



**OHIO TURNPIKE AND
INFRASTRUCTURE COMMISSION**

682 Prospect Street
Berea, Ohio 44017
(440) 234-2081

**REQUEST FOR PROPOSALS FOR A
CUSTOMER SERVICE CENTER SYSTEM**

RFP ISSUE DATE:

July 18, 2018

INQUIRY END DATE:

5:00 p.m. (Eastern) August 17, 2018

EXTENDED OPENING DATE:

2:00 p.m. (Eastern), September 14, 2018

Q&A NO. 3

ATTENTION OF RESPONDENTS IS DIRECTED TO:

ANSWERS TO QUESTIONS RECEIVED THROUGH 12:00PM ON AUGUST 15, 2018

-AND-

EXTENSION OF THE PROPOSAL DEADLINE TO 2:00PM ON SEPTEMBER 14, 2018

(SEE A#154 & A#200)

-AND-

**DISCLOSURE OF EXISTING VENDOR (HYLAND & EMS) CONTACT
INFORMATION (SEE A#142 & A#144)**

ANSWERS TO QUESTIONS RECEIVED THROUGH 12:00PM ON AUGUST 15, 2018

Q#111 Regarding the domestic services requirements and disclosures in Attachment D, how would a Respondent engage the Waiver process for this procurement, in terms of timing, notification, and discussion and engagement with OTIC?

A#111 Respondents seeking a waiver of the domestic services requirement may include a statement accompanying Attachment D that describes the nature of service(s) the Respondent proposes to perform outside of the United States and the extent to which offshore services will be involved. The Respondent must include its justification, with any supporting documentation, for the need to render services from an off-shore location. The Commission will examine whether to the waiver is supportable as part of its evaluation.

Q#112 What is the current reporting landscape (Tableau/BO)?

A#112 See the response to Q#65.

Q#113 We would like to understand the complexity standard/Custom reports when particular reports are planned for phase 1 and phase 2. Please more detailed information about the number and types of reports. If you have sample reports, please provide.

A#113 See the response to Q#65. Please refer to Exhibit "B" of the RFP for Sample CSC Reports and Exhibit "C" for a listing of required CSC Reports.

Q#114 What are the systems currently that TCS is integrated with? Do you have an architecture diagram of the current landscape?

A#114 The TCS is currently integrated to the TransCore CSC, the ERP (Aptean) the Commission's credit card processor EMS and the Commission's Honeywell Winpak Controlled Access System. A TCS systems architecture diagram is not available.

Q#115 What is the expected number of tables and data volume for each source system?

A#115 The Respondents shall propose their solutions to satisfy the RFP requirements.

Q#116 What is the Test Management tool being used by OTIC currently? Is OTIC using any Testing tools for Automation/ Performance/ Security Testing currently? If 'YES',

please provide the list of tools. Can we assume those tools will be made available to the vendor?

A#116 Current testing tools are provided by TransCore. The Commission will not provide any testing tools to the Contractor. The Respondents shall propose their solutions to satisfy the RFP requirements.

Q#117 Does OTIC currently have any specific ticketing tool for tracking Incidents / Problems / Changes? If the answer is yes, will that be extended to the vendor? Please also provide the tool name and version.

A#117 Current ticketing tools are provided by TransCore. The Commission will not provide any ticketing tools to the Contractor. The Respondents shall propose their solutions to satisfy the RFP requirements.

Q#118 Are there any specific reports OTIC is looking out for Service management data like quarterly operations review?

A#118 The Respondents shall propose their solutions to satisfy the RFP requirements (see RFP Section 9.13).

Q#119 Is OTIC following certain ITIL (Incident, Problem, Change, Release) / Build development (Agile, Waterfall, DevOps etc.) processes today and is process documentation available? If the answer is yes, will that be shared with the vendor / does the vendor need to follow the same processes?

A#119 No.

Q#120 Please share the current network architecture, bandwidth and integration between different hosting environments for the CSC System.

A#120 See network diagram provided in response to Q#15. The current Commission network supports up to 100MB data transmission. The Respondents shall propose their solutions to satisfy the RFP requirements.

Q#121 Please detail the current challenges and pain points for the CSC System.

