



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

**NO ADDENDUM
NECESSARY/NO
ADDENDUM
ISSUED.**

REVIEWED
By Robert J. Stroup, PE at 10:26 am, Apr 20, 2021

Template Version:	2019.10.25.RJS--SharePoint (04.30.2020).RJS
ADVERTISEMENT DATE	4/1/2021
ADDENDUM Number (N/A if blank):	
ADDENDUM DATE (N/A if blank):	
ADDENDUM Summary	
ADVERTISEMENT Title	TPA_2021 ON-CALL GENERAL TECHNOLOGY AND OPERATIONS SERVICES FOR NCTA PROJECTS -- FINAL (04.01.2021)
LOI Submittal Management System (LOISS) Opportunity Number:	195
NCDOT UNIT NAME / USING AGENCY	North Carolina Turnpike Authority
REQUEST for LETTERS of INTEREST (RFLOI)	REQUEST for LETTERS of INTEREST (RFLOI)
CONTRACT TITLE	2021 ON-CALL GENERAL TECHNOLOGY AND OPERATIONS SERVICES FOR NCTA PROJECTS
ISSUE DATE:	4/1/2021
SUBMITTAL DEADLINE (Eastern Time Zone)	5/4/2021 12:00 PM
ISSUING AGENCY	North Carolina Department of Transportation -- Technical Services Division -- Professional Services Management Unit
LETTER of INTEREST (LOI) Submittal Link (Ctrl + Click to open link):	https://connect.ncdot.gov/site/psmu/Pages/LOI-Submission.aspx?Oppty=195&Title=TPA_2021%20ON-CALL%20GENERAL%20TECHNOLOGY%20AND%20OPERATIONS%20SERVICES%20FOR%20NCTA%20PROJECTS
NEW ONLINE SUBMITTAL PROCESS AND REQUIREMENTS – SEE PAGE & ff.	6
SYNOPSIS	<p>SUBCONSULTANTS' USAGE SHALL FOLLOW THE PRESCRIPTIONS AS LISTED IN THE SECTION '<u>SUBCONSULTANTS PERMITTED UNDER THIS CONTRACT?</u>'.</p> <p>The primary and/or subconsultant firm(s) (<i>if Subconsultants are allowed under this RFLOI</i>) shall be pre-qualified to perform the Discipline Codes listed below in the '<u>DISCIPLINE CODES</u>' section.</p> <p>Discipline Codes required are shown in the '<u>DISCIPLINE CODES</u>' section.</p> <p><u>DISCIPLINE CODES</u> for each primary and/or subconsultant firm(s) (<i>if Subconsultants are allowed under this RFLOI</i>) SHALL be listed on the respective RS-2 FORMS (see section '<u>SUBMISSION ORGANIZATION AND INFORMATION REQUIREMENTS</u>').</p> <p>Except as provided below any firm wishing to be considered must be properly registered with the Office of the Secretary of State and with the</p>

	<p>North Carolina Board of Examiners for Engineers and Surveyors. Any firm proposing to use corporate subsidiaries or subcontractors must include a statement that these companies are properly registered with the North Carolina Board of Examiners for Engineers and Surveyors and/or the NC Board for Licensing of Geologists. The Engineers performing the work and in responsible charge of the work must be registered Professional Engineers in the State of North Carolina and must have a good ethical and professional standing. It will be the responsibility of the selected private firm to verify the registration of any corporate subsidiary or subcontractor prior to submitting a Letter of Interest. Firms which are not providing engineering services need not be registered with the North Carolina Board of Examiners for Engineers and Surveyors. Some of the services being solicited may not require a license. It is the responsibility of each firm to adhere to all laws of the State of North Carolina.</p> <p>The firm must have the financial ability to undertake the work and assume the liability. The selected firm(s) will be required to furnish proof of Professional Liability insurance coverage in the minimum amount of \$2,000,000.00. The firm(s) must have an adequate accounting system to identify costs chargeable to the project.</p>
SUBCONSULTANTS PERMITTED UNDER THIS CONTRACT?	YES
COMBINATION OF DISCIPLINE CODES	BASED ON INFORMATION PROVIDED IN LOI
DISCIPLINE CODES	XXXXX BASED ON INFORMATION PROVIDED IN LOI
CONTRACT SCOPE	The North Carolina Department of Transportation (NCDOT) is soliciting proposals for the services of a firm/team for the following contract scope of work.
SCOPE OF WORK	<p>The primary and/or subconsultant firm(s) shall be pre-qualified to perform the work required of the Contract resulting from this request for Letters of Interest (LOI). The Contract scope will likely not require the firm(s) to professionally seal any construction drawings or documents; therefore, no specific prequalification work codes are included in this solicitation. <u>This LOI is soliciting services for work to support NCTA toll operations and toll collection system.</u> In addition, the firm and/or the subconsultants should demonstrate expertise in customer service center technologies, information technologies and commercial industry offerings for roadside, Intelligent Transportation Systems (ITS), and commercial back office systems, <u>and the operations and maintenance</u> of toll collection and ITS systems, customer service centers and contact management centers. As NCTA grows, <u>the agency will be expanding and improving its NC Quick Pass toll collection program and operations and technology platform. The agency is looking for expertise using commercial best practices and is seeking multidisciplinary teams with experience in operations efficiencies, commercial systems in other similar industries such as financial processing, retail, supply chain or telecom industries. NCTA is also seeking consultants knowledgeable in current cloud technologies, event driven transaction processing, databases, web applications, and CRM and ERP systems and operations.</u> The successful firm(s) will be selected based, in part, on demonstrated expertise in the above areas as well as any other areas that the firm deems relevant to technology and operations projects in roadside systems, near real-time transaction processing, customer contact center operations and</p>

