



SRTA Solicitation No. 17-043
RFQC for Customer Service System and Operations
March 13, 2017

Question #1: Section 4.9-Is proof of insurance actually required or simply proof that the firm has the financial resources to provide insurance?

Answer #1: A written statement on company letterhead signed by an authorized representative of the company indicating that the firm has the financial resources to provide the required insurance is sufficient at this stage of the procurement.

Question #2: Section 4.6, 4.7-Due to NDAs, there are many related projects that can be referenced by only a description of the firm and the projects. Can you please give some indication of if/how these project references may be evaluated?

Answer #2: SRTA is unable to consider references that it cannot verify.

Question #3: Will transactions from all different sources (other than toll transactions) come with costs associated? E.g. parking solution, etc. Or is the system expected to maintain a pricing repository to support transactions from sources other than toll transactions?

Answer #3: All transactions will contain cost/rate information provided by the third party operational back office systems – the Customer Service System will not be required to calculate cost/rate/toll amounts independently of the operational back office systems.

Question #4: Section 4.11.3 Supply financial references and main banking references for the prime contracting firm. Should this be a bank letter?

Answer #4: Bank letters are acceptable.

Question #5: For customer service operations, how many FTEs are planned to be outsourced?

Answer #5: The Customer Service Center currently has 45 full-time equivalents and 1 part-time equivalent. This total also includes the front-line supervisors and all staff working at our retail locations.

Question #6: For customer service operations, what are the working hours?

Answer #6: Our current hours of operations in our Customer Service Center are 5:30 am to 8:30 pm Monday thru Friday. Typically, our retail sites are open no earlier than 7:00 am and close no later than 6:30 pm Monday thru Friday. Some retail locations are within the Georgia Department of Drivers Services (DDS).

These locations hours of operations mirror the operating hours of each DDS location to include Saturday's. We currently have 2 in operations with 2 additional locations planned to open around the summer of 2018.

Question #7: For customer service operations, what are the language requirements, if any?

Answer #7: English and Spanish for the onsite staff Customer Service Representatives. The CSSI Operator would need to subscribe to the language line to assist callers using other languages.

Question #8: Is it possible for SRTA to share IB/OB calls bifurcation? It would help in doing the sizing.

Answer #8:

Number of 2016 Inbound CSC calls

- o Tolling: 258,027
- o Transit: 22,837 (since SRTA began taking transit calls in July 2016)

Number of 2016 Outbound CSC calls

- o Tolling: 10,042
- o Transit: n/a

Question #9: For call center set up, would it be a hosted model or a non-hosted model?

Answer #9: SRTA is open to either approach, with the condition that the proposed solution is capable of meeting related contractual requirements that will be detailed in the RFP.

Question #10: Section 'Customer Service System Overview" page 8 has a mention of the Legacy System. Please highlight key features of this legacy system and functions of legacy system will be available for integration?

Answer #10: The legacy systems referred to include roadside tolling systems and related trip building, dynamic pricing and image review subsystems. These legacy systems will transmit fully built tolling transactions to the CSS.

Question #11: Section 1, 1.1 Procurement Overview. What options SRTA is open to hosting BOS (E.g.: Cloud)? If cloud is not an option, what are the proximity options for hosting the BOS?

Answer #11: SRTA is open to cloud-based hosting as well as other hosting approaches, with the condition that the proposed solution is capable of meeting related contractual requirements that will be detailed in the RFP.

Question #12: Section 1.3, Customer Service System Overview. What constraints are there for performing system operations and maintenance from offshore (outside the US)?

Answer #12: Georgia (USA) is preferred, but the Proposer is free to propose any location within the contiguous 48 United States.

Question #13: Section 1.3, Customer Service System Overview. Please elaborate more on the Size of Data from the source system.

Answer #13: Sizing information will be provided during the RFP phase of this procurement.

Question #14: Section 1.3, Customer Service System Overview; Integration. How many type of contracts does SRTA have with integrating systems?

Answer #14: SRTA will provide more detailed information during the RFP process.

Question #15: Section 1.3, Customer Service System Overview; Integration. Can you share the list of main problems/concerns with the Bitrix24 CRM system?