A#121 The current CSC is reaching its end of life and is not sustainable to meet the Commission's goals and vision set forth in the TCS and CSC Strategic Plan as outlined in the RFP.

Q#122 Does OTIC have a preference for any particular cloud platform?

A#122 No. The Respondents may propose their cloud solution to satisfy the RFP requirements.

Q#123 Can customers purchase a transponder(s) at a retail location with cash? If so, are they then required to back the purchase with a credit card or can they replenish with cash? If so, what is the business process to link a credit card with the transponder? Can this part of the activation process be accomplished via the web or through a CSR?

A#123 Customers can obtain a retail transponder using any payment method accepted by the retail vendor. A credit card is required to register the retail transponder with the Commission through the website or over the telephone with a CSR. See response to Q#29.

Q#124 In the process for retail transponders, is there a set of business rules that define how activation/deactivation occur if a patron fails to activate their transponder with Ohio Turnpike within a set period?

A#124 A retail transponder is inactive until a customer registers it with the Commission. There is currently no set time within which a customer is required to register a retail transponder.

Q#125 Our read from the RFP is that E-ZPass customers for the Ohio Turnpike are required to have Automated Replenishment and with Credit Cards only. Please confirm.

A#125 Yes. See business rule #1002 in RFP Appendix "A".

Q#126 If the aforementioned question regarding E-ZPass and auto replenishment with credit card is accurate, could Ohio Turnpike please provide clarity on the expected outcome when a credit card is declined from the bank? Do these customers merely move to manual replenishment or is there a different status level?

A#126 If an account fails to auto replenish due to a credit card decline, the account status will be set to the appropriate level as shown in Table 1 of the RFP. Manual (cash) replenishment is not an option offered by the Commission, however the customer may make one-time credit card payments but this is not encouraged or publicized.

Q#127 Appendix A Draft CSC E-ZPass and Unpaid Toll Business Rules Business Rule 1017 states that customers may open multiple accounts but cannot open a new account if any one of the opened accounts goes "bad". Does this "bad" account status only impact newly to be created accounts or does it also impact the status of existing customer accounts tied to the same customer?

A#127 The “bad” account status shall only impact “newly to be created accounts” and not existing accounts in good standing. The customer shall contact the CSC to request the opening of a new additional account.

Q#128 With respect to 2.2 Proposed Modernized Customer Service Center, has any consideration been given to OTIC outsourcing the customer service departmental functions and if so, what is a potential timeline?

A#128 No.

Q#129 Concerning 4.3.5 Discount Plans - Page 30, will the rebates for Class 1 vehicles be credited to customer accounts against pre-paid balance or provide the option of cash/check reimbursement?

A#129 The rebate for Class 1 E-ZPass vehicles traveling less than 30 miles shall be credited to their accounts.

Q#130 With respect to 4.3.7 Payment Processing on Page 34, please provide an estimated number of checks received monthly as toll payment?

A#130 Check payments are only currently accepted to clear up insufficient E-ZPass account balances and close the account as well as for Unpaid Tolls. At present, approximately fewer than 25 check payments are processed per month for pre-paid E-ZPass accounts.

Q#131 Concerning 4.3.9 E-Z Pass Plus Parking on Page 35, please provide a list of parking facilities.

A#131 See the response to Q#55. A listing of current parking facilities that accept E-ZPass Plus can be found on the website link: <http://www.e-zpassiag.com/about-e-zpass>

Q#132 Can OTIC provide some granularity to the business rules surrounding processing and presenting E-Z Pass Plus Parking transactions?

A#132 The Commission does not currently have business rules for E-ZPass Plus. The E-ZPass Group has specific operating/reciprocity agreements which cover E-ZPass Plus that can be found on the website link: <http://www.e-zpassiag.com/interoperability/86-interoperability/operating-reciprocity-agreements/331-operating--reciprocity-agreements>

Q#133 Are “future potential regional facilities” anticipated to operate under a similar transaction processing and presentation process as existing E-Z Pass Plus Parking?

A#133 Yes. See RFP Section 4.3.9.

Q#134 As it drives BOS capabilities, are you participating in the E-ZPass Plus Program by receiving transactions from linked Parking facilities or are you a Regional Host under E-ZPass Plus?