customer experience technologies. Assignment of tasks under this Contract is contingent upon the firm(s) being prequalified in the applicable task before such assignment is made.

The NCTA desires to retain one or more teams of prime contractors and their subconsultants ("Firms") to provide services as required under this On-Call General Technology and Operations Services (GTOS) Contract. The GTOS Firm(s) shall provide professional consulting services to act as an agency representative to support NCTA's planning and development, delivery, operations, and maintenance of toll and Intelligent Transportation Systems (ITS) projects. These services include activities throughout various project phases including planning, development, design, contracting, finance, project management, operations support, scheduling and estimating for toll and ITS projects.

The GTOS Firm(s) will serve in a support and advisory role to the NCTA. The GTOS Firm(s) will provide technology, operations support for financial and transaction management systems for roadside tolls and intelligent transportations systems, Backoffice and NCTA Customer Service Center Operations. The GTOS firm(s) will coordinate with NCTA staff, other agency staff and other NCTA contractors.

RESTRICTIONS

Consistent with the NCDOT Ethics Policy, the following restrictions shall apply as a means of avoiding potential conflicts of interest and perceived or real unfair competitive advantage:

1. Confidentiality agreements may be required to be executed by the GTOS Firm(s) and all participating staff (inclusive of the firm and all subconsultants).
2. If the GTOS Firm(s) (prime or subconsultants) have any contractual relationship or obligation to any current toll services providers of the North Carolina Turnpike Authority for any projects in North America, the Proposers that include the Prime firm and all sub-consultants shall provide full disclosure in its Proposal. In the event that a determination is made that a GTOS Firm (prime only) submitting an LOI will not be eligible to participate in this Contract as a result of these restrictions, that firm will be notified accordingly. In the event that a determination is made that a subconsultant presented in an LOI will not be eligible to participate in this Contract as a result of these restrictions, the GTOS Firm (prime) will be notified accordingly and the LOI will be evaluated based on the remaining firms presented in the LOI. The current toll services providers are: Conduent Transportation Solutions, Kapsch TrafficCom, Transcore LLP, and GC Services. In addition, if the GTOS Firm(s) (prime or subconsultants) have any contractual relationship or obligation to other firms performing work related to toll facilities planning, design, construction support or installation, the Proposer shall provide the Prime firm and all sub-consultants with full disclosure of the nature of its scope of services in its Proposal.

Nothing in the above restrictions is intended to preclude the GTOS Firm (prime or subconsultants) from pursuing or engaging in other work directly contracted by and between the Firm (prime or subconsultants), and the NCTA or NCDOT.

SCOPE OF WORK

The Firm shall provide an Account Manager for each Firm to help with contract management and staff additions and subtractions who is NOT billable to NCTA. NCTA or designated firms will manage staff for project work. All administrative and human resources management shall be the responsibility of the Firm. In no particular order of importance or effort, the following scope of work is anticipated to include, but not be limited to, the following:

Work for specialized experience falls into four work areas:

1. Business and technical operations audit and compliance

- Roadside, customer service center (CSC), back office operations audits and compliance for key performance indicators related to revenue collection of the NCTA Toll Collection System.
- Automated audit development - Recommend improvements and changes to service level agreements and performance measures and help automate audits of the systems and operations to allow NCTA to self-perform audits by its staff. Automated audits are intended to ensure critical requirements are met with minimal expense and allow early detection of system anomalies.
- CSC staffing projections and customer experience review of current contracts and assist with CSC planning and projections to ensure CSC service provider can meet all contract and performance requirements.
- Analytics and Application / Infrastructure Support to provide analysis of business and technical system data to identify issues, trends for systems, applications, infrastructure, and operations. Develop reports and propose new system and operations monitoring techniques to enhance customer service experience.

