

Statewide Roadside TCS RFP

Pre-Proposal Scope of Services Meeting

February 02, 2023 1:00 – 2:00 pm

Online via Web conference



Role Call for one person by Company

**PLEASE RAISE YOUR HAND IN
CHAT.**

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

Welcome and Introductions

Christopher Garlick
Director of Innovation and Strategy

Role Call for one person by Company

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IN CHAT.

Questions will be taken by chat at
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Staff Introductions

Role	Name	Title
Administrative Point of Contact	Chris Garlick	Director of Innovation and Strategy
Project Principal	Manish Chourey	Chief Technology Officer
Project Manager (interim)	Chris Garlick	Director of Innovation and Strategy
Technical Operations Manager	Jerry Eakes	Systems Manager

Agenda

- Procurement Overview
- NCTA Toll Collection System Platform
- Scope of Work and Requirements Overview
- Project Highlights
- Questions and Answers/Closing Remarks

Procurement Overview

Christopher Garlick
Director of Innovation and Strategy

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/SRTCS.aspx>

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	January 20, 2023
Mandatory Pre -Proposal Scope of Services Meeting	February 2, 2023 (1:00 p.m. to 2:00 p.m. ET)
Proposer Questions Due	February 17, 2023 (4:00 p.m. ET)
Proposals (Technical and Price) Due	March 17, 2023 (4:00 p.m. ET)
Notification of Proposers Shortlisted for Oral Presentations (if required)	April 7, 2023
Oral Presentations and Interviews (if required)	Week of April 17, 2023 (corrected to match RFP after meeting)
Ranking of Proposers for Negotiations	May 2023
Notice to Proceed / Award of Contract	May 2023

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

Proposer Questions

- **Due February 17, 2023 by 4:00 p.m. ET**
- All questions and comments to be submitted using Exhibit D -8 Proposer Questions Form
- NCTA will provide responses and publish Addenda as required
- All questions must be emailed to: svc_ncta_srtcs@ncdot.gov.

Proposals (Technical & Price) Submittal and Evaluation

- **Due March 17, 2023 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: Christopher Garlick**

Technical Proposal Evaluation

Technical Proposal Sections	Maximum Possible Points
Section 1: Firm Qualifications	5
Section 2: Key Team Qualifications	5
Section 3: Approach to Scope of Work and Requirements	20
Section 4: Approach to Product Roadmap and Quality Assurance	20
Section 5: Approach to Operations and Maintenance	10
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:

- Unit Prices with all assumptions stated in its Price Proposal.
- Qualifications of staff necessary to deliver and support an All Electronic Tolling and Express Lanes system in accordance with the Scope of Work and Requirements in Part III.
- Highly innovative

