



April 1, 2025
Richmond Metropolitan
Transportation Authority (RMTA)

ADDENDUM 3 RMTA REQUEST FOR PROPOSAL TOLL COLLECTION SERVICES

This addendum includes clarifications, responses to vendor inquiries, and updates to certain sections of the RFP.

Revisions to Forms

A revised version of Form A Certification and Disclosures has been posted separately as part of Addendum 3.

Revisions to Appendices

Revised versions of Appendix 8.7 Business Rules, Appendix 8.8 Requirements Matrix, and Appendix 8.9 Reporting Matrix have been posted separately as part of Addendum 3.

Reference Document

VDOT has provided a Toll Collection Report that is posted separately as part of Addendum 3.

Vendor Inquiries

Pursuant to Section 2.9 Comments, Questions, and Request for Clarification, the Richmond Metropolitan Transportation Authority is posting additional information for Request for Proposal of Toll Collection Services.

Below are all questions received. Responses are provided where applicable, while certain inquiries will be addressed in Addendum 4 (this will be indicated within the response as appropriate):

Q46: FORM G: Price Proposal: Could the Authority provide volumes for the three image-based toll transaction tiers (1, 2, and 3)?

A: This inquiry is planned to be addressed in Addendum 4.

Q47: 2.2.1 System Integration and Testing: Could the Authority provide additional details relative to the compressed files described by the following RFP excerpt “A-to-Be batch compiles transactions for image-based transactions before sending them to the TCS. The zip file sizes are roughly 20 MB each. For the individual image transactions that are compressed, what is the compression factor (percentage) used?”

A: The transaction files are approximately 20 Meg Zip files. They are labeled like this:

X005_20250320160154_VTX_XML.ZIP

Inside of the Zip file is up to 100 transactions detailed in an XML file

The file is similar to XML Source File: X005_20250320160154_VTX.XML

<VTXFile_1.0>

<Header FacilityID="5" FacilityName="RMA" FileDateTime="2025-03-20 16:01:54" TransactionCount="100" TransactionSum="101.10"/>

<DetailData>

<VTX UniqueSequenceNo="65493968" TransactionType="B" EntryPlazaID="*" EntryLaneID="*" EntryDateTime="*" EntryLaneSeqNo="0" ExitPlazaID="127" ExitLaneID="91" ExitDateTime="2025-03-20 15:25:01" ExitLaneSeqNo="148" ImageAvailable="Y" NumberofImages="3" TagSerialNumber="6124901" HomeAgency="*" TagAgency="10" TagProtocol="T" TagStatus="3" TagClass="*" LicensePlateNumber="*" LicensePlateState="*" LicensePlateType="*" OCRConfPlateNum="0" OCRConfPlateState="0" OCRConfPlateType="0" FareAxle="2" VehicleClass="2" UOCCode="2" ExpectedRevenue="1.00" VideoAmountDue="0.00" CollectedRevenue="0.00"/>

<VTX UniqueSequenceNo="65493989" TransactionType="B" EntryPlazaID="*" EntryLaneID="*" EntryDateTime="*" EntryLaneSeqNo="0" ExitPlazaID="127" ExitLaneID="92" ExitDateTime="2025-03-20 15:25:04" ExitLaneSeqNo="598" ImageAvailable="Y" NumberofImages="3" TagSerialNumber="*" HomeAgency="*" TagAgency="*" TagProtocol="*" TagStatus="*" TagClass="*" LicensePlateNumber="*" LicensePlateState="*" LicensePlateType="*" OCRConfPlateNum="0" OCRConfPlateState="0" OCRConfPlateType="0" FareAxle="2" VehicleClass="2" UOCCode="2" ExpectedRevenue="1.00" VideoAmountDue="0.00" CollectedRevenue="0.00"/>

<VTX UniqueSequenceNo="65493942" TransactionType="B" EntryPlazaID="*" EntryLaneID="*" EntryDateTime="*" EntryLaneSeqNo="0" ExitPlazaID="127" ExitLaneID="90" ExitDateTime="2025-03-20 15:24:25" ExitLaneSeqNo="633" ImageAvailable="Y" NumberofImages="3" TagSerialNumber="*" HomeAgency="*" TagAgency="*" TagProtocol="*" TagStatus="*" TagClass="*" LicensePlateNumber="*" LicensePlateState="*" LicensePlateType="*" OCRConfPlateNum="0" OCRConfPlateState="0" OCRConfPlateType="0" FareAxle="2" VehicleClass="2" UOCCode="2" ExpectedRevenue="1.00" VideoAmountDue="0.00" CollectedRevenue="0.00"/>

Jpg files are approximately 100 kb

File names:

I005_140_49_20250320152807_615_R_3.jpg

I005_140_49_20250320152807_615_I_2.jpg

I005_140_49_20250320152807_615_R_1.jpg

Files are 1536 x 1260 pixels

ROI is 124 x 84 pixels

Q48: 2.2.3 Image Processing: Could the Authority provide additional details relative to the size and quality of the image transactions sent from the A-to-Be Lane system?

1. What is the pixel size (H and V) of the rear of the vehicle images, and the size of the region of interest (ROI) image cutout sent to the VENDOR?

2. Are the lane images in color, black and white, or captured with infrared lighting?

A: This inquiry is planned to be addressed in Addendum 4.

Q49: 2.1.5 Collections Would the RMTA consider submissions to this RFP for only individual components, e.g. Debt Collections?

A: The individual components that may be proposed separately are image review system and/or manual image review services, but not debt collection. The RFP Section 6.3 Evaluation Criteria and Weighting describes the handling of partial bids.

Q50: Will the respondent be on the RMTA system and telephony? If so, can you describe your system

A: No. RMTA does not have a system. RMTA is currently under contract with VDOT for violation processing and EZPass management.

Q51: Does any of the work to be done on the RFP need to be done onshore US; can it be a hybrid of US and near-shore?

A: Yes. The RFP Section 2.1 Scope indicates the toll collection system will be managed and operated in the continental U.S.

Q52: Will any presence in Virginia be required?

A: RFP section 1.1 states that the AUTHORITY does not require establishing a local office in the Commonwealth of Virginia. The Vendor is required to have a payment network with facilities in the Commonwealth of Virginia.

Q53: Is a work-at-home solution acceptable?

A: The Vendor is required to have a facility where the project will be managed and utilizing At-home CSRs in the continental U.S is acceptable. At home CSRs are addressed in the RFP section 5.3 Customer Service and Support.

Q54: Is pricing all transaction or can we price on a productive hour basis?

A: No. Pricing is transaction based. See RFP Form G Price Proposal.

Q55: Excel row 11. Phase 1 (First 3 Years) - Please confirm that all pricing is to be shown in 2025 dollars.

A: Yes. CPI Indexing is planned at contract negotiations in US Dollars.

Q56: Excel row 11. Phase 1 (First 3 years) - How will pricing be escalated for years 2 and 3 of the Contract and for years 4-5 if Phase 1 is to be continued? Will price increases be tied to a CPI index?

A: Yes. CPI Indexing is planned at contract negotiations.

Q57: Processing fee Structure - Please confirm that Processing Fees will be paid monthly.

A: Yes. Processing fees will be paid monthly.

Q58: Incentive Structure - Please confirm that percentages for collections will be paid monthly

A: Yes. Collection incentive will be paid monthly.

Q59: Excel row 36. Out-of-state DMV lookup per toll account - The price Form is requesting a single unit fee for Out-of-state DMV lookup per toll account. It should be noted that each state charges a different amount for DMV lookups. Further, some states do not provide DMV information for non-violation AET toll invoices, which means that a 3rd-party firm must be utilized.

Due to the variable nature of Out-of-state DMV lookup fees, we suggest that these fees are a blended rate. Can RMTA supply a chart of indicative volumes by state?

A: Historical data on the mix of out of state plates is not available.

Q60: Excel rows 45-49 Incentive Structure, - The Price Forms request the insertion of a percentage of collections.

To what amount will the percentage of collection be applied (toll amount, fees, both, etc.)?

A: The incentive structure will be applied to the Pay-by-Plate invoices and the violation fines less Vendor costs for said transactions. See RFP section 5.1.2 Pricing Model.

Q61: Excel rows 45-49 Incentive Structure, - The Price Forms request the insertion of a percentage of collections.

What are the fines/fees associated with each stage of noticing (pay-by-plate invoice, first notice, second notice, legal notice, DMV hold, etc.)?

A: The draft fines are listed in section 5.1.4 Fines. The RMTA will finalize fines during contract negotiations.

Q62: Excel rows 45-49 Incentive Structure, - The Price Forms request the insertion of a percentage of collection for each level of noticing. Further, the forms stipulate that the percentage for each stage must be lower than the previous stage. It should be noted that as debt ages, the effort and associated costs typically increase. Older debt results in longer Customer Service Calls and additional correspondence received from the violator.

We request that the requirement that the percentage of collection decrease for each debt stage be removed.

A: The RFP Section 5.1.2 Pricing Model explains that a higher incentive rate will be offered for collections made at the Invoice stage and First Notice stage, with decreasing rates for collections at the Second Notice, Legal Notice, and DMV Hold stages. This structure reflects AUTHORITY'S preference for timely collections.

Q63: Excel row 53. Banking Fees Pass-Through Amounts (reimbursable) - A majority of Toll Agencies receive Net funds through the credit card processor vs having banking fees as reimbursed costs through their vendors. This process reduces complication with periodic financial reconciliations. Will RMTA be agreeable to receiving net funding from the financial institutions.

A: The RFP Section 5.1.6 Pricing Submission Guidelines explains that credit card and cash payment network fees are not Pass-Through Costs and should be charged to the customer upon receipt of the payment.

Q64: Excel row 75. Data Migration End of Contract Transition of Registered Accounts - Please confirm that the amount entered for Data migration is to be in 2025 dollars and that the amount will be increased each year by a CPI index since the date of future data migration is unknown.

A: Yes. CPI Indexing is planned at contract negotiations.

Q65: Does the three (3) years of Phase 1 include the 6 months of Implementation? Or, is it a full three (3) years of O&M for Phase 1 for a total of 3 years and 6 months for the base contract period?

A: Phase 1 is 3 years starting after the designated 6 months of implementation.

Q66: Please note that under the document generation and delivery section of the Processing fees have descriptions in the cells that will be filled out. The data entry of the fee overwrites and erases the previous description therefore it is not clear what the unit price is for.

A: Text is not required after pricing input by Vendor.

Q67: Section 2.1.2 Please define ‘Process all lane transactions’

A: Handle all toll transactions that occur at the toll lanes, regardless of payment method. See Appendix 8.4 ICDs and Appendix 8.10 Draft Future Transaction Process Workflow for details.

Q68: AM-PP-1 What information will the customer enter on the website to access their pay by mail transaction prior to invoice issuance?

A: Date and time of travel, facility traveled, contact information, payment, vehicle registration data, license plate and state registered.

Q69: AM-PB56 Does this exclude posting on Sundays or Holidays?

A: All payments should be posted within one business day.

Q70: IM-G-12 Does this requirement mean a different “billing” address will be needed on the account as opposed to the DMV address on record?

A: Yes. An additional address is required when the DMV address results in returned mail.

Q71: AM-CR6 When forcing a transaction to an earlier stage will a general ledger entry be required to capture the fee reduction?

A: Yes.

Q72: AM-CE1 What is the current write off policy?

A: See Addendum 2

Q73: AM-CE9 What is the methodology to be used for delivering court packages to the appropriate court?

A: The Vendor is required to submit the electronic packages to the courts as defined in the RFP court ICD and provide the ability for RMTA to print the court packages in addition to the reporting. Court adjudication will be the responsibility of RMTA.