A#134 No. The Commission does not currently receive transactions from E-ZPass Plus parking facilities. The Commission is not currently a Regional Host under E-ZPass Plus.

Q#135 Section 5.7 identifies that the IVR is to be provided by Cincinnati Bell Telephone System (CBTS) and that OTIC currently uses the Next Generation Telephone System for its call center. Research on this system identifies that the Ohio Department of Administrative Services website has a frequently asked question document related to the implementation of NGTS by CBTS and that it states that web chat functionality is available from NGTS. Given that the NGTS has a suite of developed reports on all customer contact via phone, would OTIC prefer to have all customer contacts via web and phone available on pre-built reports that are part of the NGTS implementation? If so, would OTIC consider using the NGTS for web chat?

A#135 The Commission will respond to this question in a subsequent Q&A.

Q#136 Please confirm that OTIC requires the CSCC reports, dashboards and analytics functionality to include data from the NGTS and Unpaid Toll Service provider’s contact center system (e.g. ACD and IVR)?

A#136 The Commission will respond to this question in a subsequent Q&A.

Q#137 Will all NGTS data and statistics (live and historical) for customer contacts via phone be made available for importing into the reporting system so that comprehensive analytics, dashboards and reports (specifically the CSR Communication Activity Report) can be created? If yes, please identify the mechanism (copy of database backup/API interface, when sample stats are available for development, timing for regular updates during daily operations, etc.) for obtaining this data during the development and operations phases of the contract.

A#137 The Commission will respond to this question in a subsequent Q&A.

Q#138 Will all Unpaid Toll Service Provider contact center data and statistics (live and historical) for customer contacts via phone be made available for importing into the reporting system so that comprehensive analytics, dashboards and reports (specifically the CSR Communication Activity Report) can be created? If yes, please identify the mechanism (copy of database backup/API interface, when sample stats are available for development, timing for regular updates during daily operations, etc.) for obtaining this data during the development and operations phases of the contract.

A#138 The Commission will respond to this question in a subsequent Q&A.

Q#139 Please identify the COTS CRM products that the NGTS has been certified with so that we can propose a solution that allows best practices such as screen pops to be utilized.

A#139 The Commission will respond to this question in a subsequent Q&A.

Q#140 Please confirm that OTIC expects that CSC System to interface with primary and disaster recovery sites for the NGTS.

A#140 Yes.

Q#141 Please confirm that OTIC expects that CSC System to interface with primary and disaster recovery sites for the Unpaid Toll Service Provider's contact center system.

A#141 Yes.

Q#142 We have contacted Hyland to engage with their professional services team with the view of using Hyland as a subcontractor for integrating our CSC System application with the OnBase System. However Hyland referred us to the existing vendor providing this system to OTIC and stated that any discussions would have to go through OTIC. Would OTIC be able to provide direction to the incumbent so that potential bidders can engage in commercial discussions with a view to using this organization as a subcontractor to their bid?

A#142 The RFP is revised to notify Respondents seeking to incorporate the Hyland OnBase System into its proposed solution that they may contact the following vendor representatives:

3SG Plus (formerly Prime):

*Nathan Dilley
Director of Sales*

ndilley@3sgplus.com

-and/or-

Rebecca Johnson
Director of Client Engagement
rjohnson@3sgplus.com

Q#143 If the Hyland OnBase system is to be used for customer correspondence, there is a chance that some of this may contain credit card data. Is the Hyland OnBase application and environment PCI certified? If the Hyland OnBase application and environment is not PCI certified, please confirm that OTIC will be responsible for making this PCI certified?

A#143 The Hyland OnBase application is not currently part of the Commission's PCI footprint.

Q#144 We have contacted OTIC's merchant services provider to engage with their professional services team with the view of using them as a subcontractor for payment processing functions within our CSCC application. However OTIC's vendor stated that any discussions would have to go through OTIC. Would you be able to provide direction to the incumbent so that we can engage directly in commercial discussions with a view to using this organization as a subcontractor to our bid.