Answer #15:

- System times out after 24 minutes.
- System has a slow response time.
- Submitted Bitrix ticket cannot be re-opened by the agent if they need to add new information.
- Multiple Bitrix tickets for the same person do not link to make one ticket by the email address.
- System will log you out right after you have logged in.

Question #16: Section 4, 4.2 - CSSI Customer Service System Experience. Can you please elaborate on "logistics capabilities for working in close proximity to SRTA offices? Is SRTA expecting CSSI to host systems and Operations Centers in SRTA proximity? Or is it referring to the analysis and implementation phase only? If proximity is required for Operations facility and staff only, given that Operations is optional to the RFP, is proximity also optional?

Answer #16: The reference "logistical capabilities for working in proximity to SRTA offices" refers to the collaboration that will be required between SRTA and the CSSI during the analysis and implementation phases of the project. Hosted systems infrastructure must be located within the contiguous 48 United States. The Operations Center (should SRTA exercise the option to outsource this service) is required to be within the contiguous 48 United States as well. However, it is SRTA's preference that any Operations Center be located in Georgia (USA).

Question #17: Section 4, 4.2 - CSSI Customer Service System Experience. Can you please highlight a few issues you may be facing with low balance high volume transactions? This may be helpful to emphasize the differential advantage of the CSSI provider within the page limit guidelines?

Answer #17: In relation to SRTA's existing CSS functionality, SRTA desires a CSS that is more easily modified to adapt to various business process changes.

Question #18: What is the expected timeline for RFP issue and system implementation?

Answer #18: SRTA anticipates issuing the RFP in April 2017 with system implementation to be complete for an early 2019 go-live.

Question #19: Section 1, 1.2 - SRTA Transit Operations. What types of transit services does SRTA provide to the customers?

Answer #19: SRTA operates a regional express commuter service called Xpress, which gives commuters throughout the metro Atlanta region a valuable transportation option for commuting in the region and improves the capacity of Georgia's most congested highways. We operate 25 routes from 30 Park and Ride Lots located in 12 metro Atlanta counties. We have between 8000 – 9000 daily boardings and complete more than two million passenger trips annually. Service runs on weekdays only during morning and evening commute hours. Service runs from the 30 Park and Ride lots located in Metro Atlanta's outer counties, providing workers with reliable, stress-free commutes to and from major employment centers in Downtown, Midtown, and Perimeter Center. SRTA currently operates a joint customer service center that

handles inbound and outbound calls related to transit schedules, information, incidents, and fare information. For more information please visit www.xpressga.com.

Question #20: Section 1, 1.2 - SRTA Toll Facilities. What type of Gantry system does SRTA operate? Is it multi-gantry or single gantry?

Answer #20: Both.

Question #21: As per Section 1.1, Procurement Overview. RFQ provides a reference of the "SRTA's option, operations (Customer Service Representative (CSR) and/or image review staffing)". Is CSSI expected to provide Image review system as well?

Answer #21: The CSSI is not expected to provide a dedicated image review system. Image review functionality will reside in the operational back office systems. The CSSI will be required to provide image functionality related to QA/QC of images included with violation (or similar) notices as well as image viewing functionality required during the resolution of customer disputes/concerns.

Question #22: As per Section 1.1, Procurement Overview. How does SRTA handle discounts currently, are they handled by peach pass customer center or SRTA customer center?

Answer #22: Currently, SRTA does not offer any discount programs. However, in the past we have piloted a Commuter Credit Program which was handled by the CSR's within the Peach Pass Customer Service Center. SRTA is interested in CSS system functionality that would allow SRTA to provide discounts and promotional values to customer accounts. Please note that there is no difference between the "Peach Pass customer center" and "SRTA customer center."

Question #23: Can client references of sub-contractor be used by the Prime Contractor?

Answer #23: The client references provided should be references of the Prime Contractor. Client references for the Prime Contractor responding to this RFQC from projects where such Prime Contractor was a subcontractor on the reference project are acceptable. Subcontractor references may be addressed in the section of the firm's qualification submission where the subcontractors are identified and should be clearly attributed to the subcontractor that performed the work.

Question #24: Section 1, 1.2 - SRTA Toll Facilities. Can we have the volumes/historical traffic data for last 3 years on I-85 Express Lanes?

