chief of Staff



Email: svc_i485Express_RTCS@ncdot.gov



Thank you!