

CTIO Question Number	Category	Document Reference	Question	CTIO Response
94	Forms	Form D	<p>Could subcontractors filling in form D change the language in question 8, to reflect who is signing the form, for:</p> <p>In the past five (5) years, has the Firm, or to the best of its knowledge, any proposed subconsultants of the firm ever been removed from a contract or failed to complete a contract as assigned? Submit full details of the terms for removal from the contract. Identify the other party, its name, address, and telephone number. Present the Firm's position on the matter. If Firm team members have experienced no such termination for default in the past five (5) years, indicate accordingly.</p>	See revised Section 5.2 and revised Form D in Addendum 2.
95	Forms	Form E	<p>The updated version of Form E now includes two references to Form C under both No. (2) and (3). Please confirm that under No. (2) item (j) "completed Form C (Detailed Project Descriptions)" should be deleted as Form C is now being requested as part of Appendix 1 rather than the main SOQ response.</p> <p>If this is incorrect, please clarify what related to Form C should be included in the main SOQ response.</p>	See revised Form E in Addendum 2.
96	Forms	Form E	<p>The updated version of Form E now includes two references to RFQ Section 6 under both No. (2) and (3).</p> <p>Please confirm for No. (2) item (i) "Either: (i) confirmation of absence of any organizational conflicts of interest; or (ii) narrative description of any such organizational conflicts of interest (if disclosure, include in appendix)" that no narrative response is required in the main SOQ. As clarified in Response to Q&A #72, Proposers are to check the box on Form E to satisfy this requirement, and any further representations or disclosures related to this item should be provided within Appendix 1 as noted in under No. (3) item (c) "Conflict of Interest Disclosures".</p> <p>If this is incorrect, please clarify what related to RFQ Section 6 should be included in the main SOQ response.</p>	See revised Form E in Addendum 2.
97	Scope	n/a	Would CTIO support the use of Cloud-based Virtual Desktop Providers (aka DaaS) for this project?	Information should be provided by the respondent to the RFP.
98	Scope	n/a	What computer operating system will be used for Customer Service Center and Backoffice Agents support?	Information should be provided by the respondent to the RFP.
99	Scope	n/a	What Customer payment processors will CTIO support?	Information should be provided by the respondent to the RFP.
100	Scope	2.1 General Scope of Work	Page 7, Section 2.1: what is CTIO's definition of an integrated voice response system (IVR)?	Additional information may be provided in the draft RFP.
101	Scope	2.1 General Scope of Work	Page 7, Section 2.1: does CTIO expect the IVR to frontend all voice calls?	Additional information may be provided in the draft RFP.
102	Scope	2.1 General Scope of Work	Page 7, Section 2.1: does CTIO expect the IVR to collect caller metadata, allow caller to authenticate, offer the caller self-service, offer payment processing as well as record and report on each callers transaction within the integrated voice response system?	Additional information may be provided in the draft RFP.
103	Scope	2.1 General Scope of Work	Page 7, Section 2.1: does CTIO expect the IVR to simply route callers to the proper Customer Service skillset?	Additional information may be provided in the draft RFP.
104	Scope	2.1 General Scope of Work	Page 7, Section 2.1: what channels (types) of customer contact interactions will be required for the customer contact platform (i.e. voice only, email, text, social media)?	Additional information may be provided in the draft RFP.
105	Scope	2.1 General Scope of Work	<p>Page 7, Section 2.1: Local Area Network and Wide Area Network; what will the connectivity type be to connect to the CBO support operations (i.e. internet only, private lease line or MPLS, other)?</p> <p>What is the expected average bandwidth per BackOffice Agent (in kbps)?</p>	Information should be provided by the respondent to the RFP.

106	Scope	2.1 General Scope of Work	Page 7, Section 2.1: who will host the Website and mobile application for customer account and payment management?	Information should be provided by the respondent to the RFP.
107	Scope	2.1 General Scope of Work	Page 7, Section 2.1: what type of system monitoring will CTIO require for the back-office system and contact center system?	Information should be provided by the respondent to the RFP.
