



State Road and Tollway Authority (SRTA)

REQUEST FOR QUALIFIED CONTRACTORS (RFQC)

Customer Service System and Operations

RFQC No. 17-043

Customer Service Systems Integrator Statements Due:

4:00 P.M. Local Time (Atlanta, GA) on March 22, 2017

All available information concerning this Request For Qualified Contractors can be downloaded from the State Road and Tollway Authority website: www.georgiatolls.com/procurement.aspx

Submit Response & Refer ALL Inquiries to:
Leanna Jordan Pierre, Procurement and Contracts Manager
47 Trinity Avenue, 4th Floor
Atlanta, Georgia 30334-9006
404-463-3067
lpierre@grta.org

Only email inquiries accepted

Table of Contents

1	Overview	5
1.1	Procurement Overview	5
1.2	SRTA Background	5
	SRTA Toll Facilities (Currently in operation or construction)	6
	I-85 Express Lanes – OPEN TO TRAFFIC	6
	I-75 South Metro Express Lanes Project – OPEN TO TRAFFIC	6
	I-75 Northwest Corridor Express Lanes Project – UNDER CONSTRUCTION	6
	I-85 North Express Lanes Project – UNDER CONSTRUCTION.....	6
	SRTA Transit Operations	7
1.3	Project Scope of Work	7
	Purpose of Procurement.....	7
	Scope of Procurement	8
	Customer Service System Overview	8
	Integration.....	11
	CSC Operations Scope (Optional based on SRTA discretion)	11
1.4	Opportunity to Participate in RFP.....	12
1.5	Joint Ventures Must Agree to JOINT and SEVERAL LIABILITY	12
1.6	Subcontractor Participation	12
1.7	Project Modification(s)	13
1.8	Governing Terms and Conditions.....	13
1.9	RFQC Submittal Requirements	13
2	RFQC Schedule of Events.....	14
2.1	Schedule of Events.....	14
2.2	Pre-submission Conference.....	14
2.3	Question and Answer Period.....	15
2.3.1	Questions Submittal	15
2.3.2	Responses.....	15
2.4	Submit Qualifications Statements	15