2. Application support

- Cloud technology support –review existing cloud systems to update operating model and costs. Identify new cloud technologies that increase platform performance, optimize costs, and upgrade and leverage emerging cloud tools that can be considered and incorporated into the NCTA platform. Develop lifecycle planning for multi-cloud environments and assist NCTA with cloud plans with applications and network changes. Assist with project design integration and testing of new solutions.
- Infrastructure support- provide network engineers and administrators familiar with network topology products in layer 2 and layer 3 switch and router design.
- Applications – review existing business applications to determine function and use, assist with selection, design, testing and integration of new business applications for the purposes of collecting revenue, managing customer accounts and other business processes such as

	<p>mailhouse operations, lockbox, collections, website, mobile app, customer engagement tools, roadside systems including transaction processing and traffic operations, image review and back office transaction and financial accounting systems.</p> <ul style="list-style-type: none">• Business Intelligence – review existing reports to develop operational dashboards with near real time reporting for traffic, financial, operations and system related data. <p>3. Technical program/project management</p> <ul style="list-style-type: none">• System Integration services to assist with planning, design, development, integration and testing of new services and products to be added to the NCTA platform. System integration services also assist with updating NCTA platform plans for its toll collection system. NCTA may choose one or more services-based system integrators to assist with roadside, back office, or operations projects.• Quality assurance (QA) and Testing services with business, technical and operations analysts to design, test and implement changes to applications and cloud and network infrastructure. Provide technical project managers with experience in Agile and familiar with Development operations and Continuous Integration / Continuous Development operations.• Transition to operations support in continuous integration and continuous development pipelines and product updates.• Issue management services, to include reviewing root cause analysis, determining revenue and customer impacts, and issue resolution on test and production environment.• Risk management to assess project and operations risks for the Authority with proposed mitigations to its program and revenue collection systems.• Contract management support services to assist with assessment of contract compliance and contract changes for toll system, financial processing and transaction processing systems and applications.• Project management support services to assist with project estimates and annual project budgets. <p>4. Development, Implementation, and Management of As-A Service Offerings to provide bundled services for NCTA to gain operational and system efficiencies.</p> <ul style="list-style-type: none">• Transponder and Bill by Mail as a Service supports retail transponder sales and other product sales to increase NC QuickPass and Bill by Mail uses and timely payments. Services may be related to vehicle identification, transponder sales, image review and registration lookup.• Omni-Channel Technology for customer experience technologies in mobile and emerging payments, digital communications such as interactive voice response (IVR) systems, webchat, web bots, case management and customer relationship management (CRM) systems.• Automated audits for image and correspondence review that provide automated and semi-automated audit services for vehicle images or customer correspondence prior to fulfillment. Automated audits may also assist the Authority to identify new ways to automate other business processes to reduce operations and maintenance costs.
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	<ul style="list-style-type: none"> • Independent Verification and Validation (IV&V) service to ensure application performs its functions correctly and adheres to system requirements and NCTA business policies and meets performance standards before production deployment. • Connected vehicle data services to collect data from connected and autonomous vehicles to use for system and operations planning.
PROPOSED CONTRACT TERM	THREE (3) YEARS
PROPOSED CONTRACT EXTENSIONS	TWO (2) @ 1-YEAR each
PROPOSED CONTRACT PAYMENT TYPE	LUMP SUM and/or COST-PLUS Task Orders
NUMBER OF PAGES (#)	10
NUMBER OF PAGES (words)	TEN
SUBMITTAL REQUIREMENTS	<p>All LOIs are limited to those pages prescribed in the above sections 'NUMBER OF PAGES (#)' and 'NUMBER OF PAGES (words)' - - inclusive of the cover sheet, and shall be typed on 8-1/2" x 11" sheets, single-spaced, one-sided (RS-2 forms are not included in the page count).</p> <p>LOIs containing more than those pages prescribed in the above sections 'NUMBER OF PAGES (#)' and 'NUMBER OF PAGES (words)' pages will not be considered.</p> <p><u>DISCIPLINE CODES for each primary and/or subconsultant firm(s) (if Subconsultants are allowed under this RFLOI) SHALL be listed on the respective RS-2 FORMS (see section 'SUBMISSION ORGANIZATION AND INFORMATION REQUIREMENTS').</u></p> <p><i><u>ONLY ELECTRONIC LOIs WILL BE ACCEPTED.</u></i></p> <p>LOIs should be submitted in .pdf format using software such as Adobe, CutePDF, PDF Writer, Docudesk, deskPDF, etc.</p> <p>=====</p> <p>NCDOT now utilizes its online LOI Submittal Management System (LOISS) located at: https://connect.ncdot.gov/site/psmu/default.aspx. To submit an LOI utilizing this system, the "submitting employee" at each "submitting Firm" must have their <u>own, individual</u> NCID (as a note, each prequalified Firm should already have an <u>individual</u> in the company with an NCID – as required by the online Prequalification System). NCIDs may be obtained at this website: https://ncid.nc.gov/ (locked NCIDs may also be unlocked via the self-service portion of the NCID website). Once the "submitting employee" has their completed NCID, they may proceed to upload their firm's LOI to NCDOT's LOISS. This site is very similar to other web-based upload and form-fill sites.</p>

NCID sync issues – Help contact: Once a user has an NCID (whether prior to this advertisement, or pursuant to this advertisement) and said user receives an error message, or has issues, when attempting to login to LOISS, please contact NCDOT - CM Support at dot.cmsupport@ncdot.gov to have your NCID synchronized. Please explain that you are trying to access the LOISS application on the PSMU site and include your NCID (do not include your password) and the error message you are receiving. This syncing of your NCID to LOISS should be a one-time occurrence. Firms' users are urged to **early** create an NCID (if needed) and have it synced with LOISS (if necessary) to avoid any potential delays or missed deadlines when submitting your firm's LOI.