Answer #24:

Year	Total Number of Trips
2014	6,404,981
2015	7,657,380
2016	8,615,302

Question #25: Section 4, 4.10 Audited Financial Statements. Can potential bidder provide reviewed financial statements instead of Audited for Current Financial Year?

Answer #25: Audited financial statements must be provided for the last completed fiscal year of the Prime Contractor.

Question #26: Section 1, 1.5 Joint Ventures Must Agree to Joint & Several Liability. Can potential bidders be part of multiple Joint Ventures?

Answer #26: No.

Question #27: Can a sub-contractor be part of multiple prime contractors at RFQC stage?

Answer #27: Yes.

Question #28: RFQC Section 3.1, Page 18. The font size shall be no smaller than Courier 10 characters per inch, 12 point or equivalent). The RFQC requires Bidders to respond using Courier 12-point font. May Bidders use a smaller, still readable font for the following: headers and footers, requirement text, exhibits, graphics, tables, and forms?

Answer #28: Headers and footers, exhibits, graphics and tables may contain a font size that is smaller, but still readable. All other text should adhere to the font size as outlined in the RFP.

Question #29: RFQC Section 3.1, Page 18. The font size shall be no smaller than Courier 10 characters per inch, 12 point or equivalent). Some requested documents/samples do not comply with font restrictions and they are not available in a native MS Office format for font adjustments. Please confirm that it is permissible to submit those documents as is.

Answer #29: Yes it is permissible to submit requested documents/samples that do not comply with the font restrictions. However, all submitting firms must adhere to the page restrictions outlined in the solicitation document.

Question #30: RFQC Section 4.10, Page 24. The CSSI shall provide the most current audited financial statements (not more than 12 months old) which shall include, but is not necessarily limited to, an opinion of the Certified Public Accountant on the statement(s), a Balance Sheet, an Income Statement, a Statement of Cash Flows, Notes to Financial Statement(s), a Statement of Direct (Operational) Costs and a Statement of Indirect (General and Administrative) Costs and other financial information necessary for SRTA to determine financial adequacy of the firm(s). Though an “unqualified opinion” is highly desirable, in the case of a “qualified opinion”, SRTA reserves the right to evaluate the qualifications and at its sole discretion, either accept or disqualify the CSSI. If the response is from a Joint Venture, the primary partners must each provide the requested financial information. Given the length of our audited financial statements (more than 200 pages), can Bidders provide these documents in electronic format only?

Answer #30: Yes. This information may be provided on a flash drive or CD with the firm’s qualifications submission packet.

Question #31: RFQC Section 3.2, Page 19. The electronic submission must be clearly identified in the same numbering and header format as the RFQC. Should RFQC sections on the electronic copies be submitted as individual files or is it acceptable to combine/merge sections together provided that section header names remain the same?

Answer #31: It is acceptable to combine/merge the sections together so long as the section header names remain the same.

Question #32: RFQC 1.1 Procurement Overview, 1.3 Procurement Scope of Work, Pages 5,8, and 11, “interoperability with partner tolling, parking, transit and other mobility agencies” What is the timeline to expand interoperability beyond what SRTA currently has in place today?

Answer #32: SRTA is currently interoperable with toll agencies in Florida and North Carolina. SRTA will be a member agency in the Southern States Interoperability group, involving toll agencies in Florida, North Carolina, South Carolina, Texas, Louisiana, Kansas, Oklahoma and Georgia (SRTA). The Southern States interoperability is currently scheduled to go live in late 2017. SRTA also plans to participate in the National Interoperability program currently being led by IBTTA, for which an implementation timeline is still being developed. The timelines for the implementation of interoperability with transit and other mobility agencies is still being defined/developed as well.

Question #33: RFQC 1.1 Procurement Overview, 1.3 Procurement Scope of Work, Pages 5, 8, and 11, “interoperability with partner tolling, parking, transit and other mobility agencies” When you refer to “other mobility agencies” in the statement on page five what type of agencies are you referring to?

Answer #33: Currently SRTA is in discussions with a state park regarding leveraging Peach Pass for access control. While SRTA cannot currently provide additional examples of other mobility agencies (aside from the state park), the goal of including this language in the RFQC is to convey to the industry SRTA's desire that the CSS be flexible to be easily modified to adapt to evolving business practices.