SRTA RFQC 17-043 for Customer Service System & Operations

2.5 Announcements to CSSIs Short Listed..... 15

2.6 RFQC Purpose is to Prequalify CSSIs..... 15

2.7 RFQC Contents Rule..... 16

2.8 SRTA is Under NO Obligation and SRTA May Amend, Modify or Cancel this RFQC..... 16

2.9 SRTA NOT LIABLE for any Expenses..... 16

2.10 Restrictions on Oral and Written Communications..... 16

2.11 Right to Waive Irregularities or Defects..... 16

2.12 Schedules may Change..... 16

2.13 Confidential / Proprietary Information 17

2.14 Materials Submitted Become SRTA Property..... 17

2.15 Governing Laws 17

3 CSSI Qualification Statements..... 18

3.1 Preparing a Response 18

3.2 Copies - "Hard Copy" and Electronic Copies Required..... 19

3.3 Electronic Copies..... 19

3.4 Submitting the Response 19

4 Qualification Statement Requirements..... 20

4.1 CSSI General Information 20

4.2 CSSI Customer Service Systems Experience 20

4.3 CSSI Existing Systems 20

4.4 CSSI Audit, Reconciliation and Reporting 21

4.5 Facilities and Resources – System Delivery & Hosting 21

4.6 CSSI Projects & Clients Listing 22

4.7 CSSI Projects Detailed Description 22

4.8 Optional CSC Operations 23

4.9 CSSI Financial Ability to Implement Project..... 23

4.10 Audited Financial Statements 24

4.11 CSSI Past Contract Performance..... 24

4.11.1 Litigation History..... 24

4.11.2 Insurance..... 24

4.11.3 Finance..... 24

SRTA RFQC 17-043 for Customer Service System & Operations

4.11.4 Failure to Complete 24

4.11.5 Statement of Disclosure..... 24

5 Evaluation 26

5.1 SHORT LIST..... 26

5.2 Responses Evaluation 26

5.2.1 Scoring Element Evaluation 27

5.3 Disqualification..... 28

5.4 Fair and Unbiased Scoring Process..... 28

5.5 SRTA May Request Clarifications..... 28

Appendix A - Terms and Definitions 29

1 Overview

1.1 Procurement Overview

SRTA is seeking qualified Contractors interested in serving as SRTA's Customer Service Systems Integrator (CSSI) to provide a Customer Service System (CSS). This will include customer account management for Peach Pass account holders and unregistered customers who utilize SRTA's toll facilities or interoperable partner facilities, including parking, transit and other facilities. The services will include CSS design, integration, provisioning, installation, implementation, testing, migration of existing accounts, maintenance, and at SRTA's option, operations (Customer Service Representative (CSR) and/or image review staffing).

The selected CSSI will be the Prime Contractor responsible for provisioning, system integration, implementation and maintenance of a CSS that will perform all functions typical of a tolling commercial back office, including but not limited to customer relationship management, account registration, inventory and distribution (to include tolling transponders and related ancillary equipment/items), transit fare media inventory and distribution, payment processing (including retail channels), invoicing of unregistered customers (violations and pay-by-mail processing), processing of tolling, parking and transit transactions originating from third party roadside systems (currently SRTA has two different roadside tolling system vendors), interoperability with partner tolling, parking, transit and other mobility agencies, financial reconciliation with SRTA's existing enterprise resource planning (ERP) system and migration of existing customer account information. Included in this scope of services is system hosting, which will not be on SRTA's premises. This scope of services **does not include** roadside tolling systems functionality, dynamic pricing or trip building. Complete toll/parking/transit/etc. transactions will be submitted to the CSS for processing and reconciliation. The initial term will include System implementation, a one year Warranty period and a four year Maintenance period. Options will be available to extend the Maintenance period an additional five years subsequent to the initial five year term (for a total possible Warranty/Maintenance term of ten (10) years).

SRTA will select its CSSI contractor through a two-step procurement process consisting of this Request for Qualified Contractors ("RFQC") solicitation, followed by a Request for Proposals ("RFP"). Only those contractors successfully short listed via this RFQC will be able to respond to the Request for Proposal.

Contractors who are interested in being pre-qualified as potential Prime Contractors shall be referred to throughout this document and RFQC process as "Customer Service Systems Integrators" or "CSSIs."

1.2 SRTA Background

SRTA is a state-level, independent authority created by the Georgia General Assembly to operate tolled facilities and certain transit services within the state of Georgia. SRTA also serves as a financing arm for transportation projects across the state. SRTA's Mission is to enhance mobility in Georgia by providing innovative transportation choices and financial solutions. SRTA's vision is to be a world class tolling and financing provider of transportation solutions. SRTA's core values go to integrity, excellence, collaboration, providing excellent customer service, and diversity.

SRTA currently operates two tolled facilities - the I-85 Express Lanes and the I-75 South Metro Express Lanes. SRTA will open the I-75 Northwest Corridor Express Lanes in the spring of 2018 and the I-85 North Express Lanes Project in the Fall of 2018. In addition to these tolled facilities, SRTA is

coordinating with the Georgia Department of Transportation (GDOT) in the planning and development stages for the Major Mobility Investment Program (MMIP). As part of this program, the State is planning for four additional Express Lane facilities:

- Revive 285 Express Lanes
- I-285 East Wall Express Lanes
- I-285 West Wall Express Lanes
- GA 400 Express Lanes

It is anticipated that these projects would be under construction by 2026. Details on these projects can be found at www.garoads.org.