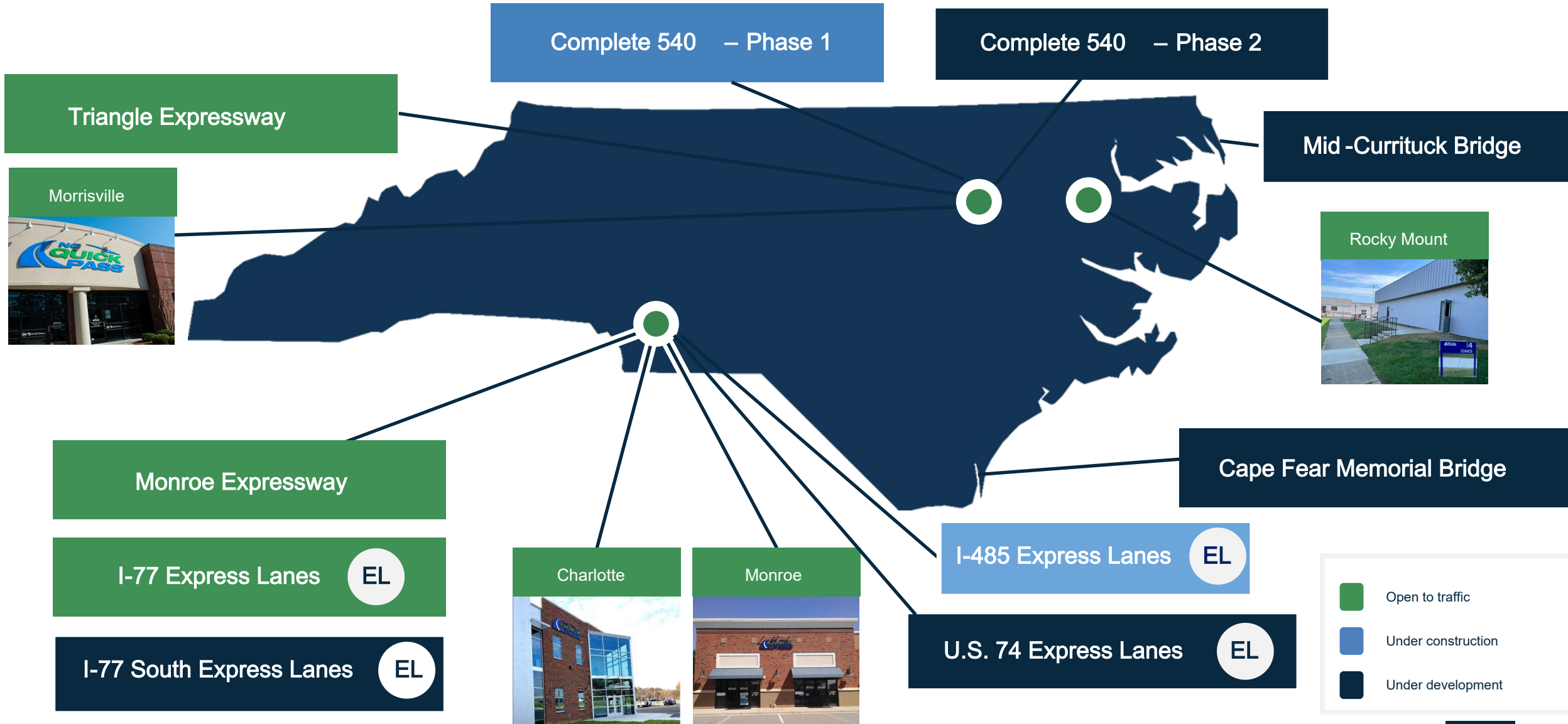
Non -Solicitation Provision

- 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

NCTA Toll Facilities & NC Quick Pass Customer Service Centers



Complete 540 – Phase 1

Complete 540 – Phase 2

Triangle Expressway

Mid -Currituck Bridge

Morrisville



Rocky Mount



Monroe Expressway

Cape Fear Memorial Bridge

I-77 Express Lanes **EL**

Charlotte



Monroe



I-485 Express Lanes **EL**

- Open to traffic
- Under construction
- Under development

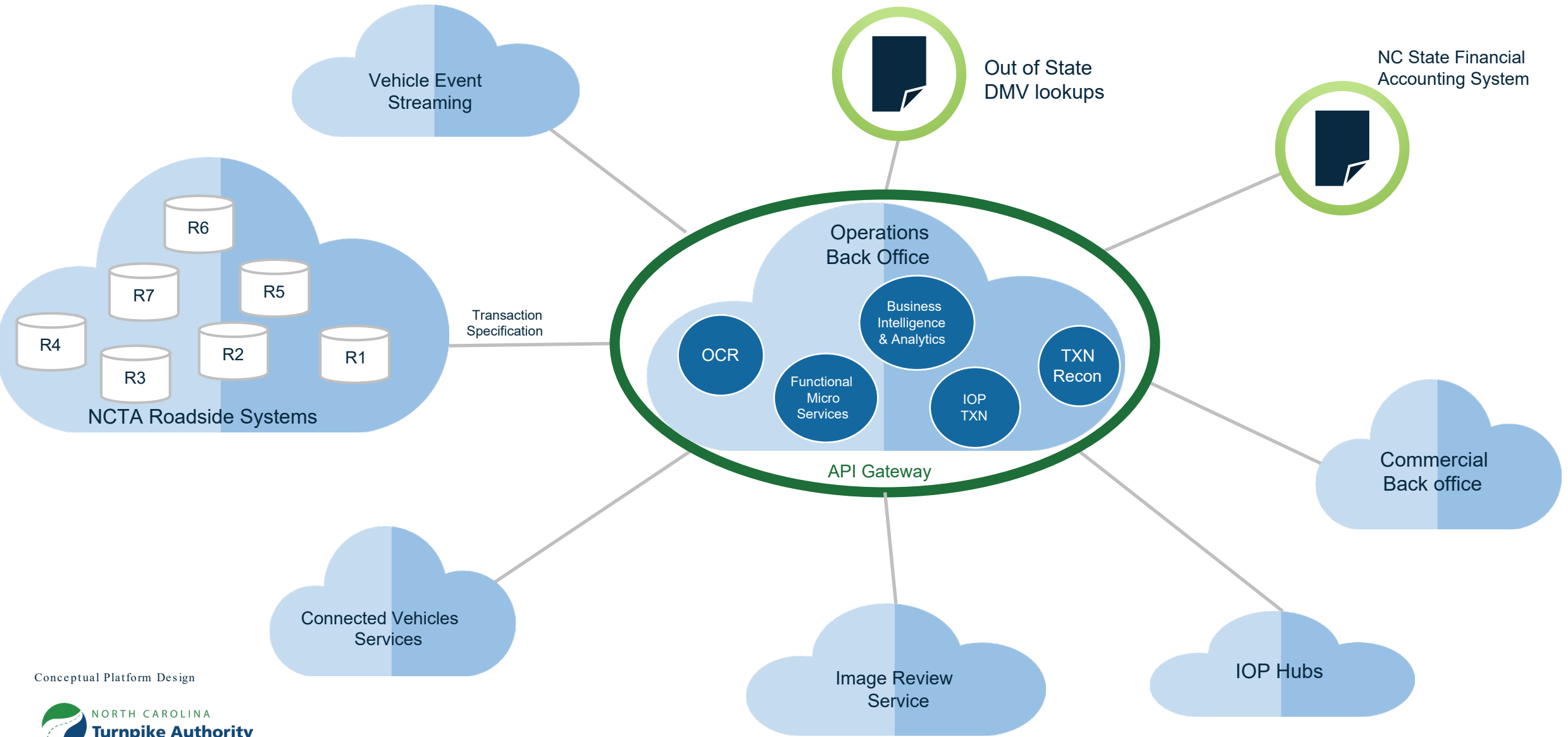
I-77 South Express Lanes **EL**

U.S. 74 Express Lanes **EL**

NCTA Vision and Strategy

- Build a service-orientated platform.
- 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 the quality and reliability of customer service, audit, and compliance to service levels

NCTA Driven Roadside Platform



Conceptual Platform Design

Key Scope of Work

- NCTA to issue Project Scope of Work for each Project for qualified Vendors to design, test, install and commission RTCS systems.
- Project Task Orders will include Project Implementation Schedule Milestones(Exhibit A-1).
- Contractor to provide Transaction Reconciliation Host (TRH) to interface with NCTA OBO/CBOS
- NCTA Continuous improvement (Dev-Ops) and Change and Release Management process
- Proven existing solution with a product roadmap

Contract Overview

- Roadside Equipment, Installation, Testing and Commissioning for AET and Express Lanes.
- Term Approach
 - ✓ 5-year Contract Term from Notice of Award
 - ✓ 5-year maintenance (after Go live of each Task Order)
- Testing Lifecycle will be done for each Project.
- Selection based on annual planning at sole discretion of NCTA for projects. NCTA may solicit quotes from one or more Vendors.
- Selection of one or more Vendors.

Project Task Orders and Pricing (Exhibit D -7)

- Project task order issued for each project
- Certificate of Insurance provided for each project.
- Key Personnel evaluated for project task order.
- Unit Pricing to be used as cost basis but may vary based on size of projects.
- Labor rates used for basis of project task orders.



Scope of Work & Requirements Overview

Jerry Eakes
Systems Manager

Project Highlights

- Best Fit and Buy preferred with minimal customization
- Verification and Validation (Test Program Use Case driven)
- Data transparency drive analytics vs “Reports”
- Performance Driven - Refer to Part III, Section 6 Performance Requirements

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 II and III Maintenance to be provided only by TCS

➤ Contractor to develop maintenance program (all levels) and train Maintenance I and NCTA staff

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

Closing Remarks



Christopher Garlick

Director of Innovation and Strategy



Email: svc_ncta_STCS@ncdot.gov



Thank you!