A#144 The RFP is revised to notify Respondents seeking to incorporate EMS services into its proposed solution that they may contact the following vendor representatives:

Electronic Merchant Services

Denise Fox
Product Development Manager
800.726.2117 ext. 2249
dfox@emscorporate.com

Q#145 In phase 1, does OTIC anticipate receiving check or money order payments via mail? If yes, please confirm the operational concept for how these will be received, processed and entered into the CSCC.

A#145 Yes, see the response to Q#130. The Contractor shall propose their solution for handling check payments in the CSC application.

Q#146 We assume OTIC expects to handle through the provided solution the situation where a customer places a credit card number on correspondence to ensure PCI compliance. Is this a correct assumption?

A#146 Yes.

Q#147 Exhibit D identifies volumes for 2022 which is after Phase 2 has gone live. During phase 1 please identify the volume of checks/money orders that will be expected to be received and processed, and by which organization.

A#147 Please see the response to Q#130.

Q#148 During phase 2 will all checks/money orders be sent to the same location for receiving and processing? Please clarify the operational concept for receiving physical payments for account holders and unpaid toll notices in phase 2.

A#148 The Commission may choose to have separate locations for receiving check payments for Manual and Violation Unpaid Tolls.

Q#149 Exhibit D identifies that there will be 196,000 1st Violation Unpaid Toll Notices and that only 12,000 of these will be unpaid (BMV Hold notices). This equates to approximately 15,333 payments received per month. Assuming 50% pay on-line this means that more than 7600 payments would be received per month (or 350 per day) via mail. Please clarify where these checks would be received and processed, and by which organization.

A#149 The Commission may choose to handle the processing of check payments for Violation Unpaid Tolls using OTIC CSC personnel or the UTP Service Provider who would use the CSC software to apply the check payments into. See the response to Q#148.

Q#150 In OTIC's CSC Q&A #1, the answer to Q#14 identifies the size and quantity of images that will be used for phase 1. However this system was installed several years ago and these cameras could be phased out as part of the new TSC. We have recently seen newer roadside systems with larger image sizes (>3MB per image) due to higher resolution, color cameras being installed. If we use the smaller sizes of the phase 1 system in our storage sizing and the new TSC implements these newer cameras the new CSCS provided as part of this RFP will need to be changed as part of phase 2 to accommodate larger images. To ensure we provision sufficient storage for phase 2, can OTIC please provide clarity on the expected image size for the phase 2 TCS that will be implemented in the future?

A#150 The Commission will specify that the TCS Contractor shall provide compressed license plate images to the CSC that do not exceed the 550 kb per transaction size described in the response to Q#14.

Q#151 Typically tolling CSC System include a staging/test environment so that changes can be verified by operations before being deployed to the production and DR environments. In larger systems there is also a training environment that is separate from this staging/test environments. Please can OTIC confirm how many environments will need to be provided in addition to the production and DR sites?

A#151 Per the specifications for the various data centers in Section 5.2, the Contractor shall provide multiple, fully segregated, System environments to support the software development, software testing, end user training, pre-production, production, business intelligence, and disaster recovery functionality.

Q#152 Please can OTIC identify if there are test environments for the systems that are external to the CSC System? If yes, will any staging/test environment be able to connect to these environments so that interface testing can be completed and verified by OTIC and its operations subcontractors before changes are deployed to production/DR environments?

A#152 There may be test environments available in some of the external systems that will be interfacing to the CSC. The Commission will support the CSC Contractor in coordinating with each system provider for interface testing.

Q#153 Section 5.5.1 identifies that the user count is based on concurrent users (25 for phase 1 and 100 for phase 2). However, COTS CRM and ERP applications are licensed based on named user counts. To ensure that all vendors price in the same number of licenses and OTIC can evaluate like bids, please can OTIC identify how many named users shall be licensed for any CRM and ERP applications during phase 1 and phase 2?

A#153 For estimating purposes using this pricing model, the Contractor may assume 50 named users for Phase 1 and 150 named users for Phase 2.

Q#154 We respectfully request a two-week extension on the current submittal deadline of August 31, 2018.