SRTA Toll Facilities (Currently in operation or construction)

I-85 Express Lanes – OPEN TO TRAFFIC

The I-85 Express Lanes is a 15.5-mile-High Occupancy Toll (HOT) facility from Chamblee Tucker Road to North of Old Peachtree Road. The Express Lanes has a single lane in each direction and is separated from the adjacent General Purpose (GP) lanes by a painted double white line buffer. The I-85 Express Lanes opened on September 30, 2011 as a conversion of the existing High Occupancy Vehicle (HOV) lanes into HOT lanes in order to restore reliable travel times. The HOV2+ to HOT3+ conversion raised the occupancy requirement from two people to three people for toll-free passage and allows vehicles with two people or less to use the lane by paying a toll. The toll is dynamically priced based on traffic conditions, in both the Express Lanes and the GP lanes, and the distance travelled in the Express Lanes. The toll ranges from \$0.01 per mile to a current high of \$1.50 per mile. The Express Lanes are a registered facility - all vehicles are required to be registered with a Peach Pass account or have a valid pre-paid toll account with one of SRTA's Interoperable Toll agencies (currently consists of all toll agencies in Florida and North Carolina). The Express Lanes currently average approximately 27,500 trips during weekdays with an average toll of approximately \$3.00. The roadside toll collection system on I-85 is currently provided and maintained by Electronic Transaction Consultants (ETC).

I-75 South Metro Express Lanes Project – OPEN TO TRAFFIC

The I-75 South Metro Express Lanes project is a 12-mile reversible, barrier-separated managed lane system along Interstate Highway 75 from the State Route 155 interchange in Henry County north to the State Route 138 interchange. The I-75 South Metro Express Lanes opened to traffic in January 2017. The roadside toll collection system on I-75 South is currently provided and maintained by 3M.

I-75 Northwest Corridor Express Lanes Project – UNDER CONSTRUCTION

The I-75 Northwest Corridor (NWC) project is a 30-mile reversible, barrier-separated managed lane from I-285 north to Hickory Grove Road on I-75 and to Sixes Road on I-575. SRTA anticipates the NWC Express Lanes will open to traffic in May 2018. The roadside toll collection system on I-75 Northwest Corridor will be provided and maintained by 3M.

I-85 North Express Lanes Project – UNDER CONSTRUCTION

The I-85 North Express Lanes project is 10 miles of one new capacity managed lane in each direction along I-85 in north Metro Atlanta from just north of Old Peachtree Road in Gwinnett County to Hamilton

Mill Road. SRTA anticipates the managed lanes will open to traffic in fall 2018. The roadside toll collection system on I-85 North will be provided and maintained by ETC.

SRTA Transit Operations

It is anticipated that SRTA will operate the Xpress bus service, currently operated by Georgia Regional Transportation Authority (GRTA), in Metro Atlanta effective July 1, 2017. The service currently has 25 commuter bus routes from 30 park and ride lots located in 12 counties. Future expansion of Xpress is detailed in the Direct Xpress Final Report located on the Xpress website: <http://directxpress.xpressga.com/> . This plan includes expansion of existing park and ride lots, construction of new park and ride lots, and potential airport service.

1.3 Project Scope of Work

The following are SRTA's goals for the CSS to be delivered pursuant to this procurement:

- Goal 1:** Implement back office infrastructure that is sustainable, configurable and scalable throughout the full term of the contract including all potential contract extensions.
- Goal 2:** Implement an integrated solution that maximizes the use of commercial-off-the-shelf (COTS) products.
- Goal 3:** Provide data that is transparent, flexible and meets the needs of all users.
- Goal 4:** Improve customer service and the overall customer experience by optimizing the use of modern adaptive technology.
- Goal 5:** Integrate with third party systems including other interoperable toll agencies/hubs, transit, parking, and access control.
- Goal 6:** Easily and securely import/export data to trusted third party systems including interoperable toll agencies/hubs, transit, parking, and access control systems, as well as third party information providers and apps (e.g. Waze, Google Maps, etc.).

The following project scope is provided to CSSIs to assist in developing a team with the expertise that is required for the project in the event SRTA issues an RFP. SRTA's current expectation is that much of the functionality in the CSS will be configuration-based and some extension of COTS based software solutions found in ERP and/or customer relationship management (CRM) software solutions. While it's understood and unavoidable to eliminate customization in this area, the intent is to specifically avoid a system that is so highly customized that it limits CSS flexibility. Additional details of SRTA's vision of the overall back office system are outlined below.