NCDOT strongly urges Firms to use Google Chrome browser to access LOISS in order to ensure the best experience possible.

Once logged into LOISS, the Firm should locate and click the 'LOI Submission' button in the left menu bar. After clicking the 'LOI Submission' button, the Firm should identify the specific Opportunity for which they wish to submit an LOI. The Firm will click the link for their desired Opportunity, and **UPLOAD** one copy of their LOI, as a .pdf file, to NCDOT's LOISS at the Advertisement/Opportunity-Specific 'LOI Submittal' LINK shown in the section above entitled '**LETTER of INTEREST (LOI) Submittal Link**'.

Your Firm's Letter of Interest (LOI) may be uploaded at the Advertisement/Opportunity-Specific 'LOI Submittal' LINK for this specific Advertisement/Opportunity shown in the section above entitled '**LETTER of INTEREST (LOI) Submittal Link**'.

LOISS will **close** the Advertisement / Opportunity at the appropriate time and **will not** allow Firms to submit LOIs **after** the deadline.

Upon successful **UPLOAD** of your Firm's LOI to LOISS, the system will notify you with a confirmation screen. You will also receive an e-mail stating that you have successfully submitted your Letter of Interest (LOI).

Paper copies are not required. The subject line should contain the Firm's Name, and the text prescribed in the section given below '**SUBJECT LINE OF PEF SUBMITTAL**'.

LOIs SHALL be received electronically **no later than 12:00 P.M. (NOON) Eastern, on the date given in the section entitled 'SUBMITTAL DEADLINE' at the beginning of this Advertisement.**

	<p>LOISS <u>will not allow</u> LOIs to be UPLOADED nor be received after the above deadline and such LOIs <u>will not</u> be considered.</p> <p>Firms are encouraged to begin this submittal process early as there are now several more steps involved with LOI-submission than were involved with the previous FTS methodology of LOI-submission.</p> <p>=====</p> <p><u>Firms submitting LOIs are encouraged to carefully check them for conformance to the requirements stated above (and any other requirements in this Advertisement). If LOIs are submitted late, exceed the maximum number of pages, are sent by any means other than NCDOT's LOI Submittal Management System (LOISS), or are UPLOADED to any Advertisement/Opportunity-Specific 'LOI Submittal' LINK other than that given in this Advertisement they will be disqualified.</u></p> <p><u>The Department reserves the right to reject all LOIs and not proceed with procurement.</u></p> <p><u>The Department reserves the right to waive any technicality in LOIs, or notify the Firm(s) of such technicality and allow the Firm(s) up to two (2) business days to rectify the technicality. The Department has sole right and discretion in the determination of technicality and its meaning.</u></p>
SUBJECT LINE OF PEF SUBMITTAL	FIRM NAME_2021 ON-CALL GENERAL TECHNOLOGY AND OPERATIONS SERVICES FOR NCTA PROJECTS
SELECTION PROCESS	<p>Following is a general description of the selection process:</p> <ul style="list-style-type: none"> • The NCDOT Selection Committee will review all qualifying LOI submittals. • <u>For Limited Services Contracts (On-Call type contracts)</u>, the NCDOT Selection Committee <u>MAY</u>, at the Department's discretion, choose any number of firms to provide the services being solicited. • <u>For Project-Specific Contracts (non On-Call type contracts)</u>, the Selection Committee <u>MAY</u>, at the Department's discretion, shortlist a minimum of three (3) firms to be interviewed. IF APPLICABLE, dates of shortlisting and dates for interviews are shown in the section '<u>SUBMISSION SCHEDULE AND KEY DATES</u>' at the end of this RFLOI.

	<p>In order to be considered for selection, consultants must submit a complete response to this RFLOI prior to the specified deadlines. Failure to submit all information in a timely manner will result in disqualification.</p>
<p>TITLE VI NONDISCRIMINATION NOTIFICATION</p>	<p>The <i>North Carolina Department of Transportation</i>, in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 U.S.C. §§ 2000d to 2000d-4) and the Regulations, hereby notifies all RESPONDENTS that it will affirmatively ensure that any contract entered into pursuant to this advertisement, disadvantaged business enterprises will be afforded full and fair opportunity to submit LETTERS of INTEREST (LOIs) in response to this ADVERTISEMENT and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.</p>
<p>SMALL PROFESSIONAL SERVICES FIRM (SPSF) PARTICIPATION</p>	<p>The Department encourages the use of Small Professional Services Firms (SPSF). Small businesses determined to be eligible for participation in the SPSF program are those meeting size standards defined by Small Business Administration (SBA) regulations, 13 CFR Part 121 in Sector 54 under the North American Industrial Classification System (NAICS). The SPSF program is a race, ethnicity, and gender neutral program designed to increase the availability of contracting opportunities for small businesses on federal, state or locally funded contracts. SPSF participation is not contingent upon the funding source.</p> <p>The Firm, at the time the Letter of Interest is submitted, shall submit a listing of all known SPSF firms that will participate in the performance of the identified work. The participation shall be submitted on the Department's Subconsultant Form RS-2. RS-2 forms may be accessed on the Department's website at NCDOT Connect Guidelines & Forms (https://connect.ncdot.gov/business/consultants/Pages/Guidelines-Forms.aspx).</p> <p>The SPSF must be qualified with the Department to perform the work for which they are listed.</p>
<p>PREQUALIFICATION</p>	<p>The Department maintains on file the qualifications and key personnel for each approved discipline, as well as any required samples of work. Each year on the anniversary date of the company, the firm shall renew their prequalified disciplines. If your firm has not renewed its application as required by your anniversary date or if your firm is not currently prequalified, please submit an application to the Department prior to submittal of your LOI. An application may be accessed on the Department's website at Prequalifying Private Consulting Firms (https://connect.ncdot.gov/business/Prequal/Pages/Private-Consulting-Firm.aspx) -- Learn how to become Prequalified as a Private Consulting Firm with NCDOT. Having this data on file with the Department eliminates the need to resubmit this data with each letter of interest.</p> <p>Professional Services Contracts are race and gender neutral and do not contain goals. However, the Respondent is encouraged to give every opportunity to allow Disadvantaged, Minority-Owned and Women-Owned Business Enterprises (DBE/MBE/WBE) subconsultant utilization on all LOIs,</p>