Q74: AM-CE10 How will the available court date be determined?

A: The courts will provide an annual calendar. RMTA will make the court calendar available to the TCS VENDOR.

Q75: AM-CS3 What are the proposed operating hours of the contact center?

A: See Business Rule AM 24.

Q76: AM-CS3 What holidays will the contact center be closed on?

A: See RFP Section 5.3

Q77: AM-DP1 Can the authority provide any possible discount scenarios that configuration will need to be designed for?

A: An example could potentially be non-revenue license plates and pay-by-plate accounts to an E-ZPass account.

Q78: Noticing: 2.2.6 Invoicing Please confirm the images are required to be on the notice for the motorist.

A: Yes. Confirmed

Q79: Noticing: 2.2.6 Invoicing Please confirm how many citations are required to be on the notice/invoice.

A: All unpaid transactions are required to be on invoicing and noticing. An opening balance consisting of all unpaid transactions, fines and banking fees on the previous notice/invoice and detail transactions for all new activity. The invoicing and noticing will be finalized during the workshops.

Q80: Licensing: 2.2.14 Licensing and Compliance Please clarify what license is required as an “active license” with the Virginia State Corporation Commission?

A: Required licenses to provide the TCS requirements.

Q81: Surety Bond: 2.2.14 Licensing and Compliance Please confirm the Surety Bond is not needed until after the contract has been awarded.

A: Confirmed. The Surety Bond is not needed until after the contract award.

Q82: Background checks: 2.12.6 Resumes Please confirm background checks for the project principal and the project manager are required after contract award? It is not standard for background checks to be provided at proposal submission, but if this is required at the time of proposal submission, what specific type of background check must be provided?

A: Confirmed. The Background checks is required after contract award.

Q83: Surety Bond: 4.8.5 Surety or Bank/Financial Institution Letter As a Letter of Surety is required, please provide the proposed contract value.

A: The Surety or Bank/Financial Institution Letter are not required until contract award. The contract value/ the Surety or Bank/Financial Institution Letter amount will be agreed upon during contract negotiations.

Q84: Pricing: 5.1.2 Pricing model – Processing Fee Structure Please provide clarification for the Processing Fee Structure section in FORM G – Price Proposal. What costs are expected to be covered by the Data processing fee per toll transaction?

A: Storage and processing of all lane transactions, images, payment, invoicing, noticing, DMV and court data, and account information, and etc.

Q85: Pricing: 5.1.2 Pricing model – Processing Fee Structure Regarding Form G – Price Proposal, under the Processing Fee Structure section, what is the estimated quantity of accounts for the Registered Account management per account fee on the pricing form?

A: This inquiry is planned to be addressed in Addendum 4.

Q86: Missing Document: 8.10 Draft Future Transaction Process Workflow (Appendix 8.10) The RFP references a separate document, “Appendix 8.10 Draft Future Transaction Process Workflow” but it was not included in the RFP documents. Please provide.

A: See RFP Appendices posted in separate PDF.

Q87: Missing Document: 8.6 Lane Count - Current and Proposed Future (Appendix 8.6) The RFP references a separate document, “Appendix 8.6 Lane Count – Current and Proposed Future” but it was not included in the RFP documents. Please provide.

A: See RFP Appendices posted in separate PDF.

Q88: We kindly request a 4-week extension to the April 23 proposal due date.

A: This inquiry is planned to be addressed in Addendum 4.

Q89: Please validate that Worker’s Compensation requirement in paragraph 1.3.1 shall only apply to Vendor employees located in Virginia.

A: Worker's Compensation is a federal requirement and is governed by the Federal Employees' Compensation Act (FECA).

Q90: We see in paragraph 3.2 Transactions Processing that images are taken from the rear of the vehicle. To promote payment from companies with commercial vehicles that have tractor- trailer combinations with only front license plate on tractor, we encourage use of front and rear cameras.

A: RMTA is a commuter road with a very small % of trucks with trailers. The Commonwealth of Virginia does not require vehicles to have front license plate.

Q91: We see in paragraph 3.3 Customer Service a task for work with VDOT regarding customer inquiries and disputes when required. How will this function and what about tracking customer inquiry?

A: E-ZPass disputes will be managed manually. The Vendor system is required to track all Vendor received customer inquiries. VDOT will manage all customer inquiries received by their customer service Vendor.

Q92: For paragraph 4.8.5, how is the amount of surety to be determined?

A: The Surety or Bank/Financial Institution Letter are not required until contract award. The contract value/ the Surety or Bank/Financial Institution Letter amount will be agreed upon during contract negotiations.

Q93: For paragraph 5.1.2, please validate that offering may be exclusive to RMTA and not shared with existing clients.

A: RMTA is subject to the Freedom of Information Act. We have added cooperative language within the draft contract to allow for other agencies within the Commonwealth to participate. The contract language will be finalized during contract negotiation.

Q94: For paragraph 6.3, how is the 30 points for price given?

A: This inquiry is planned to be addressed in Addendum 4.

Q95: For paragraph 6.3.5, to provide blended rate for non-Virginia DMV, please provide estimate DMV lookups for all other states.

A: See question 59 Response.

Q96: For paragraph 6.3.6.1, the processing fee list is missing the Integrated Automated/Manual Review per toll transaction. Can RMTA explain what this is?

A: There is a separate transaction fee for both automated image review and manual image review. All associated cost should be included in the transaction cost. With an exception to the initial integration cost. The initial integration cost should be captured in the setup cost.

Q97: What rate of OCR does VDOT experience with RMTA facilities from A-to-B?

A: The OCR function is not an A-To-B requirement.

Q98: Request expected monthly volumes for evaluation purposes of the following once full AET is instituted:

- a. License-plate image transactions
- b. Automated image review transactions
- c. Manual image review transactions
- d. Out-of-state DMV lookup
- e. Telephone calls to TCS
 - i. IVR handled
 - ii. CSR handled
- f. Payments
 - i. Via website
 - ii. Via mobile app
 - iii. Via IVR
 - iv. Via CSR
 - v. Via bank/lockbox

A: Forecasted volumes are not available.

Q99: 1 RFP Section: Addendum 1 Updated Schedule of Activities (Section 2.7) RFP Page: 4 RFP Language: Proposal Submittal April 23, 2025, 1:00 P.M. ET Question: In order to review and incorporate all potential answers, will RMTA please consider a 3-week extension to the due date?

A: This inquiry is planned to be addressed in Addendum 4.

Q100: 2 RFP Section: Section 2.2 - Scope of Services RFP Page: 13 RFP Language: VENDOR shall provide a comprehensive toll collection service that efficiently manages image-based tolling for vehicles without a valid transponder Question: To provide consistency across all bids, can RMTA please provide the anticipated size of images in terms of megabytes? Specifically, what will be the total megabyte size of all combined images to be sent to the Vendor?

A: See Response to questions 47 and 48.

Q101: 3 RFP Section: Section 3.2 - Transaction Processing RFP Page: 31 RFP Language: A-to-B sends three (3) images along with the lane transactions. The images are taken from the rear of

the vehicle, with one of the images focusing on the region of interest. Question: Please confirm the number of images is consistent with A-to-B and the expectation is there will be three (3) images sent per ETC transaction.

A: No images are sent for valid (funds in the account) ETC transactions. Invalid ETC transactions are considered image-based transactions.

Q102: 4 RFP Section: Section 3.9 - Implementation Management RFP Page: 33 RFP Language: The VENDOR must complete all Operational Readiness Testing and receive AUTHORITY approval before proceeding with go-live activities. Question: Please confirm to meet the implementation period of six months, the vendor is permitted to determine the length of the operational readiness period. If not, please provide a specified time that it shall last.

A: Confirmed. The Vendor is required to submit a project scheduled after contract award. The operational readiness timeframe should be captured on the project schedule.

Q103: 5 RFP Section: Section 5.3 - Customer Service and Support RFP Page: 48 RFP Language: Describe the VENDOR'S experience in operating a bi-lingual call center (English and Spanish) and how that experience will be scalable to one that receives phone calls per year. Question: Can RMTA provide the VDOT call volumes and call handle times for the last 12 months (broken out by RMTA roadways if available)? If not available, please provide anticipated call volumes?

A: Historical and forecasted volumes are not available.

Q104: 6 RFP Section: KPI/SLA T1 RFP Page: 102 RFP Language: This Performance Measure measures the time the Vendor takes to recover the System to be fully operational as per the disaster recovery plan Question: Can RMTA please provide the following: - RTO - RPO

A: The RTO and RPO will be agreed upon during the required workshops.

Q105: 7 RFP Section: 7.16 Terms of Contract RFP Page: 78 RFP Language: The table below is provided as a high-level and is subject to change until the establishment of the formal schedule. The VENDOR shall submit the initial schedules in its Proposals, and the VENDOR shall maintain an updated set of schedules with these milestones as baseline dates. Question: Should the implementation schedule be submitted as an appendix? Please confirm it is not included in page count limit.

A: The project schedule is included in the page count. The Vendor should provide a high-level schedule. A detail schedule is required after contract award.

Q106: 8 RFP Section: Section 2.2.9 DMV Holds and Removals RFP Page: 25 RFP Language: DMV Holds and Removals Question: How long has DMV Hold escalation been in place for unpaid (qualified) transactions?

A: Currently, the courts places DMV Holds when applicable. There is no historical data for DMV Holds. Commonwealth of Virginia requires vehicle registration every year with the option to renew vehicle registration up to three years.

Q107: 9 RFP Section: Appendix 8.6 Lane Count – Current and Proposed Future - RMTA-TCS-Appendices RFP Page: 176 RFP Language: Traditional Toll Collection Lanes (Table) - (Pay-By-Plate Total) Question: What percentage of pay-by-plate transactions are from out-of-state road-users? General statistics from VDOT processing will be helpful if not available for RMTA.

A: This inquiry is planned to be addressed in Addendum 4.

Q108: 10 RFP Section: Appendix 8.6 Lane Count – Current and Proposed Future - RMTA-TCS-Appendices RFP Page: 176 RFP Language: Traditional Toll Collection Lanes (Table) - (Cash Violation Count) Question: Can RMTA provide some clarification on what the “Cash Violation” transaction type refers to?

A: This inquiry is planned to be addressed in Addendum 4.

Q109: 11 RFP Section: Appendix 8.6 Lane Count – Current and Proposed Future - RMTA-TCS-Appendices RFP Page: 176 RFP Language: Traditional Toll Collection Lanes (Table) - (Total Transactions) Question: Total transactions seem to be a sum of the EZPass Transactions and Pay-By-plate transactions only? Can you confirm that Cash transactions are not included in the total transactions?

A: This inquiry is planned to be addressed in Addendum 4.

Q110: 12 RFP Section: Section 4.7 Staffing RFP Page: 47 RFP Language: As the AUTHORITY is transitioning from cash operations to AET operations, there will be local AUTHORITY staff that may be available for hire. The VENDOR shall propose if desired, an approach to hiring local staff and the positions they may perform Question: Is your December 2025 date for all AET conversion still valid? If not, what is the new anticipated AET go live date?

A: This inquiry is planned to be addressed in Addendum 4.

Q111: 13 RFP Section: Performance Requirements – KPIs/SLA TABLE 1 (Item 11A) RFP Page: 104 RFP Language: This performance measure measures the collection rate of invoices sent by the vendor by indicating the percentage of successfully collected Invoice(s) that are applied to the correct account. Question: What is the current collection rate of invoices?

A: This inquiry is planned to be addressed in Addendum 4.

