

Introduction and Purpose

This document is intended to illustrate the procurement roadmap for North Carolina Turnpike Authority (NCTA) professional services, systems and other related services-based contracts. The purpose of these contracts is to assist NCTA with the strategic planning, project development, program management, toll collection systems, and operations and maintenance support of its Capital Improvement, Engineering, Finance, Operations, and Technology projects and programs. These contracts augment NCTA staff and provide specialized expertise that helps NCTA provide advanced mobility systems, operate and maintain current revenue systems, and plan, develop, provide 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 and is subject to change as required to meet NCTA needs. A diagram that shows how these procurements align with one another is included at the end of this document.

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

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, Customer Service, and Public-Private Partnerships 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 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). Lastly, NCTA added the major Toll Technology and Operations Contracts for service providers of its toll collection system.

Advisor Services Contracts

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

- **Traffic and Revenue Services** - The current **Traffic and Revenue Consultant** (TRC) contracts are valid through April 2024 with one (1) year extension still available. The TRC contracts will be re-advertised roughly six (6) months prior to the expiration of the second available (1) year contract extension. 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.
- **General Engineering Consultant** - The North Carolina Turnpike Authority awarded General Engineering Consultant (GEC) in April 2021 for a four-year contract with a one (1) year extension available. 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 (GESC) contracts expire in April 2023 with a potential one-year extension. These contracts will not be re-advertised.

- **Financial Advisory Services** - The current **Financial Advisory Services** (FAS) contract, including Asset Management Services, is valid through May 2023. The FAS contract will be re-advertised with an RFQ expected to be issued in early 2023. 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 on this Contract.
- **Asset Management Services** - Currently, Asset Management Services is part of the Financial Advisory Services Contract. The Authority plans to advertise a separate Asset Management Services as a separate contract with an RFQ expected to be issued in early 2023.
- **Investment Banking Services** - A procurement for **Investment Banking Services** (IBS) was initiated in February 2020 with a pool of eligible underwriters selected in 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:

- **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.

- **Customer Service and Toll Operations/Technology Enhancement and Support** - provide services and technologies that will increase customer service payment options and customer contact channels, provide additional retail options and operational efficiencies, and move NCTA's commercial back office to the 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. The current **Customer Service and Toll Operations/Technology Enhancement and Support** contracts are valid through December 2024, and two (2) potential one (1) year extensions are available.
- **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 and maintenance, statistical reporting, and facility monitoring. NCTA anticipates advertising for these services on an as-needed basis.
- **Project-Specific Construction Engineering and Inspection (CEI)** - Design-Build contracts are currently being procured for two Complete 540 Phase 2 projects (R-2829A and R-2829B). NCTA intends to advertise at least one project-specific CEI contract for R-2829B late in the first quarter of 2023. There will be an option in the advertisement for the contract to also cover the R-2829A project, but if that option is not exercised there will be another advertisement for the R-2829A project in the second quarter of 2023. NCTA also plans to advertise project-specific CEI for the R-2576 once that project enters the procurement stage.
- **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.
- **Marketing and Communications** - provide marketing strategy, outreach planning and customer experience improvement services. This work is intended to sell/issue NC Quick Pass transponders, acquire and maintain NC Quick Pass transponder customers, and increase payment rates for Bill by Mail customers. Additionally, the vendor provides public outreach support during project planning, design and construction phases. The North Carolina Turnpike Authority awarded a three-year marketing and communications contract in January 2021. The contract has two (2) potential one (1) year extensions.

Toll Technology and Operations Contracts

NCTA acquires specialized expertise to support the NC Quick Pass program and multiple statewide projects to provide systems and services associated with the toll collection system and operation.

Note: These contracts are not shown in the diagram below but are part of the toll collection system. A brief description of the contracts is listed below:

- Customer Service Center Operations for NCTA Quick Pass and Bill-By-Mail Customer services - This Contract was awarded in December 2019 and expires in December 2024. The Contract has two three-year renewals.
- Monroe Roadside Toll Collection system and related support services - This Contract was awarded in March 2017 and went live in October 2018. The Contract expires in October 2023. The Contract has two three-year renewals.
- Triangle Expressway Roadside Toll Collection System and related maintenance services - This Contract was awarded in October 2018. The Contract has two three-year renewals. The Contract is expected to be restructured in 2023.
- NC QuickPass BackOffice System for Quick Pass and Bill-By-Mail Services - This Contract was awarded in November 2018. The Contract has two three-year renewals. The Contract is expected to be restructured in 2023.
- Statewide Roadside Toll Collection System - RFP to provide Roadside Toll Collection System for statewide NCTA tolling initiatives. This RFP was released in January 2023 and is expected to be awarded by Quarter 2 of 2023.