	contracts and supplemental agreements. The Firm, subconsultant and subfirm shall not discriminate on the basis of race, religion, color, national origin, age, disability or sex in the performance of this contract.
DIRECTORY OF FIRMS AND DEPARTMENT ENDORSEMENT	Real-time information about firms doing business with the Department, and information regarding their prequalifications and certifications, is available in the Directory of Transportation Firms. The Directory can be accessed on the Department's website at Directory of Firms (https://www.ebs.nc.gov/VendorDirectory/default.html) -- Complete listing of certified and prequalified firms. <u>The listing of an individual firm in the Department's directory shall not be construed as an endorsement of the firm.</u>
SELECTION CRITERIA	All prequalified firms who submit responsive letters of interest will be considered. In selecting a firm/team, the selection committee will take into consideration qualification information including such factors as those listed in the ' SELECTION CRITERIA... ' sections shown below. After reviewing qualifications, if firms are equal on the evaluation review, then those qualified firms with proposed SPSF participation will be given priority consideration.
SELECTION CRITERIA #1 %:	50%
SELECTION CRITERIA #1 DEFINITION:	Experience, qualifications, and technical competence of the Firm and the staff proposed; breadth of expertise of the Firm, including direct experience with the planning, implementation and operations support of customer service center operations, customer experience technologies, roadside technology and operations and back office systems including transaction processing and financial systems. Ability to provide As a Service (XaaS) offerings to ensure NCTA goals for operational efficiencies and demonstrated experience in XaaS offerings in audits and other related business process outsourcing services.
SELECTION CRITERIA #2 %:	25%
SELECTION CRITERIA #2 DEFINITION:	Past performance of similar projects in transaction processing, roadside, back office systems and operations and Development environments within the last three (3) years.
SELECTION CRITERIA #3 %:	20%
SELECTION CRITERIA #3 DEFINITION:	Past performance of the Firm including the Prime and all sub-contractors working as a team and how the Proposer will use this experience for this Project. NCTA is seeking proven team experience not necessarily teams formed for this current RFLOI and have no proven track record.
SELECTION CRITERIA #4 %:	5%
SELECTION CRITERIA #4 DEFINITION:	Readiness of the Firm and the proposed staff. Dedication of staff to this NCTA Contract to as required.
SELECTION CRITERIA #5 %:	0%
SELECTION CRITERIA #5 DEFINITION:	
NCDOT ADDRESSEE	Robert J. Stroup, PE -- State Professional Services Engineer
SUBMISSION ORGANIZATION AND INFORMATION REQUIREMENTS	The LOI should be addressed to the person shown in the ' NCDOT ADDRESSEE ' section shown above and must include the name, address,

telephone number, and e-mail address of the prime consultant's contact person for this RFLOI.

The LOI must also include the information outlined below:

Chapter 1 - Introduction

The Introduction should demonstrate the consultant's overall qualifications to fulfill the requirements of the scope of work and should contain the following elements of information:

- Expression of firm's interest in the work;
- Statement of whether firm is on register;
- Date of most recent private engineering firm qualification;
- Statement regarding firm's(') possible conflict of interest for the work; and
- Summation of information contained in the letter of interest.