Q112: 14 RFP Section: Performance Requirements – KPIs/SLA TABLE 1 (Item 11B) RFP Page: 105 RFP Language: This Performance Measure measures the collection rate of First Notices sent by the VENDOR by indicating the percentage of successfully collected First Notice(s) that are applied to the correct account. Question: What is the current collection rate of First Notices?

A: This inquiry is planned to be addressed in Addendum 4.

Q113: 15 RFP Section: Performance Requirements – KPIs/SLA TABLE 1 (Item 11C) RFP Page: 105 RFP Language: This Performance Measure measures the collection rate of Second Notices sent by the VENDOR by indicating the percentage of successfully collected Second Notice(s) and applied to the correct account. Question: What is the current collection rate for Second Notices?

A: This inquiry is planned to be addressed in Addendum 4.

Q114: 16 RFP Section: Performance Requirements – KPIs/SLA TABLE 1 (Item 11D) RFP Page: 105 RFP Language: This Performance Measure measures the collection rate of Legal Notices sent by the Vendor by indicating the percentage of successfully collected Legal Notice(s) and applied to the correct account. Question: What is the current collection rate of Legal Notices?

A: This inquiry is planned to be addressed in Addendum 4.

Q115: 17 RFP Section: Performance Requirements – KPIs/SLA TABLE 1 (Item 11E) RFP Page: 106 RFP Language: This Performance Measure measures the collection rate of Legal Notices sent by the Vendor by indicating the percentage of successfully collected DMV Holds put on accounts and applied to the correct account. Question: What is the current DMV Hold collection rate?

A: This inquiry is planned to be addressed in Addendum 4.

Q116: 18 RFP Section: Performance Requirements – KPIs/SLA TABLE 1 (Item 11E) RFP Page: 106 RFP Language: This Performance Measure measures the collection rate of Legal Notices sent by the Vendor by indicating the percentage of successfully collected DMV Holds put on accounts and applied to the correct account. Question: What percentage of current unpaid transactions are escalated to DMV Hold?

A: This inquiry is planned to be addressed in Addendum 4.

Q117: 19 RFP Section: 6.3 Evaluation Criteria and Weighting RFP Page: 57 RFP Language: For VENDORS submitting proposals on specific systems or services rather than the full scope, the scoring will be adjusted as follows: VENDORS Approach and Technical Capabilities: Image Review System: ten (10) points out of the total forty (40) for VENDOR'S Approach and Technical Capabilities Image Review Manual Service: five (5) points out of the total forty (40) for VENDOR'S Approach and Technical Capabilities TCS Services: The remaining twenty-five (25) points for VENDOR'S Approach and Technical Capabilities Question: Please confirm that a Vendor bidding on all required services (full scope) will be awarded a contract for all the services if they have the best evaluated TOTAL score; inclusive of Experience of Personnel, Experience of Firm, Price and Site Visit.

A: This inquiry is planned to be addressed in Addendum 4.

Q118: 20 RFP Section: Addendum # 2 Q&A # 17 RFP Page: N/A RFP Language: Q17: To how many vendors are you seeking to award a contract? A: Up to three vendors, i.e. A separate manual image review vendor and a separate toll collection vendor. Question: What is the basis for awarding the thirty (30) points associated with price (i.e. there are no evaluation volumes on the price forms for processing toll transactions, Image based transactions, automated image review, manual image review, etc.)? Would RMTA consider establishing indicative volumes on the price forms to be used for evaluation purposes to enable fair price comparison? Further, the Initial Setup fees section of the Price Forms does not delineate between setup costs for image review versus toll collection. Would RMTA consider adding a Price Form line for Image Review since the two efforts vary?

A: This inquiry is planned to be addressed in Addendum 4.

Q119: 21 RFP Section: 6.3.6.1, Price Proposal Form RFP Page: 63 RFP Language: All fees, including postage, must be included in the applicable transaction fee. Fees should be fair, reasonable, and thoroughly documented to ensure transparency and efficiency. Postage, legislated, and other force majeure increases may be renegotiated. Question: Please consider that postage costs will be treated as a pass-through. This is requested due to the uncertainty of future USPS postage increases and the possibility of commercial privatization. There is too

much risk for Vendors knowing that future postal increases may be negotiated. By paying as a passthrough RMTA will not pay for uncertainty risk.

A: Postage costs are not treated as a pass-through and should be included in Vendors pricing at the current rate. USPS postage potential increases and or privatization will be considered during the contract negotiation.

Q120: 22 RFP Section: RFP Page: Appendix 8.9 Reporting Matrix RFP Language: Vendor data entry in columns F through I. Question: On Appendix 8.9, Reporting Matrix, the cells in columns F through I are locked. Please provide an Excel version where Vendor can enter the requested information.

A: Cells are unlocked in version posted with Addendum 3

Q121: 23 RFP Section: 2.2.6 Invoicing RFP Page: 17 RFP Language: Generate invoices with an image for all unpaid Pay-by-Plate transactions received within the configurable number of days. For pricing purposes, the assumption is an average of three (3) transactions on the first invoice. Imagery is printed on both sides of the paper in black and white. Question: To provide the best pricing relative to volume discounts, can RMTA please provide the estimated monthly quantities for each of the mailing types (i.e. invoice, first notice, second notice

A: Forecasted volumes are not available.

Q122: 24 RFP Section: 2.2.7 Noticing and Collections RFP Page: 18 RFP Language: First Notices must be sent via USPS First Class Mail per the Commonwealth of Virginia Code. Generate Second Notices and assess fines for all unpaid Pay-by-Plate transactions previously invoiced within a configurable number of days cycle. Question: Please confirm that all outbound mailings (invoicing, first notice, second notice, etc.) shall be sent via USPS First Class Mail using the most cost advantageous zip code presort.

A: This inquiry is planned to be addressed in Addendum 4.

Q123: 25 RFP Section: 2.2.8 Debt Collection Strategy RFP Page: 18 RFP Language: General Question: Does RMTA have a specific refund process defined, or should vendors propose their recommended refund process?

A: Vendor shall propose refund process during the required workshops.

Q124: 26 RFP Section: 3.2 Transaction Processing RFP Page: 31 RFP Language: Transmit all ETC and VTOL transactions to VDOT for collection. RFP Appendix 8, 8.1 Acronyms/Glossary defines VTOL as Video Toll. Question: Please clarify as it appears that the roadside lane vendors are only providing ETC and image-based transactions and that image-based transactions are to be processed by the TCS Vendor and not VDOT.

A: The lane vendor will send all lane transactions to the TCS Vendor. The TCS Vendor is required to send all ETC transactions received from the lane vendor to VDOT for processing. Image based transactions will be processed for vehicle identification and sent to VDOT to see if they may be posted to an ETC account. The TCS Vendor will pursue transactions that cannot be posted to an ETC account. See Appendix 8.10 Draft Future Process Flowchart and the ICDs provided in the Appendix 8.4.

Q125: 27 RFP Section: 3.2 Transaction Processing RFP Page: 31 RFP Language: Transmit all ETC and VTOL transactions to VDOT for collection. Question: It is unclear how transactions from a transponder account where a transponder fails to read are posted to the customer account; typically referred to as I-Tolls. Will these customers receive a Pay-by-Plate Invoice? Or is it necessary to send all license plate information to VDOT first for potential posting to a transponder account?

A: Yes. See response to question 124.

Q126: 28 RFP Section: Form G: Price Proposal RFP Page: N/A RFP Language: Excel Row 31 Data Processing fee per toll transaction Question: On the Price Form G, Excel row 31, what is the definition of a toll transaction? Is this inclusive of transponder-based transactions and/or image-based transactions?

A: The data processing fee per transaction will be for all transactions received from the lane vendor, inclusive of both transponder and image-based transactions.

Q127: 29 RFP Section: Form G: Price Proposal RFP Page: N/A RFP Language: Excel Row 33-35 Row 33 Automated image review per toll transaction Row 34 Manual Image Review per toll transaction Row 35 Integrated Automated/Manual Image Review per toll transaction Question: Please clarify Form G Price Proposal Excel rows 33-35. It is unclear if these are mutually exclusive as row 35 could be in addition to row 34 (manual only).

A: The automatic and manual image review transaction costs may be entered separately on rows 33 and 34, or as a single cost on row 35.

Q128: 30 RFP Section: Form G: Price Proposal RFP Page: N/A RFP Language: Excel Row 35 Row 35 Integrated Automated/Manual Image Review per toll transaction Question: Please confirm that the requirement in section 2.2.3 Image Processing, that manual image review shall be double-blind, does not apply to a hybrid where an image has both automated and manual review and meets the KPI/SLA requirements.

A: A hybrid where an image has both automated and manual review is accepted as a double-blind.

Q129: 31 RFP Section: 4.8.5 Surety or Bank/Financial Letter RFP Page: 42 RFP Language: At the RFP stage, VENDOR must submit a letter from an Eligible Surety or Eligible Financial Institution, which shall be addressed to the AUTHORITY and shall state that the VENDOR is able to obtain a performance bond and a surety bond in an amount equal to 100% of the annual value of the contract price for each applicable phase. Question: For the Performance Bond amount, the annual value of the contract price cannot be determined at the time of RFP submission. The final scope of work to be awarded to the Vendor is unknown as are the volumes for the unit priced items. For the RFP submission, it is suggested that RMTA set the minimum annual amount required for the performance bond.

A: The Surety or Bank/Financial Institution Letter are not required until contract award. The contract value/ the Surety or Bank/Financial Institution Letter amount will be agreed upon during contract negotiations.

Q130: 32 RFP Section: 4.8.5 Surety or Bank/Financial Letter RFP Page: 42 RFP Language: At the RFP stage, VENDOR must submit a letter from an Eligible Surety or Eligible Financial

Institution, which shall be addressed to the AUTHORITY and shall state that the VENDOR is able to obtain a performance bond and a surety bond in an amount equal to 100% of the annual value of the contract price for each applicable phase. Question: Please confirm that pass-through costs are not included in the annual value of the contract for determining the amount of the performance bond.

A: Confirmed

Q131: 33 RFP Section: 5.1.4 Fines RFP Page: 45 RFP Language: Total Fine Table on RFP page 45 The right-most column, headed by “Total Fines and Civil Penalties” also has the words “Unpaid tolls” for most of the line items. This is confusing as tolls are not included when calculating the amount Vendors receive as part of the collection incentive. Question: As with the draft RFP, we suggest the words “Unpaid tolls” be removed from the column of Total Fines and Civil Penalties.

A: This inquiry is planned to be addressed in Addendum 4.

Q132: 34 RFP Section: 6.3.6.1 Price Proposal Form RFP Page: 63-65 RFP Language: Processing Fee Structure Unit Pricing etc. Question: It is noted there are no Excel rows on the price forms for fixed costs during operations phase 1. Certain costs (i.e. key staff salaries, software licenses, etc.) are incurred regardless of the volumes. We suggest that a fixed monthly fee row be added to the operations section of the Price Forms.

A: The processing fee charges should include all costs.

Q133: 35 RFP Section: 7.11 End of Contract RFP Page: 76 RFP Language: At the conclusion of the contract, the VENDOR will be responsible for performing a comprehensive data migration for all registered accounts Question: Data migration is typically performed by the successor firm with assistance from the incumbent vendor. Further, it is not possible to provide a fixed amount for this data migration (Excel row 57 on the Form G Price) as the quantity of records, date of transition and successor vendor’s ICD are all unknown at this time. Please remove data migration line item on the price sheets since it should be part of the scope of any successor vendor.

A: The TCS vendor will be responsible for supporting the data migration from their system to the successor vendor system.