Question #34: RFQC 1.3 Project Scope of Work, Page 8, “ Payment processing (including retail channels)” Would SRTA please provide the specific types of channels that you are referring too?

Answer #34: SRTA's goal regarding retail channels is to provide customers convenient access and options for opening and maintaining Peach Pass accounts. SRTA suggests respondents to the RFQC leverage their experience implementing similar scopes of work to propose/suggest appropriate retail channels to support this goal.

Question #35: RFQC 1.3 Project Scope of Work, Page 8. “Complete toll/parking/transit/etc., transactions will be submitted to the CSS for processing and reconciliation.” When you refer to transaction reconciliation, please confirm that our responsibility is to provide the reports to support this process?

Answer #35: Confirmed.

Question #36: RFQC 1.3 Project Scope of Work, Page 8. “Complete toll/parking/transit/etc., transactions will be submitted to the CSS for processing and reconciliation.” What types of other transactions does SRTA plan to include in the scope?

Answer #36: Currently SRTA is in discussions with a state park regarding leveraging Peach Pass for access control. While SRTA cannot currently provide additional examples of other types of transactions (aside from parking/access control), the goal of including this language in the RFQC is to convey to the industry SRTA's desire that the CSS be flexible to be easily modified to adapt to evolving business practices.

Question #37: RFQC 1.3 Project Scope of Work, Page 11. “SRTA telephony system including CSSI’s provision of an Interactive Voice Response (IVR) system” Would SRTA please provide the requirements for the Interactive Voice Response System?

Answer #37: Specific IVR requirements will be provided in the RFP.

Question #38: RFQC 1.3 Project Scope of Work, Page 11. “Potential future integration with Georgia Building Authority, City, Airport and other parking locations/systems” “Potential future integration with state parks or other access control systems” Will the complete scope of work be included in the RFP release so that we can assess system requirements?

Answer #38: SRTA will include as much information as possible concerning each type of interface in the RFP.

Question #39: RFQC 4.8 Optional CSC Operations, Page 23. “SRTA may exercise the option, via this procurement, to outsource the CSC staffing and first level management.” Should SRTA decide to exercise this option and outsource the CSC operations to Conduent, are there any state policies/regulations in regards to where the call center is based?

Answer #39: Georgia (USA) is preferred, but the Proposer is free to propose any location within the contiguous 48 United States.

Question #40: RFQC Figure 1, Page 10. In the overview, image review is shown as a third-party process. In the event that the option for providing operations is exercised, image review is included. Please clarify the relationship. In case the option is exercised, will the staff of the Commercial Back Office log in to the Operational Back Office(s)? This could increase costs dramatically. We recommend a centralize image review systems to make the review process more efficient.

Answer #40: Primary image review functionality will reside in the third party operational back office systems, not in the CSS.

Question #41: Would SRTA like Bidder’s to include an executive summary with the response? Would that be excluded from the page limits?

Answer #41: An executive summary may be included. If your firm decides to include an executive summary, it should be no longer than two, single-sided pages no smaller than Courier 10 characters per inch, 12 point or equivalent.

Question #42: Would SRTA please provide annual volumes broken down by tolling, parking and transit? This includes transactions, number of CSR/IVR calls, average call handle time, number of accounts including registered/non registered, active number of transponders, number of violation notices mailed, and images reviewed. Projected volumes for new facilities included in RFQC and volumes associated with incremental scope should be included.

Answer #42:

- Transactions (2016 total)
 - Tolling: 8,615,302
 - Transit: n/a
 - Parking: n/a
- Number of CSC calls (2016 total)
 - Tolling: 258,027
 - Transit: 22,837 (since SRTA began taking transit calls in July 2016)
 - Parking: n/a
- Average call handle time (2016 average)

- Tolling: 0:06:17
- Transit: 0:02:38
- Parking: n/a
- Number of accounts
 - Registered Peach Pass Tolling Accounts: 312,814
 - Non-Registered Peach Pass Tolling Accounts: (PayNGo) 28,607
- Active number of transponders:
 - Peach Pass: 422,146
 - Cruise Cards: 151,224
- Number of violations mailed (2016 total): 197,524
- Images reviewed (2016 total): 11,973,071

Question #43: Section 1.8-Will the qualification stage of the procurement process be exempt from FOIA statutes until the entire procurement is complete, i.e. a resultant contract award or cancellation of the RFP?