Chapter 2 - Team Qualifications

This chapter should elaborate on the general information presented in the introduction, to establish the credentials and experience of the consultant to undertake this type of effort. The following must be included:

1. *Identify recent, similar projects the Firm (prime) has conducted which demonstrates its ability to conduct and manage the work of this Contract. Provide a synopsis of each project or program and include the dates performed and a contact person.*
2. *If subconsultants are involved, provide corresponding information describing their qualifications as requested in bullet number 1 above and how the Firm (prime) and the subconsultants have worked together in the past.*
3. *The Firm (prime) shall describe how the team's qualifications meet the requirements of this LOI and how they will assist NCTA to meet its initiatives. NCTA is seeking qualified specialists and professionals and not administrative or just teams with tolls domain experience. NCTA is seeking balanced teams with all necessary skillsets and a firm demonstrated understanding on how to develop implement technology and operations projects.*

Chapter 3 - Team Experience

This section must provide the experience of the persons assigned to the project, along with any unique q

ualifications of key personnel. Although standard personnel resumes may be included, identify pertinent team experience to be applied to this project along with the firm's dedication to practices in technology and operations. Specifically, the NCTA is interested in the experience, expertise, and total quality of the Firm. If principals of the Firm will not be actively involved in the study/contract/project, do not list them. A Capacity Chart / Graph (available work force) should also be included in the Firms Proposal. However, NCTA is not seeking additional organization charts from its firms as this is a specialized-on call contract that will be expected to work with other firms on multi-disciplines teams to accomplish NCTA goals in projects that may be led by NCTA or designated Firms.

Note: If a project team or subconsultant encounters personnel changes, or any other changes of significance dealing with the company, NCDOT should be notified immediately.

Chapter 4 - Anything as a Service (XaaS) Offerings

NCTA vision is to move its platform to XaaS offerings that allows NCTA to acquire multiple solutions and services that are highly automated and offer functions required to operate, maintain, audit the toll collections system. NCTA is seeking Firms that can help implement this model and is also seeking Firms that provide XaaS services as NCTA plans to transition to this business model within the next five (5) years to reduce its operations and maintenance costs and increase payment and customer service engagement options that promote self-service and automated processes. The Firm(s) may provide hourly services or XaaS offerings or both as part of this Contract. The Firm shall provide information on its understanding of XaaS and experience in developing, maintaining, and upgrading platforms for this model. The Firm shall describe its vision of XaaS to be deployed at NCTA based on NCTA's vision to provide a fully outsourced XaaS toll collection system.

PROJECT MILESTONE(s) and DATE(s) (IF APPLICABLE) -- see section '**PROJECT MILESTONE(s) and DATE(s)**' below (if applicable).

APPENDICES-

CONSULTANT CERTIFICATION Form RS-2

Completed Form RS-2 forms SHALL be submitted with the firm's letter of interest. This section is limited to the number of pages required to provide the requested information.

Submit Form RS-2 forms for the following:

- **Prime Consultant firm**

- Prime Consultant Form RS-2; and

- **ANY/ALL Subconsultant firms** (If Subconsultants are allowed under this RFLOI) to be, or anticipated to be, utilized by your firm.

- Subconsultant Form RS-2.

- In the event the firm has no subconsultant, it is required that this be indicated on the Subconsultant Form RS-2 by entering the word "None" or the number "ZERO" and signing the form.

Complete and sign each Form RS-2 (instructions are listed on the form).

The required forms are available on the Department's website at:

<https://connect.ncdot.gov/business/consultants/Pages/Guidelines-Forms.aspx>

PRIME Form RS-2 (Contract Solicitations ONLY)

([https://connect.ncdot.gov/business/consultants/Roadway/PRIME%20Form%20RS-2%20\(Contract%20Solicitations%20ONLY\).xlsx](https://connect.ncdot.gov/business/consultants/Roadway/PRIME%20Form%20RS-2%20(Contract%20Solicitations%20ONLY).xlsx))

SUBCONSULTANT Form RS-2 (Contract Solicitations ONLY)

([https://connect.ncdot.gov/business/consultants/Roadway/SUBCONSULTANT%20Form%20RS-2%20\(Contract%20Solicitations%20ONLY\).xlsx](https://connect.ncdot.gov/business/consultants/Roadway/SUBCONSULTANT%20Form%20RS-2%20(Contract%20Solicitations%20ONLY).xlsx))

All correspondence and questions concerning this RFLOI should be directed to the person shown in the below section '**QUESTIONS send to:**'. However, the LOI itself must be UPLOADED via the 'LOI Submittal Link' shown in this Advertisement to NCDOT's LOI Submittal Management System (LOISS).

IF APPLICABLE (if dates for such are given in the below sections '**Deadline for Questions**' and '**Issue Final Addendum**'), questions may be submitted electronically only, to the contact shown in the below section '**QUESTIONS send to:**'. Responses will be issued in the form of an addendum available to all interested parties. Interested parties should also send a request, by email only, to the person listed in the below section '**QUESTIONS send to:**' to be placed on a public correspondence list to ensure future updates regarding the RFLOI or other project information can be conveyed. Questions must be submitted to the person listed in the below section '**QUESTIONS send to:**' no later than the date and time given in the below section '**Deadline for Questions**'. The last addendum will be issued no later than the date shown in the below section '**Issue Final Addendum**'.

NOTE: To adhere to the Timeframe, a Notice to Proceed is expected to be issued shortly after (a) firm(s)/team(s) is/are selected. All firm(s)/team(s) submitting a LETTER OF INTEREST should make sure that their rates and overheads are current and have been audited by NCDOT.

