



April 7, 2025  
Richmond Metropolitan  
Transportation Authority (RMTA)

## ADDENDUM 5 RMTA REQUEST FOR PROPOSAL TOLL COLLECTION SERVICES

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

### *Updated Schedule*

An updated schedule is included in Addendum 5 to reflect April 7<sup>th</sup> deadline for Response to Vendor Questions (see page 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 remaining questions received, and responses are provided:

**Q305: Please provide projected indicative volumes for evaluation purposes and costing (i.e. monthly number of packages, monthly number of pages printed)?**

A: Projected data is not available, and pricing is per transaction. Our expectation is that vendors will use their years of experience in pricing.

**Q306: Do you expect the documents printed duplex (front and back) or simplex (front only)?**

A: Follow the guidelines on Form G Price Proposals. The specifics will be worked out in the workshop

**Q307: Do you expect to utilize pre-printed paper?**

A: Follow the guidelines on Form G Price Proposals. The specifics will be worked out in the workshop.

**Q308: Do you expect the documents to be printed in B/W only?**

A: Form G Price Proposals states black and white.

**Q309: Do you expect checks to be printed and mailed?**

A: Yes, when required, but RMTA will be doing it.

**Q310: Please provide an inventory with examples of the documents to be printed and mailed (i.e. notices 1st and 2nd, statements, invoices, etc.).**

A: There is no inventory of sample documents. The specifics will be worked out in the workshop.

**Q311: Please provide the number of jobs currently supported.**

A: Currently there are 60 part-time employees collecting tolls in the lanes.

**Q312: Please provide samples of the forms and envelopes currently used?**

A: No samples are available. The specifics will be worked out in the workshop.

**Q313: Please provide the applicable print and mail SLA's from data receipt to USPS delivery?**

A: All SLAs are available in the SLA Appendix.

**Q314: How often do you anticipate the templates to be updated?**

A: The specifics will be worked out in the workshop.

**Q315: Does the RMTA require an image of the outbound document returned for archival?**

A: Yes.

**New Revised Schedule for Addendum 5**

| <b>Step Two – New Revised</b>              | <b>Date</b>                  |
|--|------------------------------|
| Anticipated RFP Release Date               | March 13, 2025               |
| Questions and Requests for Clarification   | March 28, 2025, 1:00 P.M. ET |
| AUTHORITY Response to VENDOR Questions     | April 7, 2025, 4:00 P.M. ET  |
| Proposal Submittal                         | April 30, 2025, 1:00 P.M. ET |
| Short Listing Results                      | May 12, 2025, 1:00 P.M. ET   |
| Mandatory Site Visit to observe operations | May 19 - 23 2025             |
| Announcement/Selection Date                | June 4, 2025, 4:00 P.M. ET   |
| Notice to Proceed                          | June 13, 2025                |
| Go-Live                                    | December 15, 2025            |