A#154 Upon reconsideration, the Commission extends the opening deadline to 2:00PM (Eastern) on September 14, 2018. The table appearing in Section 13.6 and all corresponding dates in the RFP are revised to provide as follows:

RFP Schedule	
Release Draft RFP for Industry Comments	May 22, 2018
Deadline for Comments	June 8, 2018
Release RFP	July 18, 2018
Inquiry Period ends (5:00 p.m. Eastern)	August 17, 2018
Deadline for SUBMITTING Proposals (2:00 p.m. Eastern)	September 14, 2018
Preliminary Technical Proposal Evaluation	Sept. 14 - Oct. 12, 2018
Competitive Respondent Selection and Notice, if applicable	October 15-16, 2018
One-on-One Discussions, if applicable	October 22-23, 2018
Interview(s) and System Demonstration(s)	October 24-26, 2018
Final Evaluation of Technical and Price Proposals	Oct. 29 - Nov. 16, 2018
Estimated Contract Award	November 19, 2018
Contract Execution	December 2018
Notice to Proceed/Project Start-up	January 2019

Q#155 May bidders condense the 30 project milestones for phase 2 to something more appropriate to the size and scope, such as 7 to 10 so that the project milestones can be streamlined for greater efficiency?

A#155 The Contractor may not condense the major project milestones identified by the Commission in the RFP. However, the Contractor may choose to deliver/achieve the milestones concurrently with the Commission's pre-approval.

Q#156 It should be noted that the cost for an out of state vehicle registration address lookup can vary greatly. If can vary depending upon: 1) the state, 2) if the lookup is done directly with a state or thru a third-party lookup service, 3) if the state or third-party service charges per request or per hit or 4) if the lookup is for a toll violation versus an all-electronic toll. Please clarify how a single unit cost is to be derived? Note: It might be beneficial to OTIC to request unit costs for each of the neighboring states with estimated volumes provided for each.

A#156 The Contractor shall provide unit pricing for out of state vehicle registration address lookups. The Contractor may choose to add additional lines for specific sub-categories of out of state vehicle registration lookups.

Q#157 Please confirm that Year 1 and future years Pass Through costs will be reimbursed to the Contractor based on actual expenditures and not on some type of COLA adjustment. If not, please clarify.

A#157 Please see the response to Q#87 and the notes below Sheet 5 in Attachment "F".

Q#158 It is unclear who is responsible for providing the desktop equipment that will be used by OTIC staff to access the CSC System. Please confirm that OTIC will be responsible for providing the desktop computers and local area printers. If the CSC System contractor is to provide them, please provide quantity of desktop computers and printers as well as minimum specifications (i.e. CPU speed, monitor size, printing capacity, B&W vs color, etc.).

A#158 The Commission will provide desktop computers and local area printers for the CSC.

Q#159 It is unclear who is responsible for providing the terminals that the UTP Service vendor will use to perform manual image review on the CSC System. Please confirm that the UTP Service contractor will be responsible for providing the manual image review terminals. If the CSC System contractor is responsible, please provide the estimated quantity of terminals.

A#159 The Commission anticipates that the UTP Service Provider will provide manual image review terminals for their staff.

Q#160 Please confirm that OTIC, as part of the arrangement with CBTS, will continue to acquire telephone handsets and headsets for OTIC personnel. If this is incorrect and the CSC System contractor is responsible for providing telephone handsets and headsets, please provide estimated quantity and general specifications.

A#160 The Commission will provide telephone equipment for the CSC staff.

Q#161 Please identify the OTIC ERP system, Interface Control Design (ICD), mode of interaction, frequency and size of the data feed. Also, does the interface require a dedicated network circuit or a VPN tunnel over internet would suffice.

A#161 Currently the CSC application creates files that are transmitted via Secure FTP protocol to the ERP System. A dedicated network circuit is not required.

Q#162 The OTIC logical network diagram depicts a Fiber Ethernet Network that connects Plazas to the current datacenters. Can we assume that the Fiber Ethernet Network will stay in place with new CSC contractor taking the responsibility for establishing high speed connection from the new datacenters to this Fiber Ethernet Network?

A#162 Yes.

Q#163 Can OTIC confirm if the statement fee is \$1 per every 5 transponders on the account with a maximum cap of \$10.00 monthly?

A#163 Yes. See the response to Q#39.