TPA_2021 ON-CALL GENERAL TECHNOLOGY AND OPERATIONS SERVICES FOR NCTA PROJECTS -- FINAL
(04.01.2021)

PROJECT MILESTONE(s) and DATE(s) (if applicable)	
QUESTIONS send to:	rjstroup@ncdot.gov
SUBMISSION SCHEDULE AND KEY DATES	
RFLOI Release	4/1/2021
Deadline for Questions (Eastern Time Zone)	4/9/2021 4:00 PM
Issue Final Addendum	4/20/2021
Deadline for LOI Submission (Eastern Time Zone)	5/4/2021 12:00 PM
Shortlist Announced (* Notification will ONLY be sent to shortlisted firms.)	
Interviews - the week of (if DOT elects this option)	
Firm Selection and Notification (** Notification will ONLY be sent to selected firms.)	
Anticipated Notice to Proceed	

Introduction and Purpose

This document is intended to illustrate the procurement roadmap for North Carolina Turnpike Authority (NCTA) professional services and other related services-based contracts. The purpose of these contracts is to assist NCTA with the strategic planning, project development, program management, and operations and maintenance support of its Capital Improvement Program, Engineering, Finance, Operations and Technology projects and programs. These contracts augment NCTA staff and provide specialized expertise that help NCTA provide advanced mobility systems, operate and maintain current revenue systems, and plan, develop and implement capital improvements to the systems.

NCTA has developed this roadmap with the intention of sharing its planned procurement approach with the industry to allow resource planning and teaming arrangements (if necessary). This document provides a procurement overview, including any restrictions for pursuing contracts, current contract expiration dates and the planned procurement approach. A diagram that shows how these procurements align with one another is included at the end of this document. Lastly, NCTA will periodically review this plan and expects to update it as required to meet its business needs.

While this document outlines the various multi-year advisor and on-call services contracts that the NCTA intends to develop and maintain, the NCTA may, on occasion, proffer additional individual project or task related procurements as the need arises.

This document is being provided for informational purposes only; in the event of conflicting information between the information contained in this document and the information presented in a procurement document or contract, the procurement document or contract will govern. This document is primarily intended for consultant, advisory and other related services.

Procurement Approach

As noted in the diagram below, advisor contracts are intended to serve as functional extensions of NCTA staff to provide financial, traffic and revenue, planning, and specialized engineering expertise for NCTA projects. NCTA also relies on management service providers and intends to leverage existing NC Department of Information Technology (NCDIT) contracts to provide additional technology related services. Collectively, this group is known as NCTA's advisors (Advisor Services) and includes serving in a staff augmentation capacity as needed.

In addition, NCTA will be seeking on-call services contracts that will encompass Technology, Marketing and Communications, Pre-Construction Services, Roadway Operations, Toll Operations, and Customer Service grouped into contracts as shown in the diagram. These on-call contracts may provide professional services or data services to support NCTA. These on-call procurements may acquire staff with specialized expertise to assist NCTA or may provide data or technology Software as a Service, Platform as a Service or Infrastructure as a Service functions at NCTA. Collectively, this group is known as NCTA's on-call service providers (On-Call Services).

For each of the Advisor Services or On-Call Services contracts, NCTA typically issues multi-year contracts with one or more optional one-year extensions.

NCTA Specialized Expertise Roadmap

A description of NCTA's specialized expertise and services roadmap is below. Following the description and plan for Advisor Services and On-Call Services is a diagram of the planned services.

Advisor Services Contracts

Advisor Services contracts, along with existing Statewide Contracts, are represented in blue boxes in the diagram. For Advisor Services Contracts, NCTA has established the following intentions:

1. **Traffic and Revenue Services** - The current **Traffic and Revenue Consultant (TRC)** contracts are valid through April 2023 and two (2) potential one (1) year extensions are available. The TRC contract will be re-advertised roughly six (6) months prior the expiration of these contracts and extensions, as applicable. The successful bidders for the new TRC are eligible to bid other Advisory Services and On-call Services contracts. If the TRC is selected for an On-call Services Contract, the TRC may be excluded from specific tasks that are in conflict with tasks performed by the TRC on this Contract.
2. **General Engineering Consultant** - The North Carolina Turnpike Authority is currently finalizing procurement of a General Engineering Consultant (GEC) The GEC is not eligible to bid other Advisor Services or On-call Services contracts as the GEC may participate with procurement support, administrative, operations and general finance support for NCTA. Ultimately, it is the intent that the firm serving as the GEC does not hold any other Advisory Service or On-call Services contract unless such contract is held prior to entering into the GEC contract. The GEC will be asked to provide a variety of short-term engineering tasks or services. Note: The current General Engineering Services Consultant (GES) contracts expire in April 2023 with a potential one-year extension. These contracts will not be re-advertised.
3. **Financial Advisory Services** - The current **Financial Advisory Services (FAS)** contract, including Asset Management Services, are valid through May 2021 and two potential one-year extensions are available to be awarded. The FAS contract will be re-advertised roughly six months prior the expiration of this contract and extensions, as applicable. The Authority may elect to advertise Asset Management Services as a separate contract. If the FAS is selected for an On-call Services Contract, the FAS may be excluded from specific tasks that are in conflict with tasks performed by the on this Contract.
4. **Investment Banking Services** - A procurement for **Investment Banking Services (IBS)** was initiated in February 2020 with a pool of eligible underwriters to be selected by May 2020. Appointment to the pool of underwriters will be for a period of five (5) years unless the Authority deems it necessary to modify the appointment period. If the IBS is selected for an On-call Services Contract, the IBS may be excluded from specific tasks that are in conflict with tasks performed by the IBS on this Contract.