Q134: 36 RFP Section: 2.12.6 Resumes RFP Page: 29 RFP Language: Additionally, the VENDOR shall provide background checks for the Project Principal and the Project Manager as part of the RFP response. Question: Please confirm what type of background check is needed.

A: See response to question 82.

Q135: 37 RFP Section: 6.7 Various Other Disclosures RFP Page: 67-68 RFP Language: Identify and describe the circumstances whether your firm or any of its principals
(i) are currently debarred, suspended or disqualified from submitting responses to the AUTHORITY, or any other state, local or federal entities,
(ii) ever been terminated for work awarded to it, including termination for default (or cause) or for the convenience of the owner,

- (iii) been disqualified, removed, or otherwise declared in material breach or default of any contract by a public agency, or debarred from participating in the RFP process for any contract, or failed to complete a project with a public agency,
- (iv) filed a request to be released from an application, proposal, selection or award of any contract within the last five (5) years,
- (v) ever been selected for award or awarded a contract in which the entity failed to undertake the awarded services or execute the proffered contract (such as not signing the contract documents, an inability to obtain insurance or meet bonding requirements; or failure to submit required forms and attestations), or
- (vi) filed for bankruptcy in the last seven years or is currently the debtor in a bankruptcy case.

Question: Are we required to include response to Section 6.7 in our response, and if so, where?

A: Yes. Include responses on the updated Form A Certification and Disclosures posted with Addendum 3.

Q136: 38 RFP Section: 6.6 Various Statement Certifications RFP Page: 67 RFP Language: Provide the following statements or assurances. If you are unable to do so, please explain why and provide supporting details. Provide a statement of assurance that your firm is not currently in violation of any regulatory agency rule, or if in violation,... Provide a statement of assurance that there are no known conflicts of interest that would prohibit the firm from entering into the CONTRACT with the AUTHORITY for the provision of professional engineering services... Provide a statement of assurance that the VENDOR is not taking advantage of and is not in any way basing the submission of its proposal on, any confidential information... Provide a statement of assurance that your response is not the result of, or affected by, any act of collusion with another person (as defined in Virginia Code §§ 59.1-68.6 et seq.), engaged... Question: Are we required to include response to Section 6.6 in our response, and if so, where?

A: Yes. A revised Form A Certification and Disclosures has been released with Addendum 3 to include these responses.

Q137: 39 RFP Section: 6.5 Litigation, Administrative Proceedings, or Investigations RFP Page: 66 RFP Language: Identify any material litigation, administrative proceedings, or investigations in which your firm is currently involved or that may be threatened against your firm. Please indicate the status or disposition of such litigation, administrative proceedings, or investigations. Question: Are we required to include response to Section 6.5 in our response, and if so, where?

A: Yes. A revised Form A Certification and Disclosures has been posted with Addendum 3. See response to Question 19.

Q138: 40 RFP Section: 2.3.8 Compliance and Legal RFP Page: 22 RFP Language: a. Demonstration of compliance with relevant state and federal regulations b. Licensing status and any pending legal issues Question: Are we required to include response to Section 2.3.8 (both a & b) in our response, and if so, where?

A: Yes Section 2.3.8 should be included as part of the 40 pages double-sided proposal. Legal issues should be captured on Form A Certification and Disclosures.

Q139: 41 RFP Section: 2.12.7 Legal Information RFP Page: 29-30 RFP Language: The following information regarding legal issues affecting VENDOR and its team members shall be submitted: 2.12.7.1 Legal Liabilities Provide a list and a brief description of all instances during the last five (5) years involving toll projects in North America in which VENDOR, any major subcontractor, or any Affiliate of the foregoing was (i) determined, pursuant to a determination in a court of law, arbitration proceeding or other dispute resolution proceeding, to be liable for a material breach of contract, or (ii) terminated for cause. Identify an AUTHORITY representative with a current phone and email address if available for each instance.

2.12.7.2 Legal Proceedings

Provide a list and a brief description (including the resolution) of each arbitration, litigation, dispute review board, and other formal dispute resolution proceeding occurring during the last five (5) years related to a toll project in North America and those projects listed pursuant to Section 6.5 involving a claim or dispute between the project owner and the VENDOR, any major Subcontractor or any Affiliate of the foregoing involving an amount above the smaller of (a) 2% of the original contract value or (b) \$500,000 on projects with a contract value above \$15 million. Include items that were subject to arbitration, litigation, dispute review board, or other formal dispute resolution proceedings, even if settled without completion of the proceeding.

Include a similar list and description for all projects included in the response to Section 4.4 involving an amount of more than \$100,000, regardless of the contract value. For each instance, identify an owner's representative with a current phone and e-mail address, if available. Question: Are we required to include response to Legal Information Section 2.12.7 in our response, and if so, where?

A: Yes. Form A Certification and Disclosures should be submitted with the Vendor proposal. See response to Question 135.

Q140: 42 RFP Section: Forms D & E (addendum 2) RFP Page: Forms PDF & Addendum 2 RFP Language: Project & Client List Detailed Project Descriptions Question: Please clarify if Forms D and E are required for each sub-consultant.

A: Only if the sub-consultant projects are to be considered as references.

Q141: 43 RFP Section: 2.3.1.f RFP Page: 22 RFP Language: f. Relevant certifications, licenses, or accreditations Question: What specific certifications and licenses are you referring to in this (2.3.1.f) requirement?

A: Vendor shall provide a copy of certifications and licenses that are required to deliver the TCS.

Q142: 44 RFP Section: 2.12.5 Approach to the Services RFP Page: 29 RFP Language: The Approach to Services section shall not exceed forty (40) pages double-sided. VENDORS shall provide a narrative of the VENDOR'S technical approach to the Project. This narrative shall include, but not be limited to, the VENDOR'S understanding and approach to the implementation of a TCS project, implementation of the CSC, the integration of the CBO, IR Services, and all services outlined within the RFP, and the ongoing system maintenance associated with each. Question: Are the page limits for Trans Letter [1], ES [3] and Relevant

Experience narrative [8 pages double sided] in ADDITION to the 40 double sided pages noted for Approach to Services or included in 40 pages?

A: Yes. See response provided in Addendum 2.

Q143: 45 RFP Section: 5.7 Schedule Development RFP Page: 53 RFP Language: The VENDOR shall submit a suggested project schedule showing major activities/events and the proposed timeframes required to develop a typical toll collections services project from design, testing, integration, and operations. The VENDOR's proposed use of the schedule should be discussed. The VENDOR shall demonstrate that it can perform critical path modeling using Microsoft Project or software authorized or supported by the AUTHORITY. Question: Please confirm that project schedule should be included as appendix and is NOT included in the 40 page count.

A: See response to Question 105.

Q144: 46 RFP Section: Form B – Financial Statements RFP Page: Item 3.b RFP Language: (b) Financial Statements Question: Where should the financial statements be included in our response?

A: In the Vendor appendices label Financial Statements. The Financial Statements are not included as part of the 40 pages double-sided.

Q145: 47 RFP Section: Form B -- Rating Information and Materials RFP Page: item 3.c RFP Language: (c) All rating information and materials for the Proposer or Financially Responsible Party Question: What is expected to be submitted in this Rating Information and Materials section per item 3.c and where does it go?

A: This inquiry is planned to be addressed in Addendum 4.

Q146: 48 RFP Section: Form B - Off-Balance Sheet Liabilities RFP Page: 3.d RFP Language: (d) Identification of off-balance sheet liabilities, or confirmation of the absence of such liabilities Question: What is expected to be submitted in the Off-Balance Sheet Liabilities section per item 3d and where does it go?

A: This inquiry is planned to be addressed in Addendum 4.

Q147: 49 RFP Section: RFP Section 2.2.3, Image Processing RFP Page: 15 RFP Language: The manual image review (MIR) system and/or MIR VENDOR shall conduct a double-blind manual license plate review of images that cannot be automatically processed with a high accuracy rate and a third review when the double-blind results differ and send the results to the appropriate location(s) for processing. The MIR system and/or MIR VENDOR shall provide the AUTHORITY and other authorized parties with secure access to the rejected images for quality control. Question: Please confirm the scope of this procurement includes both MIR system and MIR staffing, and that responses should include both.

A: Confirmed, although vendors may submit bids on only an image review manual service or an image review system (see RFP section 6.3).

Q148: 50 RFP Section: RFP Section 3.2, Transaction Processing RFP Page: 31 RFP Language: A-to-Be sends three (3) images along with the lane transactions. The images are taken from the rear of the vehicle, with one of the images focusing on the region of interest. No ALPR or OCR

services are provided by A-to-Be. The VENDOR will: Transmit all ETC and VTOL transactions to VDOT for collection. Question: Please confirm the TCS vendor is not required to retain images (if any) associated with ETC transactions.

A: Confirmed. There are no images sent with ETC transactions

Q149: 51 RFP Section: 2.2.8 Debt Collection Strategy 8.8 Requirement Matrix

3.3 Customer Account Management RFP Page: 18, 32 RFP Language: Implement a multi-channel collection approach, including mail, email, phone, and text messaging (for those customers who have opted in as their preferred communication method) to manage payments, customer inquiries, disputes, and complaints. Implement a robust customer service system, including multi-channel support (phone, email, web, text.) Question: Please confirm real-time correspondence only occurs during RMTA's prescribed work hours 7 to 7.

A: This inquiry is planned to be addressed in Addendum 4.

Q150: 52 RFP Section: Appendix 8.8 Requirement Matrix G-CI11 RFP Page: Row 326 RFP Language: The Vendor staff shall respond to customers and potential customers incoming calls, chat, and texts in real-time during configured business hours to meet KPI requirements. Question: Text communication is difficult to standardized client (Richmond) responses given the variability of what drivers can ask in text. Therefore, two-way real-time texting is not a recommended practice. Please confirm that two-way texting is not included.

A: The manner in which a Vendor staff shall respond to a customer text is not pre-defined and will be addressed during the required workshops.

Q151: 53 RFP Section: RFP Page: General RFP Language: Processing Fee Structure Unit Pricing etc. Question: Can RMTA please supply its current line item processing fees it pays to VDOT for its services?

A: VDOT Violation Fee Structure: Plate ID \$0.07
Notices Sent \$2.30
Fee Paid Transactions \$7.50 (Fines collected)
% of Revenue 2% (Funds collected)
Per Summons issued \$3.75 plus actual costs

Q152: 1 Appendix-8.7-Business-Rules-Matrix AM 11, AM 17, AM 18 How does the Authority envision the ad hoc disputes be forwarded for further review and decision? Manual/Automated through the system?

A: The Authority expects ad hoc disputes to be escalated manually.

Q153: 2 Appendix-8.7-Business-Rules-Matrix TP 03 Please define "identification".

A: Identification is defined as the point in the transaction process when the license plate image has been successfully read.

Q154: 3 Appendix-8.7-Business-Rules-Matrix IP 01 Please confirm that that transactions are processed in FIFO based on date of receipt then transaction date.

A: Confirmed

Q155: 4 Appendix-8.7-Business-Rules-Matrix IP 03 Please provide the criteria for automatic image review failure.

A: To be defined during the workshops.

Q156: 5 Appendix-8.7-Business-Rules-Matrix DM06 Please provide the records retention policy

A: The records retention policy is available in Addendum 2.

Q157: 6 Appendix-8.7-Business-Rules-Matrix IN 06 Please clarify if the 60th day filing notice is sent as an insert or part of the variable information in the first notice.

A: The First Notice is a standalone mailed document that is issued after the invoice is not paid by its due date.

Q158: 7 Appendix-8.7-Business-Rules-Matrix AM1 Please expand on the current DMV matching rules for account creation.