Q#164 Per Section 4.3.7 (page 34) our understanding is that the credit card processor / payment service provider will be provided by OTIC. Our experience is that tokenization is normally a service provided by the payment service provider as a first step before processing a request for payment authorization. Can OTIC confirm whether the same can be provided by OTIC's payment service provider, or is the expectation that the contractor needs to provide external tokenization services?

A#164 The Contractor shall propose their tokenization solution (hardware and software) to satisfy the RFP requirements.

Q#165 Can OTIC clarify the requirement for two-factor authentication? Does this imply that customers need a second mechanism in addition to the password such as OTP via SMS or Token Generation, etc.?

A#165 Yes.

Q#166 We would like to get the location of the sites where the current TCS systems (primary and backup, if any) are located to provide connectivity from the CSC systems. We respectfully request the specific street addresses of these two locations.

A#166 The Commission's primary and secondary data centers are located in Berea, OH and Strongsville, OH respectively.

Q#167 In Section, 5.10.1 Table 4, Item# 8 states "Zero violation of internal control procedures." Can OTIC clarify the specific system internal controls that this applies to?

A#167 The Commission will respond to this question in a subsequent Q&A.

Q#168 Would OTIC confirm that it intends to have OTIC technical staff, or hire a separate technical vendor (other than the contractor), to perform enhancement of the system delivered by the contractor during the warranty or maintenance phase where the contractor is responsible for performance and KPIs?

A#168 No. The Commission will request any enhancements to the CSC System to be performed by the Contractor.

Q#169 Would OTIC confirm that the BCP plan to be provided by the contractor is limited to the system operations and support scope of the contractor only, and does not include Customer Service Operations which are not in the scope of the contractor?

A#169 Yes.

Q#170 The illustration here shows the Phase 2 go-live on Dec 1, 2021 and warranty period continuing through Nov 30, 2023. Should this be Nov 30, 2022 to match the 1-year warranty requirement?

A#170 November 30, 2023 is incorrect in Section 9 of the RFP. The Phase 2 Warranty Period shall commence upon Final Acceptance on March 1, 2022 and continue for 1-year through February 28, 2023. The RFP is modified accordingly.

Q#171 While the requirement states that all software instances (Training, Test, Development, Pre-production & Production) have to be maintained at the same level, typically the Development and Test environments will need to be upgraded first to test the patches and hence would be at levels ahead of Production & Training. Is this acceptable to OTIC?

A#171 Yes.

Q#172 IVR performance cannot be effectively monitored at the network level and would need to be monitored at the IVR system level. This should be done by the IVR vendor, as would any re-routing or message delivery changes. As a result, we believe that this function should be handled by the IVR provider and not the CSC system vendor – does OTIC agree?

A#172 The Contractor shall work with the IVR Vendor to troubleshoot and resolve any CSC System issues that may be impacting the IVR performance.

Q#173 Attachment A, SBE Utilization Plan, states: “To be eligible for selection to award this contract, each respondent must complete and submit this Small Business Enterprise (SBE) Utilization Certification with its Proposal.” Where does the SBE Utilization Plan go in the proposal?

A#173 Each Respondent must submit Utilization Certification (OEI-1) and Utilization Plan (OEI-2) found in Attachment A in response to Subsection 8 of the Part I: Technical Proposal under Section 14.1. If the Utilization Certification and Plan fail to demonstrate a commitment to achieve the 8% goal and the proposed means for fulfilling the commitment,

Respondents must complete the forms on OEI-4 and OEI-5 and satisfactorily demonstrate that the failure to achieve the goal occurred despite its Good Faith Efforts.

Q#174 In the Technical Scope of Services (Section 5.8), there is a subsection 5.8.2, but no subsection 5.8.1. Is this a typo?

A#174 The Commission will respond to this question in a subsequent Q&A.

Q#175 Regarding IVR, does the IVR have ability to perform web service calls?

A#175 The Commission will respond to this question in a subsequent Q&A.

Q#176 Regarding IVR, is there an ICD for the third party IVR?

A#176 The Commission will respond to this question in a subsequent Q&A.

Q#177 Regarding CSC Hardware, is the proposer responsible for any hardware inside the CSC?