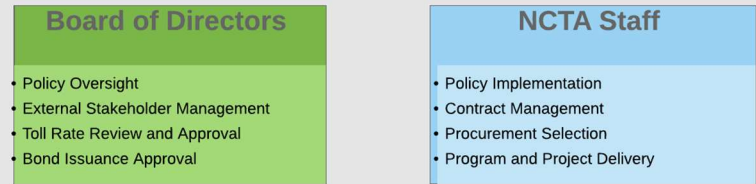
On-Call Services Contracts

For the On-call Services contracts shown in peach color boxes, NCTA is seeking specialized expertise to support the NC Quick Pass program and multiple statewide projects that are operating, being planned or being constructed, as-a-service offerings, and currently envisions a separate procurement for each of the on-call services grouped together as depicted in the diagram. A brief description of the on-call specialized expertise and services is listed below:

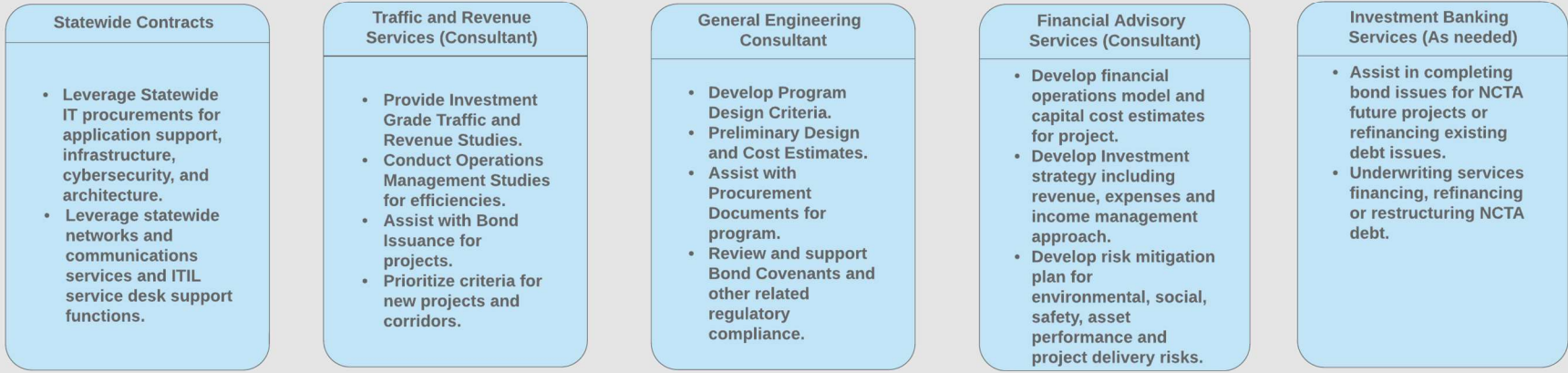
1. **Technology Services-** provide technical strategy, application support, data management, IT Service Management and infrastructure support. NCTA anticipates using NCDIT contracts including but not limited to: 920S- IT services, ITS-009440 – Short Term Staffing Contract for services and other commodity contracts or other related purposes.
2. **Customer Service and Toll Operations / Technology Enhancement and Support-** provide services and technologies that will increase customer service payment options and customer contact channels, and provide additional retail options and operational efficiencies, and move NCTA’s commercial back office to a point of sale. Toll Operations and Technology support to provide services that include operations support for roadside, operations back office and tolling policies and business rules for the NCTA toll collection system. This contract will also provide domain specific toll services required to support architecture review, development and implementation support for toll collection and intelligent transportation systems projects. NCTA advertised this contract on April 1, 2021.
3. **Roadway Operations** - provide services that include incident management planning and response (including, but not limited to, North Carolina State Highway Patrol (NCSHP) and Incident Management Assistance Patrol (IMAP) coordination), traffic control design and work zone evaluation, traffic management center oversight including, but not limited to, Maintenance Rating Program inspections, asset tracking, statistical reporting, and facility monitoring. NCTA anticipates advertising an RFP in the first half of 2021.
4. **Pre-Construction Services** - provide services that include multi-discipline design reviews for civil, electrical, geotechnical, structural and other related services to prepare drawings, specifications and miscellaneous design services. NCTA anticipates advertising for these services on an as-needed basis.
5. **Marketing and Communications** - provide strategy, planning and implementation services to acquire and maintain NC Quick Pass transponder customers, and increase invoice payment rates for Bill by Mail customers. Public outreach support during project planning, design and construction phases will also be included. NCTA anticipates advertising an RFP in the first half of 2021.

NCTA may change the number and aggregation of the procurements at any time at its sole discretion.

Oversight, Policy and Delivery



Advisor Services



On-Call Services