Answer #43: Pending, rejected or deferred sealed bids or sealed proposals and detailed cost estimates related thereto will not be disclosed pursuant to the Georgia Open Records Act until such time as the final award of the contract is made, the project is terminated or abandoned, whichever comes first. See OCGA Sec. 50-18-72 (a) (10).

Question #44: Page 21, Section 4.5-Is it required for CSSI to have staff physically present in or near SRTA facilities?

Answer #44: No, it is not required but preferred.

Question #45: Page 5, Section 1.1, 1.2-What is the actual volume of toll transactions expected daily, yearly?

Answer #45: Please refer to answers to Questions #43 and # 47.

Question #46: Page 5, Section 1.1, 1.2-What is the actual volume of transactions coming from the following?

Answer #46:

- Transit: N/A
- Parking: N/A
- Hub (does this mean E-ZPass?)
 - I-75 South Express Lanes (January 28 – February 28, 2017): 119,370
 - I-85 Express Lanes (2016 total): 8,615,302
 - Interoperable away transactions through FTE hub (July 2016 – January 2017): 116,690
- Other mobility, other integrator – SRTA will include information concerning each type of interface as part of the RFP.

Question #47: Page 8, Customer Service System Overview-Will the new SRTA CSS be the system of record for all Transit, Parking, other transactions?

Answer #47: The third party systems generating the transactions will be the system of record for those transactions. The CSS will be the system of record for any transactions originating in the CSS (e.g. payments made to Peach Pass accounts).

Question #48: Page 21, first paragraph-Please elaborate on what is meant by "other regional/ national initiatives that impact customer account management and transaction processing?"

Answer #48: An example is the Southern States Interoperability group, involving toll agencies in Florida, North Carolina, South Carolina, Texas, Louisiana, Kansas, Oklahoma and Georgia (SRTA). While SRTA cannot currently provide additional examples of other regional/national initiatives aside from the Southern States initiative, the goal of including this language in the RFQC is to convey to the industry SRTA's desire that the CSS be flexible to be easily modified to adapt to evolving business practices.

Question #49: Could SRTA please state if only companies with a COTS CRM should respond to this RFQC?

Answer #49: While SRTA has stated a preference for a CSS based upon a COTS CRM, it is not a requirement. SRTA's preference is based on SRTA's impression that COTS CRM-based solutions are likely to be continually improved and subject to enhancements and innovation as part of the standard product lifecycle in order for the CRM to remain competitive in the market. SRTA is interested in solutions where such enhancements, improvements, innovations, etc. are made available to SRTA as part of the normal course of the operations and maintenance of the system. A non-COTS based CRM will be considered if such is submitted by Proposer(s).

Question #50: Will SRTA consider an ITS specifically developed CSC Solution that is just as configurable as COTS solution?

Answer #50: Yes. While SRTA has stated a preference for a CSS based upon a COTS CRM, it is not a requirement. SRTA's COTS preference is based on SRTA's impression that COTS CRM-based solutions are likely to be continually improved and subject to enhancements and innovation as part of the standard product lifecycle in order for the CRM to remain competitive in the market. SRTA is interested in solutions where such enhancements, improvements, innovations, etc. are made available to SRTA as part of the normal course of the operations and maintenance of the system. An "ITS specifically developed CSC Solution" or other non-COTS solution will be considered if such is submitted by Proposer(s).

Question #51: 4.5 Facilities and Resources – System Delivery & Hosting. Would the ISO certification be considered where a SOC audit was not performed?

Answer #51: The successful CSSI will be required to perform a SOC audit; therefore, an ISO certification will not be considered.

Question #52: Figure 1: SRTA Customer Service System Concept. Collections is listed as an interface in Figure 1: SRTA Customer Service System Concept. Does SRTA expect the CSSI to integrate with their existing vendor, or could these services be provided by the CSSI?

Answer #52: SRTA is open to either approach.

Question #53: Will the Authority make the business rules available to all bidders, for the I-85 Express facility, and if different the I-75 South facility?

Answer #53: Business Rules will be provided as part of the RFP.