A#177 The Commission will respond to this question in a subsequent Q&A.

Q#178 Regarding CSC Hardware, will the WAN/SD-WAN (internet) firewall reside on the exterior of the CSC firewall?

A#178 The Commission will respond to this question in a subsequent Q&A.

Q#179 Regarding CSC Hardware, will the proposer be responsible for Internet communications for CSC, or just for BOS System communications?

A#179 The Commission will respond to this question in a subsequent Q&A.

Q#180 Section 5 Technical Scope of Services, 5.1 General CSC Technical Requirements, Question 7 - “The CSC client application shall be verified or authenticated before allowing use of the system to prevent access to inappropriate or confidential data or services.” Is this in regard to a CSR function, or a customer website user function?

A#180 The Commission will respond to this question in a subsequent Q&A.

Q#181 If a Severity Level 1 incident occurs during Phase 1 Acceptance Phase, is the period of continuous operation reset to 90 or 60? (page 100)

A#181 The Commission will respond to this question in a subsequent Q&A.

Q#182 Maintenance KPIs, item #7 (page 59) – “Contractor responsive to track and resolve maintenance support issues, and general requests from OTIC”. Please clarify how this differs from other Maintenance related KPI’s.

A#182 The Commission will respond to this question in a subsequent Q&A.

Q#183 The RFP indicates on page 66 – “The Contractor shall develop both System User Training and System Maintenance Training materials to provide system user training to all the three business groups that include OTIC supervisory staff, CSC staff and other OTIC stakeholders.” The RFP Response Requirements asks proposers to discuss System Integration training. Should “System Integration” training be interpreted as System User Training?

A#183 The Commission will respond to this question in a subsequent Q&A.

Q#184 Regarding Exhibit B – What are “Other” Methods of Account Opening?

A#184 The Commission will respond to this question in a subsequent Q&A.

Q#185 RFP Page 46, 5 Technical Scope of Services, 5.4 System Accuracy, Reliability, Flexibility and Scalability “#2. The System shall provide availability according to Key Performance Indicators in Section 6.10.1.” Please verify this should be Section 5.10.1.

A#185 The Commission will respond to this question in a subsequent Q&A.

Q#186 RFP Page 79, 10 Project Execution, 10.4 Project Schedule states “Upon OTIC approval the Project Schedule shall be considered the baseline schedule for the project. The Project Schedule shall constitute the Contractor’s commitment to the project Milestone dates referenced below in Section 11.5. The Contractor shall perform work in accordance with the most current Project Schedule approved by OTIC.” Please verify this should be Section 10.5.

A#186 The Commission will respond to this question in a subsequent Q&A.

Q#187 RFP Pages 131, 132, and 133. Is page 132 a duplicate of page 131? Is page 133 a duplicate of page 132?

A#187 The Commission will respond to this question in a subsequent Q&A.

Q#188 Appendix B – Form Contract, Page 2, Article II – Term B. Phase 2 Services. The Contractor’s performance of Phase 2 Services shall begin upon the Commission’s issuance of Notice to Proceed with Phase 2 Services, and shall, unless renewed by the Commission or sooner canceled or terminated pursuant to the provisions hereof, conclude upon the Commission’s issuance of Final Acceptance of Phase 1 Services as set forth in Exhibit B. Please verify this is Phase 2.

A#188 The Commission will respond to this question in a subsequent Q&A.

Q#189 Appendix B – Form Contract, Pages 7 and 8, Article VI – Indemnification Is Section C omitted?

A#189 The Commission will respond to this question in a subsequent Q&A.

Q#190 Article D of the Form Contract indicates the performance bond “shall remain in effect throughout the term of the contract” but Article 11.16 of the RFP indicates that “Upon Final System Acceptance, OTIC will release the remaining Retainage associated with the project and release the Contractor’s performance bond.” Please clarify. Also, does the term of the contract include the maintenance period?

A#190 The Commission will respond to this question in a subsequent Q&A.

Q#191 Please describe the data fields and process requirements for the new CSC to support the LCV program, to include account registration, identification, vehicle/transponder identification, and system processing requirements to support the program.

A#191 The Commission will respond to this question in a subsequent Q&A.

