

#	Page	Section	Section Description	Proposer Question	NCTA Response
1.	N/A	Pre-Proposal Meeting	Pre-Proposal Meeting	Can you explain if there are KPIs for OCR? Did not see any in the RFP	There are no OCR KPIs in the RFP. The Contractor shall meet all Performance Requirements to provide an accurate and timely Toll Transaction.
2.	N/A	Pre-Proposal Meeting	Pre-Proposal Meeting	Do you prefer a cloud solution or on-premise?	Proposers may submit either Cloud solutions or On-Premise solutions.
3.	N/A	Pre-Proposal Meeting	Pre-Proposal Meeting	Has the Authority selected their OBO provider at this time?	No.
4.	N/A	Pre-Proposal Meeting	Pre-Proposal Meeting	Please confirm that the maintenance phase commences at full system acceptance, not at any site acceptance.	The Operations and Maintenance Phase will start at Go-Live as defined in Part II of the RFP.
5.	N/A	Pre-Proposal Meeting	Pre-Proposal Meeting	Can you provide the reasoning behind removing the OBO and adding the TRH?	NCTA determined that it was in its best interest to develop the OBO separately from this procurement.
6.	N/A	Pre-Proposal Meeting	Pre-Proposal Meeting	The previous version of the RFP required a commercial cloud-based OBO, this RFP allows for on-premises or cloud-based TRH. Why has NCTA changed the philosophy?	As stated in the Pre-Proposal Meeting, NCTA supports ready-made commercial solutions. NCTA supports cloud or on-premise solutions.

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7.	N/A	Pre-Proposal Meeting	Pre-Proposal Meeting	Is it possible to extend the Q&A deadline by a week?	The Q&A Deadline will be extended to May 14 th . An Addendum will be issued to update this deadline.
8.	N/A	Pre-Proposal Meeting	Pre-Proposal Meeting	In the prior RFP, providing a bid for Image Verification Services was entirely optional. Are there now elements of Image Verification Services that are mandatory to be included in the proposal, as described in 7.2.8 & 7.2.9?	Image Verification Services is required in the Contract.
9.	N/A	Pre-Proposal Meeting	Pre-Proposal Meeting	Can you confirm that manual image review will likely be temporary?	Image Verification Services is required in the RFP. The Contractor shall provide Image Verification Services using automation and manual verification as required. The Contractor shall provide image verification services for the duration of the Contract. However, NCTA may decide at some point during the Contract to transition this service to the future OBO.
10.	N/A	Pre-Proposal Meeting	Pre-Proposal Meeting	SOW says no enforcement but support beacons. Do you have an existing enforcement solution or plans for a future RFP?	HOV enforcement will come at a later time.

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11.	N/A	Pre-Proposal Meeting	Pre-Proposal Meeting	Question: With respect to the maintenance activities, is it expected that the Contractor monitors the system and manages the dispatching of level 1 and 2 techs for corrective and preventive maintenance?	The Contractor shall monitor Level 1 and Level 2 services and provide 24/7 support as needed. NCTA will dispatch Level 1 and Level 2 based on the IT Service Management system.