



RICHMOND METROPOLITAN TRANSPORTATION AUTHORITY

RFP # ETC - 2021
ELECTRONIC TOLL COLLECTION SYSTEM
ADDENDUM 3

October 8, 2021

The Richmond Metropolitan Transportation Authority (the “Authority”) hereby issues this Addendum Number 3 to its Request For Proposals (RFP # ETC - 2021) For Electronic Toll System and Services dated October 8, 2021 (as supplemented by previous Addenda, the “RFP”). Except as set forth herein, all other terms, provisions and conditions of the RFP and the attachments and exhibits thereto, including all Addenda previously issued, shall remain unchanged. The information contained in this Addendum and the documents attached hereto shall become a part of the RFP and, to the extent specified, shall supplement, revise and supersede the similar information and documents in the RFP and take precedence over the original portion of the RFP, as heretofore supplemented.

Each Proposer shall acknowledge receipt of this addendum when submitting their Proposal using the Acknowledgement of Addenda form provided in Appendix H: Proposal Forms, of the RFP package (Appendix H, page # 2).

CHANGES TO THE AUTHORITY’S REQUEST FOR PROPOSALS(RFP):

This addendum provides:

- 1) A replacement of page 23 of Appendix E: Service Level Agreements, in its entirety (see attached).



6 RESPONSE AND REPAIR

Response and repair time SLAs will be measured and reported on both during SAT and monthly thereafter. TSI may utilize reporting capabilities native to the MOMS in support of measuring and reporting on response and repair times. This report shall communicate, at a minimum, detailed descriptions (log excerpts) of all priority 1, 2, and 3 events with associated maintenance event, failure detection, notification time, response time when the technician arrives at the site of the problem or acknowledges the associated alarm failure, and the time duration between the event notification and response for each event. This data may be extracted from work orders, and all work orders associated with events shall be reported on as supporting data. Events will be tracked on an individual basis and summarized for this monthly reporting. The report will clearly indicate all response and repair times that exceed the SLA requirements. TSI must meet all response and repair time SLAs regardless of the cause of any power failure, including but not limited to power failure resulting from force majeure.

Priority Level	DEFINITION
Priority 1	Any failure that will result in loss of ability to accurately collect revenue; an issue causing a lane closure; safety hazard; or loss of auditability of the System
Priority 2	Any failure of a System component that will result in a degradation of System performance or results in the loss of redundancy in a key System component but does not qualify as a Priority 1 event.
Priority 3	Minor failure of the equipment, network or software or an indication that an event may occur that would result in a malfunction or degradation of the System.
Non-Priority	A non-priority issue is indicative of preventative or predictive maintenance and is typically opened by maintenance staff.

Response Time: Response time is always measured as beginning when TSI receives notification of the maintenance events or failures and ending when a maintenance technician arrives at the site of the problem or acknowledges the associated alarm or alert.

Repair Time: Repair time is always measured as beginning when TSI receives notification of the maintenance event or failure and ending when the failure condition is corrected, and the System is returned to normal operation.

SLA	RESPONSE TIME SLA	REPAIR TIME SLA
RR1 - Priority 1	Maximum of 30 minutes	Maximum of one (1) day
RR2 - Priority 2	Maximum of 30 minutes	Maximum of one (1) week
RR3 - Priority 3	Maximum of 30 minutes	Maximum of two (2) weeks