A: A new account is created when no existing account matches the DMV-returned information, including license plate, VIN, registered owner name, and address.

Q159: 8 Appendix 8.9-Reporting Matrix The provided Appendix 8.9 is not fillable. Please provide a fillable Appendix 8.9

A: A revised reporting matrix with unlocked cells is included with Addendum 3.

Q160: 9 Appendix 8.6-Lane Count Traditional Toll Collection Lanes Column 7 is labeled "ISF Count." Please define "ISF"

A: The current system uses ISF papers (The patron has no funds with them to pay for the transaction) The Cash lanes in the AET-Lite system will take an image for those without funds and process them after the wait time for possible payment, as a pay-by-plate transaction. If the transaction is paid by website interaction or some other means, the transaction is complete and paid.

Q161: 10 Appendix 8.8-Requirements-Matrix TP-TP 7 The VENDOR's system shall control the processing and posting of Transactions through a workflow based on the application of the Business Rules. Question: Will the BOS receive fully formed trips from the Lane?

A: Trips are not applicable; customers are charged a single toll rate per gantry.

Q162: 11 Appendix 8.8-Requirements-Matrix TP-TP 7 The VENDOR's system shall control the processing and posting of Transactions through a workflow based on the application of the Business Rules. Question: Are there separate rates that will be applied by the BOS based on Plate vs Tag lane transaction types in addition to axle count?

A: The TCS Vendor will receive a toll rate table for all payment categories and axle counts.

Q163: 12 Appendix 8.8-Requirements-Matrix TP-TP 6 Transactions with successful plate reads that are not able to be charged to an ETC account in good standing must be submitted for DMV Lookup based on a configurable list of state interfaces. Question: Please confirm plate based transactions will be sent to VDOT for posting after image review but before sending to DMV.

A: Confirmed - See Appendix 8.10 Draft Future Transaction Process Workflow

Q164: 13 Appendix 8.8-Requirements-Matrix TP-TP 1 Transactions with transponder reads which are rejected by VDOT due to an account's delinquent status must be retried again with the associated license plate added for the configured number of times each day for a configurable number of days to check to see if the account is brought into good standing. If it fails to post after the specified number of days, the transaction must proceed as a pay by plate transaction. Question: Please clarify if VDOT transactions will require the image for tag read transactions? If the tag read transaction is rejected by VDOT, will the associated plate be transmitted to the BOS or will image review be required?

A: Images are not sent from the lane integrator for tag based transactions to the TCS Vendor. If the tag read is not able to be posted by VDOT, the TCS vendor will use the License Plate Interface Virginia Toll Facilities Group – VDOT CSC (VTFG License Plate Interface 1.7) to identify the license plate(s) in the account associated with the tag.

Q165: 14 Page 82 Milestone 4 – System Modification and Configuration Demonstration: Can you please provide the exit and/or approval criteria for this milestone? Other milestones have documentation deliverables or defined activities that comprise their substantial completion.

A: RMTA will utilize the Requirement, Business Rules and Report matrices for the System Modification and Configuration Demonstration. The assessment of completion will be addressed as part of the contract negotiation.

Q166: 15 RMTA-TCS-RFP-2025-03-12 4.8.5 Does RMTA have specified performance bond forms that are required when the contract is awarded?

A: No

Q167: 16 RMTA-TCS-RFP-2025-03-12 2, item 9 Phase 2, transition to a guaranteed tolls model, is listed as optional. Can RMTA provide more information about the process for electing this option. Is the election of this option required or does the vendor have the option to not elect to engage in a guaranteed tolls model?

A: It is an option that RMTA will consider after reviewing the first phase of collection. The Vendor has the rights to terminate services as defined in the RFP.

Q168: 17 RMTA-TCS-RFP-2025-03-12 2.2.7 Resend the First Notice with the updated addresses obtained from skip tracing or other sources. If a user with the same name, but a new address is found is the intention that this restarts the process and moves back to the first notice?

A: To be discuss at the workshops.

Q169: 18 RMTA-TCS-RFP-2025-03-12 2.2.14 VENDOR shall maintain an active license with the Virginia State Corporation Commission (SCC) and necessary state collection licensing in all other states that require such licenses to operate as a debt collection agency. Can this be provided by a subcontractor who is doing the collections phase, or is the prime vendor required to have this licensing?

A: This inquiry is planned to be addressed in Addendum 4.

Q170: 19 RMTA-TCS-RFP-2025-03-12 3.13, item 2 Provide the AUTHORITY with complete, real-time access to all system components, database systems, and data for all levels of the

VENDOR system. Internal to be discussed with Mark if we want to frame a question or push back here

A: Real-time access is a requirement.

Q171: 20 RMTA-TCS-RFP-2025-03-12 4.5 The VENDOR should include information relative to the location, capabilities, and resources of the office or offices from which it proposes to perform the required services, along with resident personnel by discipline that would be assigned to the AUTHORITY, with an emphasis on demonstrating that it has the necessary qualified personnel available to the AUTHORITY, and the ability to handle temporary loss of field staff or peaks in workload requirements through its approach to staffing. Question: Regarding the availability of qualified personnel, could you please clarify whether this refers to key personnel, agents, or both? It is important to note that most companies do not maintain additional staff on standby. Instead, the selected vendor would typically recruit and allocate resources during the implementation phase. Is this approach acceptable, or does RMTA expect us to have additional staff available in advance for the RFP?

A: The TCS Vendor should address its workload requirements through its approach to staffing.

Q172: 21 RMTA-TCS-RFP-2025-03-12 5.4.1 The VENDOR will be responsible for any convenience and credit card fees. Question: Can RMTA provide some information about credit card payment volumes? Without this information it will be difficult to estimate these costs and may result in assumptions that could artificially increase the cost of services.

A: The credit card fees will be accessed to the customer as a convenience fee.

Q173: 22 RMTA-TCS-RFP-2025-03-12 5.5.2 In cases where there is a change in key personnel for any reason, the VENDOR shall gain prior approval and permission from the AUTHORITY for any proposed changes in personnel. In cases where the Project Manager changes more than two times in one 12-month period and not at the AUTHORITY request, the VENDOR may be subject to penalties up to \$25,000. Question: Would this apply if one of these changes occurred as a result of an employee leaving the company?

A: The Vendor shall not be responsible for employee leaving the company. The replacement approval is required.

Q174: 23 RMTA-TCS-RFP-2025-03-12 5.7 The VENDOR shall submit a suggested project schedule showing major activities/events and the proposed timeframes required to develop a typical toll collections services project from design, testing, integration, and operations. The VENDOR's proposed use of the schedule should be discussed. The VENDOR shall demonstrate that it can perform critical path modeling using Microsoft Project or software authorized or supported by the AUTHORITY. Question: The timing for implementation, when considering the significant number of documents required for delivery during the implementation period, and which could negatively impact the delivery, Is RMTA open to alternative go-live timeframes, or willing to discuss streamlining documents in favor of ensuring delivery is focused on meeting the go-live date outlined in the schedule?

A: RMTA is opened to discuss streamlining the documentation to meet the go-live date.

Q175: 24 RMTA-TCS-RFP-2025-03-12 Performance Requirements - KPIs/SLA Table 1, 11A-E Collection Performance -All Notice Stages listed. Question: Can Authority provide the data behind the collection performance rates for each stage. For us to effectively model and sign up for these measurements Vendors will need to be able to understand historical performance

A: See RMTA Violation Collection Report provided by VDOT included in Addendum 3.

Q176: 25 RMTA-TCS-RFP-2025-03-12 Performance Requirements - KPIs/SLA Table 1, 2 Image Transaction Processing Can the Authority provide samples of the images for vendors to evaluate. This image quality can impact the ability to automate the image review process. The image quality will be important for vendors to sign up for a particular performance metric.

A: The lane vendor has image quality performance metrics that aligns with the TCS Vendor performance requirements.

Q177: 26 RMTA-TCS-RFP-2025-03-12 1.1 The RFP requires information necessary to evaluate each interested VENDOR'S ability to integrate the AUTHORITY'S project requirements into their existing service framework, leveraging their established systems and processes to meet the AUTHORITY'S specific needs. Question: Our systems are configured based on customer requirements, and we are not permitted to extend the usage of those specific systems. Could you please clarify the expectation of what it means to integrate "into their existing service".

A: This inquiry is planned to be addressed in Addendum 4.

Q178: 27 RMTA-TCS-RFP-2025-03-12 1.1 While the AUTHORITY prefers to award a contract to a single VENDOR, it reserves the right to award contracts to multiple VENDORS if it deems this necessary to achieve the best quality of services. Question: As pricing of services is based on volume assumptions and mutualization of service, if the AUTHORITY selects to award to multiple vendors, will they allow the selected vendors to adjust price?

A: If the Vendor can demonstrate the impact during the contract negotiation RMTA will consider pricing adjustments as long as the impact does not change the selection evaluation.

Q179: 28 RMTA-TCS-RFP-2025-03-12 1.6.1 ...Minor subcontractors and/or disadvantaged business enterprise (DBE) which will be delivering less than 15% of the monetary value of the Project. Question: Based on the statement, is there a required target for DBE subcontracted work? Is the acceptable range between 1% through 14%?

A: There is no DBE required target.

Q180: 29 RMTA-TCS-RFP-2025-03-12 2 Willingness to engage in a two-phase, performance-based contract with clear, measurable outcomes. Capability to transition to a guaranteed tolls paid model based on performance data. Question: If after phase 1, the AUTHORITY and the VENDOR cannot reach an agreement of the "guaranteed tolls paid model" regime, what are the options or consequences?

A: See response to Question 167.

Q181: 30 RMTA-TCS-RFP-2025-03-12 2.1 Design all integrations and interfaces with scalability in mind to accommodate future growth and enhancements. Question: Will enhancements requested by the AUTHORITY be handled as a billable change order?

A: Yes.

Q182: 31 RMTA-TCS-RFP-2025-03-12 2.2 All services defined with the RFP will be performed in the continental U.S. Question: Are there any services, either during implementation phase and/or operations phase that can be performed outside of the continental U.S.?

A: This inquiry is planned to be addressed in Addendum 4.

Q183: 32 RMTA-TCS-RFP-2025-03-12 2.2.3 A-to-Be sends three images along with the lane transaction information. The images are taken for the rear of the vehicle only, with one of the images focused on the region of interest (ROI). No ALPR or OCR services are provided by A-to-Be. Question: Are these images of acceptable quality to clearly identify the vehicle license plate?

A: The lane vendor has an image quality performance requirement that aligns with the TCS performance requirements. The images are jpg, Width-1536 pixels by 1260 Pixels (Typical Size) at 96 DPI with a Bit Depth of 24. The ROI is typically 135 pixels by 83 pixels at 96 DPI and Bit Depth or 24.

Q184: 33 RMTA-TCS-RFP-2025-03-12 2.2.7 Perform skip tracing to locate customers with returned mail or outdated contact information. Question: Is this a pass-through cost, or a cost to the VENDOR to price?

A: Skip tracing is not a pass-through cost.

Q185: 34 RMTA-TCS-RFP-2025-03-12 - Print and mail costs. Question: Is this a pass-through cost, or a cost to the VENDOR to price?

A: It is a cost for vendor to price.

Q186: 35 RMTA-TCS-RFP-2025-03-12 2.2.11 PCI-DSS compliance level shall be determined by annual transactions processed and compared to the requirements of each credit card company used as a payment method within the Contract, including the customer payment portal. Question: What is the estimated annual transactions processed? If not available, is there a grace period for compliance?

A: See RMTA Violation Collection Report provided by VDOT included in Addendum 3.