Q#192 “The system shall provide the capability to search for a customer account based on license plate information to include: plate owner name and plate owner address.” Please confirm that OTIC is requesting a vehicle owner lookup for registered owner as part of the account open process.

A#192 The Commission will respond to this question in a subsequent Q&A.

Q#193 As referenced in Section 4.3.1.15, please provide examples of OTIC’s intended “smart account bulletins.”

A#193 The Commission will respond to this question in a subsequent Q&A.

Q#194 Please provide specifics or use case examples to illustrate the following requirements for the transponder management functions: (1) Transponder Performance Monitoring; and (2) Transponder Performance Analysis. Specifically, what types or examples of monitoring and analysis is OTIC requesting, related to read rate monitoring, held inventory, time to replenish, etc.?

A#194 The Commission will respond to this question in a subsequent Q&A.

Q#195 In section 5.1 the RFP states at subsection 8., “The CSC client application shall employ Active Directory System (ADS) to verify the identity or authenticate of the system’s users, before allowing them to use its capabilities, to prevent access to inappropriate or confidential data or services.” Active Directory (AD) maintenance and password/lock-out functionalities are the abilities of the AD and not the CSC. Please clarify.

A#195 The Commission will respond to this question in a subsequent Q&A.

Q#196 Section 5.5.2 on page 48 states, “The Contractor (or Subcontractor responsible for credit card payment processing) shall be a Qualified Integrator and Reseller (QIR) that is authorized by the PCI Security Standards Council to “implement, configure and/or support” PA-DSS payment applications.” Question – PCI validation requirements and reporting to acquirer identify this requirement for Level 4 merchants only. Does the OTIC require this for a level 1 merchant if not required by PCI validation requirements?

A#196 The Commission will respond to this question in a subsequent Q&A.

Q#197 Section 5.7 on page 50 provides, “The Contractor shall maintain all PCI compliance standards in supporting credit card payments made via the IVR, the call recordings and access of recorded calls.” Is PCI compliance related to IVR call recordings, and is access the CSC vendor’s responsibility or the IVR vendor’s responsibility?

A#197 The Commission will respond to this question in a subsequent Q&A.

Q#198 Section 5.8 begins on page 50. The next section is 5.8.2. on page 52. Is section 5.1 missing, or is this a numbering error?

A#198 The Commission will respond to this question in a subsequent Q&A.

Q#199 Please define the difference between a Requirements Trace Document and a Requirements Trace Matrix.

A#199 The Commission will respond to this question in a subsequent Q&A.

Q#200 With the number and level of detailed questions submitted to date, including the impacts of responses related to system design, pricing and technical response, as well as the five previous requests sent – will the OTIC consider extending the due date for submittal from August 31, 2018 to September 14, 2018? This will provide all respondents time to fully understand and incorporate inquiry responses into their service, price, and technical proposal response.

A#200 See the response to Q#154.

Q#201 When the Commission states that, “The Respondent must provide evidence of, as well as a detailed explanation of, how it intends to finance the delivery of the new, fully integrated CSC System,” what exactly does OTIC consider as “evidence” to satisfy this requirement?

A#201 The Commission will respond to this question in a subsequent Q&A.

Q#202 Section 14.2 requires respondents to “Describe and explain any exceptions, concerns or requested adjustments related to the financial, commercial, and legal requirements set forth in this RFP and proposed Contract.”

A#202 The Commission will respond to this question in a subsequent Q&A.

Q#203 Please clarify what you mean by “financial, commercial, and legal requirements set forth in this RFP or the proposed Contract.” Taken in its most broad sense, that could mean each and every instance we have an issue with basically the entire tender, no matter how de minimus.

A#203 The Commission will respond to this question in a subsequent Q&A.

Q#204 Does the TCS provide a designator for the occurrence where the AVC class is charged, but does not equal the transponder class assigned at the CSC? Does the

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OTIC require special identification of these types of transactions for statements and/or transaction history views?

A#204 The Commission will respond to this question in a subsequent Q&A.

Q#205 Can OTIC provide an estimated number of documents that are received monthly that will need to be scanned during phase 1 and phase 2?

A#205 The Commission will respond to this question in a subsequent Q&A.