108	Scope	n/a	Can CTIO confirm when key personnel will be asked to be 100% dedicated to the project?	Additional information may be provided in the draft RFP. Please refer to CTIO's response to question #37.
109	Scope	n/a	What are the projected hours and days of operation?	Additional information may be provided in the draft RFP.
110	Scope	n/a	Is data available from E-470 regarding call volume, handle time, and wrap time on CTIO-specific roadways?	Additional information may be provided in the draft RFP.
111	Scope	n/a	Does CTIO have a desired location(s) for the CSC and walk-in centers?	Additional information may be provided in the draft RFP.
112	Scope	n/a	Will the CSC be remote or in an office?	Additional information may be provided in the draft RFP.
113	Scope	n/a	Will CTIO consider penalties and bonuses on KPIs?	CTIO currently anticipates including KPIs in the Project Agreement, which will be linked to liquidated and/or stipulated damages for nonperformance. Additional information about such damages and potential incentives may be provided in the draft RFP.
114	Forms	Form A	Will CTIO please confirm if a cover letter is required in the submission in addition to the completed Form A Transmittal Letter?	A cover letter is not required but may be included. No substantive information may be included in the cover letter.
115	Procurement Process	9. Financial Capacity	Can CTIO confirm if in addition to the Prime, Major Subcontractors are also required to provide the financial information outlined in Section 9 (Financial Capacity) of the RFQ document?	No. Financial statements and accompanying information described in Sections 9.2, Section 9.3, and Section 9.4 is only required for the Financially Responsible Party.
116	Procurement Process	9.5 Surety or Bank/Financial Institution Letter	Can CTIO please confirm that the financial information outlined in Section 9.5 (Surety or Bank/Financial Institution Letter) of the RFQ document is to be submitted in response to the subsequent RFP, not in response to this RFQ?	No materials are required for the RFQ.
117	Procurement Process	9.3 Credit Ratings	In response to Section 9.3 (Credit Ratings) of the RFQ document, will a credit rating from the agency Dun & Bradstreet be sufficient for this submission?	If the Proposer (or Financially Responsible Party) does not have credit ratings from Moody's, Standard & Poor's, or Fitch Ratings, a Dun & Bradstreet rating is not required. If no credit ratings exist from Moody's, Standard & Poor's, or Fitch Ratings then the Proposer (or Financially Responsible Party) shall provide a written statement specifying that no such credit ratings exist for the Proposer (or Financially Responsible Party). If the Proposer (or Financially Responsible Party) does not have credit ratings from Moody's, Standard & Poor's, or Fitch Ratings, the submission of financial statements in accordance with Section 9.2 of the RFQ shall be considered sufficient and shall serve as the basis for evaluation.
118	Procurement Process	8.2 Relevant Experience	Would a project involving the provision of a toll system (including a CBO of similar size to the one required) for the Private Party of a Public Private Partnership scheme, for example the Concessionaire or the Constructor of a Highway Concession, be considered as meeting the requirement of implementing a CBO of a similar size for public tolling agencies?	See revised Sections 5.3 and 8.2 in Addendum 2.
119	Procurement Process	8.2 Relevant Experience	Is project experience from partner Subcontractors eligible for this RFQ submission if they are not part of a JV?	See revised Sections 5.3 and 8.2 in Addendum 2.
120	Forms	Form C	In order to fully demonstrate the strengths of our Team Members, will CTIO accept more than 3 completed Form C's?	No.
121	Forms	Form F	Is each Team Member required to provide a completed Form F, or is one copy outlining all Team Members from the Prime sufficient?	One Form F shall be submitted for the Proposer that identifies each Team Member and their role on the Proposer's team (Equity Member, Major Subcontractor, etc.).
122	Procurement Process	9.5 Surety or Bank/Financial Institution Letter	In the recently released Q&A, response to Question 86 states that separate bonds will be required for the development/design/installation period and the O&M period. Can CTIO please confirm if each of these bonds can be provided by separate Team Members, or if the Prime will be required to provide both?	Additional information may be provided in the draft RFP.
123	Procurement Process	4.3 SOQ Submittal Requirements	Will CTIO please consider accepting electronic submissions?	No changes at this time.