Q187: 36 RMTA-TCS-RFP-2025-03-12 3.9 Provide training to the AUTHORITY'S staff on system use and management. Question: For resource planning, how many of the AUTHORITY'S staff will be trained? Will it be all at once, or what is the configuration of the expected training (i.e. people availability from the AUTHORITY)?

A: The Vendor should expect to conduct a training course for seven of the AUTHORITY's representatives.

Q188: 37 RMTA-TCS-RFP-2025-03-12 8.5, 1 Communication, Client. This Performance Measure measures the VENDOR's acknowledgement of AUTHORITY Communications. It represents the

percentage of responses by the Vendor within the required time. Question; Would RMTA consider changing this requirement to 1 hour.

A: Yes.

Q189: 38 RMTA-TCS-RFP-2025-03-12 8.5, SLA 12 Call Abandonment Rate. This Performance Measure tracks the number of calls customers abandon before reaching an agent, with a low abandonment rate signifying efficient call handling and customer service. Question: We request RMTA adjust the calculation to remove short abandons less than 20 seconds from the calculation.

A: RMTA will adjust the calculation to remove short abandons less than 10 seconds from the calculation.

Q190: 39 Draft Contract 2.2 The statement “terminable without cause by the Authority at any time upon sixty (60) days' prior written notice provided” is duplicative of a much more explanatory provision in 7.1(b). We would request to delete this here because it raises many questions that are dealt with in much more detail there.

A: This inquiry is planned to be addressed in Addendum 4.

Q191: 40 Draft Contract 3.2 Says parties can pursue remedies only “if the Parties' representatives cannot resolve the dispute.” Would the Authority consider clarifying this with a time requirement or formal escalation path to ensure compliance?

A: This inquiry is planned to be addressed in Addendum 4.

Q192: 41 Draft Contract 3.3 Would the Authority consider a three business day notice period prior to inspection of books and records, so that they can be made ready?

A: This inquiry is planned to be addressed in Addendum 4.

Q193: 42 Draft Contract 3.4 Is this section referring to “change orders”? We note that there is no provision for this in the RFP documents other than this section. If so, would the authority consider inputting a market standard change order provision?

A: This inquiry is planned to be addressed in Addendum 4.

Q194: 43 Draft Contract 4.2 Will the authority consider changing this section to allow 30 days to propose replacement of non-key personnel and 60 days to propose replacement of key personnel?

A: This inquiry is planned to be addressed in Addendum 4.

Q195: 44 Draft Contract 4.3 The indemnification clause here is duplicative of, and slightly different than, the indemnification provision in section 6.3. Will the authority consider just stating here that Vendor is responsible for indemnifying in accordance with section 6.3?

A: This inquiry is planned to be addressed in Addendum 4.

Q196: 45 Draft Contract 4.3 Will the authority consider making a materiality threshold for the requirement that the authority approve subcontractors and sub vendors so that not every small contract has to run through the approval process?

A: This inquiry is planned to be addressed in Addendum 4.

Q197: 46 Draft Contract 4.3 This provision requires the Vendor to “bind each and every approved subconsultant to the terms stated herein.” Is the Vendor allowed to vary the pass-through terms based on the work performed by a subconsultant and the value thereof? Otherwise it could be difficult to have small subconsultants agree to contracts with high insurance and indemnity requirements.

A: This inquiry is planned to be addressed in Addendum 4.

Q198: 47 Draft Contract 4.4 This provision seems duplicative of Article V. Would the Authority consider deleting it to avoid confusion? If not, all comments to Article V would apply here.

A: This inquiry is planned to be addressed in Addendum 4.

Q199: 48 Draft Contract 4.6.1 We understand the requirement to post non-discrimination language in conspicuous locations, but what does it mean to post “the names of all contracting agencies with which Vendor has contracts of over \$10,000” and why would that be a requirement for this contract?

A: This inquiry is planned to be addressed in Addendum 4.

Q200: 49 Draft Contract 4.9 What is the purpose of this clause and how broadly should we interpret it? We request that strict limitations be put on the clause, e.g. that it only applies to correspondence about work done pursuant to the Agreement and does not apply to any correspondence requested or required by court order, regulatory investigation, or other legally requested or required purposes.

A: This inquiry is planned to be addressed in Addendum 4.

Q201: 50 Draft Contract 5.1 We are unclear what “materials” means in this context. We agree that data belongs to RMTA and documentation does as well, although some will have trade secrets that shouldn't be shared (covered in section 5.2). But “materials” is ambiguous and could involved the software itself, which we do not agree belongs to RMTA. Will the Authority consider adding defined terms to this Article so that it's clear what intellectual property RMTA is claiming?

A: This inquiry is planned to be addressed in Addendum 4.

Q202: 51 Draft Contract 5.3 This section brings in the concept of works made for hire. Will the Authority consider negotiating in advance what will be a work for hire? The RFP is clear the Authority wants existing tech that can plug into its solution. Accordingly, we don't consider much here to be work for hire. It would be safer to specify what is, and then the parties can avoid misunderstandings on this point.

A: This inquiry is planned to be addressed in Addendum 4.

Q203: 52 Draft Contract 5.3 Vendor agrees to do take customary steps for RMTA to take ownership. However, this clause extends customary documentation to include filing for copyright and prosecuting anyone for infringing copyright, “without additional charge” to the Authority. We would propose that those two instances be removed as the decision whether to file for copyright and whether to enforce copyrights themselves lies with the Authority and should be at their cost.

A: This inquiry is planned to be addressed in Addendum 4.

Q204: 53 Draft Contract 6.3 This section is very broad and lacks standard carve outs that we see in most contracts. Will the Authority consider limiting this to third party claims and including carve outs requiring negligence and willful misconduct of the vendor?

A: This inquiry is planned to be addressed in Addendum 4.

Q205: 54 Draft Contract 6.3 Will the Authority consider including a mutual indemnity clause?

A: This inquiry is planned to be addressed in Addendum 4.

Q206: 55 Draft Contract 6.3 This clause says Vendor's indemnity requirement applies "whether or not such damage is caused by or attributable to a party indemnified hereunder." It is off market to require a vendor to indemnify an agency for it's own negligence, willful action, etc. Will the Authority consider including a comparative negligence clause so that Vendor's indemnification obligation covers only to the extent of its own (or its subcontractor's own) liability?

A: This inquiry is planned to be addressed in Addendum 4.

Q207: 56 Draft Contract 6.3 We do not understand the meaning of the last sentence of this clause, which says: "In all claims against the Authority or any of its directors, officers, agents, or employees by the successful Vendor or any employee of the successful Vendor, anyone directly or indirectly employed by any of them or anyone whose acts any of them may be liable, the indemnification obligation under this section shall not be restricted by any limitation on the amount or type of damage, compensation nor benefits payable by or for the successful Vendor under Workers' Compensation Acts, disability acts or other employee benefit acts."

A: This inquiry is planned to be addressed in Addendum 4.

Q208: 57 Draft Contract 7.1B Will the Authority consider adding some detail as to what would constitute "substantial inconvenience" and also, how the Vendor's termination right will be impacted (e.g. that a different time frame for termination will be negotiated between the parties)?

A: This inquiry is planned to be addressed in Addendum 4.

Q209: 58 Draft Contract 7.1C This clause is drafted very broadly. Will the Authority consider revising it to only apply to material breaches, e.g. failure to hit milestone dates or to reach SLAs for a designated period of time?

A: This inquiry is planned to be addressed in Addendum 4.

Q210: 59 Draft Contract 7.1C This section says termination is in 14 days, but doesn't account for any cure period. Will the Authority add a cure period prior to termination for cause right?

A: This inquiry is planned to be addressed in Addendum 4.

Q211: 60 Draft Contract 7.1C While 14 days might be an appropriate cure period for some breaches, it may not be long enough for others. Will the Authority consider allowing a more standard cure period, e.g. 30 days, and then enumerating other causes that may have shorter cure periods?

A: This inquiry is planned to be addressed in Addendum 4.

Q212: 61 Draft Contract 7.2 The paragraph beginning “in the event of termination by Authority” seems to discuss the effect of termination for cause and termination for convenience, but it is not particularly clear if that’s the case. Will the Authority consider rewriting so there is a section covering cause and a section covering convenience?

A: This inquiry is planned to be addressed in Addendum 4.

Q213: 62 Draft Contract 7.2 Where the Authority discusses termination for convenience, can it be plainly stated that the Vendor can recover ramp down costs related to the unexpected termination? Right now it appears that may be intended, but the language is vague.

A: This inquiry is planned to be addressed in Addendum 4.

Q214: 63 Draft contract 7.6 Would the Authority consider a three business day notice period prior to inspection of books and records, so that they can be made ready?

A: This inquiry is planned to be addressed in Addendum 4.

Q215: 64 Draft Contract 7.8 Liquidated damages related to KPIs and SLAs are generally allowed because it is too difficult for the parties to ascertain what other penalties should apply. It’s unclear here if the Authority is saying it would intend to terminate the contract and also apply liquidated damages at the same time? Would the authority consider clarifying that where LDs are applied, that is the Authority’s sole remedy?

A: This inquiry is planned to be addressed in Addendum 4.

Q216: 65 Draft Contract 7.9 Will the Authority negotiate a liability cap for the Vendor?

A: This inquiry is planned to be addressed in Addendum 4.

Q217: 66 Draft Contract 7.9 Will the Authority increase its liability cap to be the aggregate value of the contract?

A: This inquiry is planned to be addressed in Addendum 4.

Q218: 67 Draft Contract 9.1 Will the Authority consider changing the language to say its consent “shall not be unreasonably withheld”?

A: This inquiry is planned to be addressed in Addendum 4.

Q219: 68 Draft Contract 9.1 Will the Authority consider removing stock sale and internal restructuring as reasons for substantial change?

A: This inquiry is planned to be addressed in Addendum 4.

Q220: 69 Draft Contract 11.6 This section is duplicative of section 4.3. Will the authority consider deleting it so that subconsultant language is in one section of the Agreement? If not, all of our questions in 4.3 are repeated here.

A: This inquiry is planned to be addressed in Addendum 4.

Q221: 70 Draft Contract 11.1 Will the Authority consider language noting that the Vendor will be paid for work done in good faith before it realized the cost exceeded the amount available?

A: This inquiry is planned to be addressed in Addendum 4.

Q222: 71 Draft Contract 11.1 Will the Authority consider adding language clarifying that the Vendor is not required to do any work that exceeds the amount available without express written approval of Authority?

A: This inquiry is planned to be addressed in Addendum 4.

Q223: 72 Draft Contract - There currently is no Force Majeure clause in the Agreement. Will the Authority add a Force Majeure clause to the agreement?

A: This inquiry is planned to be addressed in Addendum 4.

Q224: 73 RMTA-TCS-RFP-2025-03-12 8.5 The AUTHORITY requires that the VENDOR continuously maintain and operate the TCS in accordance with the standards of the performance identified in these performance requirements, beginning with the first month of operations. Question: A stabilization period is common for most projects. Will RMTA consider adding a 90 day stabilization period?

A: Yes.

Q225: 74 Appendix 8.8-Requirements-Matrix G-CI 10 Please describe the Social Media channels the vendor will be responsible for. Is the vendor responsible for providing the functionality or for actually responding to customers on social media channels?

A: To be discussed at the workshops.

Q226: 75 Appendix 8.8-Requirements-Matrix AM-CE 10 Please provide a definition of 'scheduling' as it relates to Courts dates? Are court dates scheduled via the required courts interface as a response from the court to the BOS and added to the court docket or is manual intervention required to schedule court hearings?

A: Court dates are assigned by the Courts annually.

Q227: 76 RMTA-TCS-RFP-2025-03-12 7.16 Terms of Contract Are there specified exit criteria for Stage 1- System Design Development and before the entrance to Stage 2 - System Implementation ?

A: This inquiry is planned to be addressed in Addendum 4.

Q228: 77 RMTA-TCS-RFP-2025-03-12 2.1.11 Given conservative timeline for the project's documentation deliverables and testing requirements significantly impact the implementation schedule. The time required to develop RMTA specific documentation with reasonable review times consume 90-120 days of the project timeline.

Similarly, the required testing, FAT, SIT, UAT, and ORT, with the best-case timelines, takes another 90 days. Balancing these requirements with the required 6 months of implementation is at odds and clearly shows it is unachievable. We ask that RMTA reconsider the documentation and testing requirements or extend the implementation timeline.

A: RMTA is amenable to streamlining the documentation requirements. The testing requirements can be discussed during the workshops.

Q229: 78 RMTA-TCS-RFP-2025-03-12 Performance Requirements - KPIs/SLA Table 1, 6 Revenue Collection This performance measure - measures the time needed to process DMV out-of-state ROV Lookups. It represents the percentage of DMV out-of-state ROV Lookups

processed by the Vendor within the required period. As some states can take up to 30 days for a response, it is recommended that this timeline be extended from 3 days to 30 days to increase potential revenue. Dee- some states have strict requirements for ex. Nevada you can only submit every other week and NC weekly

A: The performance requirements will be discussed during contract negotiation.

Q230: 79 Draft Contract 1.2 Section 1.2 establishes an order of precedence that places the RFP above the Vendor's Proposal. Given that the Proposal may contain exceptions, clarifications, or alternate terms—including in Form H—we are concerned that these may be unintentionally overridden. Would RMTA consider revising the order of precedence so that the final Agreement controls, followed by the Proposal, then the RFP? Alternatively, would RMTA consider removing the Proposal and RFP from the order of precedence altogether to avoid conflicts and rely solely on the executed contract?

A: This inquiry is planned to be addressed in Addendum 4.

Q231: 80 RMTA-TCS-RFP-2025-03-12 8.2 § 33.2-613. Free use of toll facilities by certain state officers and employees; penalties. Q: To what extent will the successful bidder be asked to implement systems for (i) verification of eligibility, (ii) issuance of non-revenue transponder, (iii) monitoring and compliance?

A: This inquiry is planned to be addressed in Addendum 4.

Q232: 81 RMTA-TCS-RFP-2025-03-12 8.2 § 33.2-615. Electronic notification of unpaid tolls. Q: To what extent will the successful bidder be asked to assure compliance?

A: Throughout the contract.

Q233: 82 RMTA-TCS-RFP-2025-03-12 8.2 § 46.2-819.3 Use of toll facility without payment of toll; enforcement; penalty. Q: To what extent will the successful bidder be asked to participate in collection efforts?

A: Throughout the contract.

Q234: 83 RMTA-TCS-RFP-2025-03-13 7.2 Q: Is the AUTHORITY open to negotiating the Indemnification provision? For example, setting a cap on the vendor's indemnification obligations, limiting claims to those resulting solely from the vendor's actions, and ng a reasonableness standard for defense costs? Q: Can the AUTHORITY provide further clarity on the indemnification obligation in relation to Workers' Compensation and similar acts?

A: This inquiry is planned to be addressed in Addendum 4.

Q235: 84 RMTA-TCS-RFP-2025-03-14 7.2 The RFP indemnification provision says the Vendor's indemnification obligations will apply “whether or not such damage is caused by or attributable to a party indemnified hereunder.” Q: Proposer requests the addition of a limitation for damages caused by the negligent, reckless or intentional act of an indemnified party?

A: This inquiry is planned to be addressed in Addendum 4.

Q236: 85 RMTA-TCS-RFP-2025-03-15 7.6 While materials and documentation prepared for Authority will belong to Authority, those materials will contain trade secret and proprietary

information of the vendor. Q: Please add language clarifying that vendor intellectual property and proprietary and confidential information will not change hands simply by virtue of being in certain deliverables.

A: This inquiry is planned to be addressed in Addendum 4.

Q237: 86 RMTA-TCS-RFP-2025-03-16 7.1 Q: Will the AUTHORITY consider adding a cure period to allow the Vendor to correct any non-compliance issues prior to the contract being terminated?

A: This inquiry is planned to be addressed in Addendum 4.

Q238: 87 RMTA-TCS-RFP-2025-03-17 7.1 This section provides that: "The termination invoice shall be restricted to payments due in accordance with this Agreement, plus extraordinary costs actually paid by VENDOR as a direct result of such termination." This seems to state that ramp down costs following early termination are reimbursable, but the language is vague. Q: Will the Authority consider more directly stating that in the event of early termination, ramp down costs will be reimbursed?

A: This inquiry is planned to be addressed in Addendum 4.

Q239: 88 RMTA-TCS-RFP-2025-03-18 7.13 Q: Will the Authority consider adding a carve out for assignments to affiliate companies as part of an internal reorganization? Or at least stating that the Authority's approval will not be unreasonably withheld in such circumstances?

A: This inquiry is planned to be addressed in Addendum 4.

Q240: 89 Appendix-8.8-Requirement-Matrix AM-CE 4 If a case is dismissed by the court without prejudice, the collection vendor must continue pursuing collection efforts on behalf of the agency. Question: Does the account stay in collections after it becomes eligible for court or does it need to be pulled from collections and reassigned later on?

A: Pulled from collection and reassigned.

Q241: 90 Appendix-8.8-Requirement-Matrix AM-CE 8 If payment has been received, notification must be sent to RMTA that the account has been settled. Question: In what form, will reporting suffice?

A: Reporting will suffice.

Q242: 91 Appendix-8.8-Requirement-Matrix AM-CE 12 The VENDOR shall prevent postings to an AUTHORITY report that has been closed out except for adjustments specifically authorized by the Authority. Question: Please provide clarification on this requirement related to "Authority report".

A: To be discussed at the workshops.

Q243: 92 Appendix-8.8-Requirement-Matrix AM-DP 1 The VENDOR'S system shall provide fully Configurable Discount Account Plan functionality to support future AUTHORITY discount programs. Question: Please provide more information related to how discount plans are applied to accounts, applicable account types and criteria for discounting.

A: With the exception of ETC transactions that are posted to an E-ZPass account and non-revenue accounts, RMTA does not have any discounted plans.

Q244: 93 Appendix-8.8-Requirement-Matrix AM-DA 14 The VENDOR shall support the Adjudication process with a link to the screen for access to an evidence package. Question: Please clarify how and who will use the “link to the screen for access to an evidence package” I believe there is a typo as well.

A: To be discuss at the workshops.

Q245: 94 Appendix-8.8-Requirement-Matrix AM-DC 9 The VENDOR shall allow Users to generate customer-specific correspondence or forms, either for email or USPS distribution, directly from the customer-specific account screens, such as printing for mailing or direct emailing a customer-specific notification to the email on the account. Question: Please clarify if the intent of this requirement is to generate/trigger any correspondence on an ad hoc basis from the UI.

A: Confirmed.

Q246: 95 Appendix-8.8-Requirement-Matrix AM-DC 21 The VENDOR shall support linking e-mails to customer accounts as documents, which shall be accessible at the CSR level. Question: Is the Authority open to alternative solutions to inbound email. If so, how should the vendor address their solution to this requirement in the proposal?

A: Yes. As long as the Vendor's solution meets the requirements to have all customer inquires documented within the system to support the adjudication process.

Q247: 96 Appendix-8.8-Requirement-Matrix AM-PP 2 All payments must be verified through an authentication process before payment is processed. Question: Is this requirement intended to mean tokenization or logging in/ authenticating the account before making the payment.

A: This requirement is to prevent fraud.

Q248: 97 Appendix-8.8-Requirement-Matrix AM-PP 39 The VENDOR shall provide an alert if a payment card provider response for an account is not received within a Configurable amount of time. Question: Please specify if this alert is for a customer or the authority?

A: Customer.

Q249: 98 Appendix-8.8-Requirement-Matrix AM-RA 17 The VENDOR shall allow Authorized Users to manually override the refund payee information, for example, when a refund is due to a deceased customer’s estate. Question: Please clarify if the intent of this requirement is to manually override the payee info?

A: Yes, that is the intent of the requirement that states authorized users shall be allowed to manually override the refund payee information.

Q250: 99 Appendix-8.8-Requirement-Matrix AM-RA 30 The VENDOR shall accept payment on transactions that have been written off, for example reverse the write-off in the amount of the payment and apply the payment. Question: Is the intent of this requirement to allow for a soft write off concept?

A: Write-offs will be made in accordance with RMTAs write-off policy. The intent of this requirement is to accept payment after a transaction has been written off.

Q251: 100 Appendix-8.8-Requirement-Matrix DM-ICD 7 The VENDOR shall interface with the Department of Motor Vehicles for Registered Owner of Vehicle and levy Registered Owner of Vehicle holds in accordance with the AUTHORITY'S business rules. Question: DMV, the Commonwealth and VDOT are used interchangeably when talking about the DMV interface, can you please clarify the instate DMV provider and how it is accessed?

A: This inquiry is planned to be addressed in Addendum 4.

Q252: 101 Appendix-8.8-Requirement-Matrix DMV-L 10 For quality assurance of unsuccessful DMV lookups, the system must accommodate the AUTHORITY to provide feedback or a decision for final disposition. Question: Does the final decision by the authority need to be captured and maintained by the system?

A: This inquiry is planned to be addressed in Addendum 4.

Q253: 102 Appendix-8.8-Requirement-Matrix G-CI 12 The VENDOR shall provide staff training to support customers who speak English or Spanish including training materials. Question: Please confirm that training materials need to be produced in both English and Spanish.

A: This inquiry is planned to be addressed in Addendum 4.

Q254: 103 Appendix-8.8-Requirement-Matrix G-EOC 6 The VENDOR shall meet with the AUTHORITY and the successor as many times as is required to successfully execute the End of Contract Transition Plan and resolve all issues and questions. Question: This needs to be further defined for us to accurately estimate at this stage. Please provide some bounding of time, or number of meetings the outgoing vendor is expected to participate in for estimating the level of effort for the pricing sheets.

A: This inquiry is planned to be addressed in Addendum 4.

Q255: 104 Appendix-8.8-Requirement-Matrix IN-DM 1 All escalated customer complaints received on attorney's letterhead must be sent to the AUTHORITY. Question: How would the authority like to receive notification of escalated customer complaints? Via email, through the system etc.?

A: This inquiry is planned to be addressed in Addendum 4.

Q256: 105 Appendix-8.8-Requirement-Matrix IN-DM 6 The Collection Vendor must gather necessary documentation and details from the customer regarding ad hoc disputes, but only the AUTHORITY has the authority to resolve ad hoc disputes by dismissing or upholding the toll. Other types of disputes must be resolved directly by the Collection Vendor according to the AUTHORITY's established business rules. Question: Please expand on the concept of ad hoc disputes.

A: This inquiry is planned to be addressed in Addendum 4.

Q257: 106 Appendix-8.8-Requirement-Matrix IN-G 4 Unpaid balances must be included on invoicing and notices, categorized by toll transactions, fines, fees and capital penalties. Question: Please define capital penalties.

A: This is a typo for "civil penalties" and will be corrected on a revised requirements matrix posted with Addendum 3.

Q258: Section 4.3 On page 39, in section 4.3, it states, “VENDORS are advised that no sub-consultant or subcontractor may be employed without the AUTHORITY’S approval, in its sole discretion.” Also, on page 6, section 1.5, it says, “Services assigned to sub-consultants must be approved in advance by the AUTHORITY. The sub-consultants must be qualified to perform all work assigned to them.” When during the selection process does this approval process take place? What are the anticipated number of Full-Time Equivalent employees needed for the manual image review? What is the anticipated volume of manual images that will need to be reviewed on a monthly basis through the double-blind process?

A: This inquiry is planned to be addressed in Addendum 4.

Q259: General/Background question: Would the RMTA please consider extending the due date for proposals by at least 2 weeks to allow enough time for prospective vendors to receive answers to questions and incorporate them into their proposals?

A: This inquiry is planned to be addressed in Addendum 4.

Q260: General/Background question: Can the RMTA provide the approximate number of unique vehicles/plates currently receiving violations monthly (e.g. 100,000 violations occur monthly for 20,000 vehicles)?

A: This inquiry is planned to be addressed in Addendum 4.

Q261: Page 17, 2.2.6: It is referenced that a commuter could potentially receive 3 notices in 1 month (assuming they regularly use RMTA facilities during the month); for the subsequent First, Second and Legal notices, will they be consolidated into a 30 day billing cycle or would the customer receive 3 separate sets of subsequent notices for each 10 days of transactions? For Pay-by-Plate customers, what does the RMTA anticipate the average toll amount to be owed/incurred by a motorist on a monthly basis? We understand that historical data is not available, just looking for a projection.

A: This inquiry is planned to be addressed in Addendum 4.

Q262: Page 18, Section 2.2.7: What is the expected spacing in days for the First, Second, and Legal notices? Does the RMTA anticipate the vendor sending Legal notices for each customer or only for those meeting a certain balance? Regarding the DMV hold notice, will all customers meeting the statutory eligibility receive DMV hold notices or will this only apply to a certain segment of customers? Please provide an approximate percentage of overall customers that RMTA anticipates will receive a DMV hold notice.

A: This inquiry is planned to be addressed in Addendum 4.

Q263: Page 18, Section 2.2.8 – can RMTA confirm that the notices detailed in Section 2.2.7 will be first-party (on RMTA’s letterhead) and the notices sent during the “Debt Collection Strategy” phase will be on the debt collection agency’s letterhead? Will a collection agency be able to accept payments through their own website and other internal payment options or should payments be directed to the TCS vendor’s website, lockbox etc.?

A: This inquiry is planned to be addressed in Addendum 4.

Q264: Page 64, Section 6.3.6.1: while our firm understands RMTA’s goal to collect as early as possible in the billing cycle, there does not appear to be any price line item for collection

activities occurring after the Legal and/or DMV Hold notice stages. Can RMTA confirm that the TCS vendor will be expected to continue collection attempts after these notices are sent (e.g. using a collection agency) and if confirmed, could a separate pricing line item be added to compensate those activities?

A: This inquiry is planned to be addressed in Addendum 4.

Q265: Performance requirements – SLA 6 and 6.A Will the TCS be able to submit supporting documentation for exceptions where a particular state DMV platform is offline resulting in late retrieval of information?

A: This inquiry is planned to be addressed in Addendum 4.

Q266: Performance requirements – SLA 6 and 6.A Will the percentages be adjusted to exclude states that do not allow for DMV information sharing?

A: This inquiry is planned to be addressed in Addendum 4.

Q267: Will the authority allow for outbound communication attempts including calls, emails, SMS, etc. at each phase of invoicing to assist in meeting the target resolution measurements?

A: This inquiry is planned to be addressed in Addendum 4.

Q268: SLA 11A – Since this is a new project will the Authority suspend or adjust SLAs 11A, 11B, 11C, 11D, 11E once a baseline recovery percentage is determined during the first 6 months of the project. The current SLAs penalize the TCS for unknown consumer behavior

A: This inquiry is planned to be addressed in Addendum 4.

Q269: SLA 12 – Does the call abandon rate include only inbound calls? Can this SLA be adjusted to only include calls > 10 sec. as calls below that time are typically misdials?

A: This inquiry is planned to be addressed in Addendum 4.

Q270: 2.2.3 Does the TCS need to maintain a list of nonrevenue vehicles that will be coded-off at image review or prior to invoicing?

A: This inquiry is planned to be addressed in Addendum 4.

Q271: 2.2.3 How are non-revenue vehicles handled in the image review process?

A: This inquiry is planned to be addressed in Addendum 4.

Q272: 2.2 Can manual image review be completed offshore?

A: This inquiry is planned to be addressed in Addendum 4.

Q273: 2.2.6 The requirement is for the TCS to update ROV information every 30 days. Does this include out-of-state ROV information. There is a per hit fee each time an out of state search occurs.

A: This inquiry is planned to be addressed in Addendum 4.

Q274: 2.2.6 The requirement is for the TCS to update ROV information every 30 days. Does this include postpaid and pre-paid accounts that the consumer setup?

A: This inquiry is planned to be addressed in Addendum 4.

Q275: 2.2.6 What percentage of transactions are from out of state vehicles?

A: This inquiry is planned to be addressed in Addendum 4.

Q276: AM-DC2 At what point does the 3-business day timeline start? The day the file is sent to the mail house? The date the mail house gets the mail piece to the USPS?

A: This inquiry is planned to be addressed in Addendum 4.

Q277: Are all of the invoices already designed by RMTA? If not, will TCS be responsible for design services?

A: This inquiry is planned to be addressed in Addendum 4.

Q278: 2.2.9 Please provide the \$ amount of the fines for placing and removing DMV holds.

A: This inquiry is planned to be addressed in Addendum 4.

Q279: 2.3 Experience and Expertise – Can the authority provide more detail on what information needs to be presented in the ‘case studies’?

A: This inquiry is planned to be addressed in Addendum 4.

Q280: 3.14.g Customer Service – What are the required methods for gathering consumer satisfaction metrics?

A: This inquiry is planned to be addressed in Addendum 4.

Q281: 2.1.5 Collections – Does RMTA expect the TCS to support placement of violations with more than 1 collections agency?

A: This inquiry is planned to be addressed in Addendum 4.

Q282: Pass through costs – Will the authority consider adding the out of state ROV lookups to the pass through cost as there are no current violation count numbers on out of state vehicles?

A: This inquiry is planned to be addressed in Addendum 4.

Q283: Pass through costs – Will the TCS be allowed to require the ROV to pay credit card and any convenience fees?

A: This inquiry is planned to be addressed in Addendum 4.

Q284: Pass through costs – Will the authority consider adding credit card and any convenience fees to the allowed pass through costs?

A: This inquiry is planned to be addressed in Addendum 4.

Q285: Pass through costs – Will the authority please define ‘banking fees’ as indicated in the allowed pass through costs?

A: This inquiry is planned to be addressed in Addendum 4.

Q286: Pass through costs – Will the authority consider adding cash payment fees to the allowed pass through costs as these are considerably higher than regular credit card fees?

A: This inquiry is planned to be addressed in Addendum 4.

Q287: 4.8.5 Surety or Bank/Financial Institution Letter

- Is the performance bond the same as the surety bond? If not, what is the difference?

- **Since the phase 2 pricing is currently unavailable, will the phase 2 bond be tied to the phase 2 implementation?**

A: This inquiry is planned to be addressed in Addendum 4.

Q288: Section 1.3 Administrative, subsection 1.3.1 Workers' Compensation: The Commonwealth of Virginia does not have reciprocity agreements for Workers' Compensation with other states. If the proposed VENDOR or Subcontractor performs all work remotely, outside of Virginia, does the Authority have any recommendations for the VENDOR to be in compliance with Requirement 1.3.1 on p. 4 re: Workers' Compensation?

A: This inquiry is planned to be addressed in Addendum 4.

Q289: On the prepaid and post paid accounts will RMTA allow pass through credit card costs on the refill account transactions?

A: This inquiry is planned to be addressed in Addendum 4.

Q290: 2.2 Scope of Services 1 Regarding the requirement "All services defined with the RFP will be performed in the continental U.S." does this pertain to the full Scope of Services including back-end development tasks?

A: This inquiry is planned to be addressed in Addendum 4.

Q291: 1 RFP Section 5.3 Customer Service and Support RFP Reference: IVR and External website in Spanish Question: Can you provide details of the both English and Spanish inbound call volume?

A: This inquiry is planned to be addressed in Addendum 4.

Q292: 2 RFP Section 8.4 ICDs RFP Reference: Lane Integrator to Vendor ICD Question: Can we access the ICDs of the Lane Integrator to the Commercial Back Office, including data volume, images, and payloads for each transaction?

A: This inquiry is planned to be addressed in Addendum 4.

Q293: 3 RFP Section Appendix 8.8 Requirement Matrix RFP Reference: AM-PP-8 Question: Can we obtain a list of the approved payment methods for RMTA?

A: This inquiry is planned to be addressed in Addendum 4.

Q294: 4 RFP Section Appendix 8.8 Requirement Matrix RFP Reference: AM-PP-9 Question: Can we get details on the third-party mobile applications to be integrated along with their ICDs?

A: This inquiry is planned to be addressed in Addendum 4.

Q295: 5 RFP Section Appendix 8.8 Requirement Matrix RFP Reference: AM-PP-10 Question: Can we get details on the payment card provider, settlement bank, and ICDs(if applicable) for the payment integration?

A: This inquiry is planned to be addressed in Addendum 4.

Q296: 6 RFP Section Appendix 8.8 Requirement Matrix RFP Reference: AM-PP-10 Question: Will the authority onboard the payment card processor and banker, with the scope limited to integration only?

A: This inquiry is planned to be addressed in Addendum 4.

Q297: 7 RFP Section Payment Processing RFP Reference: Canadian and Mexican Customers Question: Does RMTA have any preferred cloud service provider like AWS or Azure?

A: This inquiry is planned to be addressed in Addendum 4.

Q298: 8 RFP Section Appendix 8.9 Reporting Matrix RFP Reference: Column D Question: Can you share us example of each of summary and details report?

A: This inquiry is planned to be addressed in Addendum 4.

Q299: 9 RFP Section 2.1.3 Customer and Account Management RFP Reference: Self-Service Website Question: The RFP requires a website for customers to make payments and manage accounts before invoicing. Will this site be a standalone website launched from a link on rmtaonline.org?

A: This inquiry is planned to be addressed in Addendum 4.

Q300: 10 RFP Section Addendum 2, Q17 RFP Reference: Multiple Vendor Question: As per response to Q17, RMTA might award the contract to multiple vendors, if so, can we respond only to the technology solution scope of RFP including operational and commercial back office services

A: This inquiry is planned to be addressed in Addendum 4.

Q301: 11 RFP Section 2.7 Schedule of Activities RFP Reference: Go - Live Question: Please help us understand the business reason behind the expedited 6-month go-live timeline? Considering greenfield deployment i.e. no historical toll data, shall we propose a phased delivery aligned with transaction aging and escalation lifecycle

A: This inquiry is planned to be addressed in Addendum 4.

Q302: RFP Section: 1.6 VENDOR Team Exclusivity Limitations 1.6.2 Software Providers and Minor Subcontractors Question: • Please delineated which RFP submittal forms and requirements are required or not required in a proposal submittal from an independent Software Provider?

A: This inquiry is planned to be addressed in Addendum 4.

Q303: RFP Section: General: Question: Is RMTA able to provide a list of potential bidders or those who have downloaded the RFP or a list of respondents for the related RFI?

A: This inquiry is planned to be addressed in Addendum 4.

Q304: Document: Appendix 8.8 Requirements Matrix Section: TP-FR 10 Question: Would next day funding be acceptable for both card and ACH?

A: This inquiry is planned to be addressed in Addendum 4.