Purpose of Procurement

SRTA is seeking qualified Contractors interested in serving as SRTA's CSSI to provide CSS including customer account management for Peach Pass account holders and unregistered customers who

SRTA RFQC 17-043 for Customer Service System & Operations

utilize SRTA's toll facilities or interoperable partner facilities, including parking, transit and other facilities. The services will include CSS design, integration, provisioning, installation, implementation, testing, migration of existing accounts, maintenance, and at SRTA's option, operations (CSR staffing).

Scope of Procurement

The selected CSSI will be the Prime Contractor, herein referred to as Contractor or CSSI, responsible for provisioning, system integration, implementation and maintenance of a CSS that will perform all functions typical of a tolling commercial CSS, including at least the following:

- Customer relationship management
- Account registration
- Tolling transponder inventory and distribution
- Payment processing (including retail channels)
- Invoicing of unregistered customers (violations and pay-by-mail processing)
- Processing of tolling, parking and transit transactions originating from third party tolling roadside, parking or other mobility systems
- Interoperability with partner tolling, parking, transit and other mobility agencies
- Financial reconciliation with SRTA's existing ERP system
- Migration of existing customer account information

Included in this scope of work is system hosting, which will not be on SRTA's premises. This scope of services does not include roadside tolling systems functionality, dynamic pricing or trip building (though it does include interfacing with multiple roadside systems). Complete toll/parking/transit/etc., transactions will be submitted to the CSS for processing and reconciliation.

Customer Service System Overview

To meet SRTA goals, SRTA intends to issue a RFP for the procurement of a next generation CSS. Key objectives of a new CSS are to efficiently and effectively process transactions generated on toll, transit, parking and other facilities; provide a full range of CRM tools including full support for conducting customer surveys; and accurately account for all revenues pursuant to the transactions processed by the CSS in compliance with SRTA and generally accepted accounting principles (GAAP) standards.

SRTA has identified two high level components of the envisioned back office system: (1) operational back office where the toll/parking/transit/etc. transaction is created; and (2) commercial back office where the customer information is stored and CRM and billing functions are performed. This approach to system architecture combines the experiences of multiple toll system vendors and toll agencies into a forward-looking solution which will support SRTA's goals. The scope of work for this procurement is item (2) above, the commercial back office or CSS. The operational back office system is not included in this procurement and SRTA intends to remain with legacy operational back office system(s) during the foreseeable future.

SRTA RFQC 17-043 for Customer Service System & Operations

There are two primary challenges which will need to be addressed in order to achieve the goals of this project:

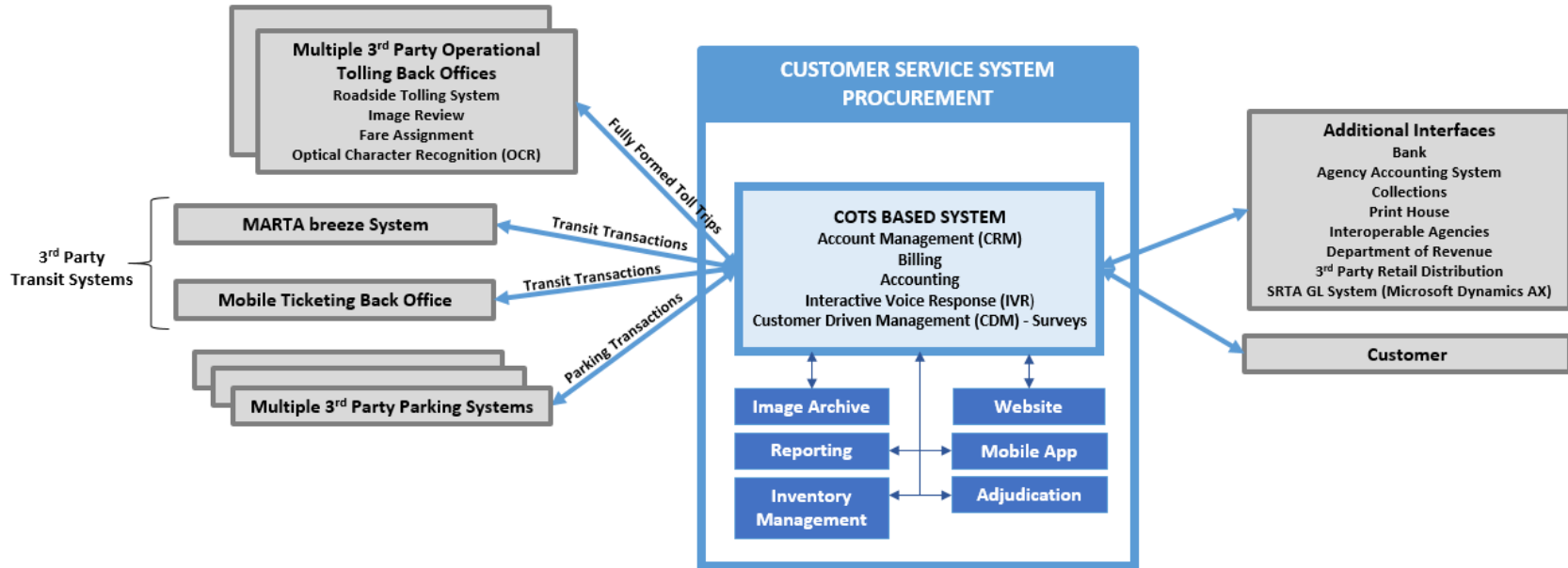
- Integration with legacy systems which are a part of the tolling solution, but are not a part of this procurement effort
- Creating a transaction processing environment which allows system vendors to provide a sustainable, configurable, and scalable system at a reasonable price

SRTA has identified several legacy systems with which the CSS will need to integrate. Some of these systems, such as the roadway toll systems on I-75 South and the I-75 Northwest Corridor, have been recently procured and are just entering operations; the I-85 roadway toll system has been in operation since 2011. The goal of integrating with these systems will be to maximize the investment that SRTA has already made and leverage the experience that SRTA has gained partnering with these vendors. More examples of possible integration points are listed in the "Integration" section below.

The second challenge - creating a tolling and transit environment which allows for a sustainable, configurable, and scalable system - will involve looking for ways to simplify and standardize as many business rules and business processes as possible. The premise is that through simplification and standardization, a system Contractor will be able offer a solution that leverages as many COTS software packages as possible, especially in relation to financial and customer account management applications. The goal will be to only require a Contractor to customize or otherwise extend its existing proposed solution as the last alternative in situations where SRTA's business rules are significantly different from other organizations providing similar services. Alternatively, Proposers will have the opportunity to suggest revisions to SRTA business rules or business practices where they believe such changes could achieve SRTA's underlying business need while reducing or avoiding the risk, cost and uncertainty that comes with unknown customizations and software development to the Contractor's existing proposed solution.

Figure 1 depicts the anticipated system architecture.

Figure 1: SRTA Customer Service System Concept



Integration

The CSSI selected pursuant to the RFP process, if any, will be required to integrate the CSS with various SRTA and partner systems. Integration will consist of providing systems, communications, and software compatibility with existing architecture and compliance with Payment Card Industry (PCI), State of Georgia, and SRTA standards. Data transfer to and from these systems is integral to the operations and revenue collection for the various types of transactions which will be processed by the CSS. For development of the CSS interface architecture, the Contractor shall design and implement all enterprise application integration requirements using a full featured industry standard set of enterprise application integration tools (enterprise service bus technology, extract/transform/load tools, etc.) to the extent possible.

Examples of integration points currently envisioned by SRTA include:

- Toll facilities/lane systems (both those operated by SRTA and SRTA's interoperable partners, which currently includes regional interoperability and is expected to grow to nationwide interoperability during the term of this contract)
- Third party distributors of Peach Pass transponders including third party management of related customer accounts (e.g. BancPass, InComm)
- Migration of GRTA customer accounts (currently Bitrix24 CRM system);
- MARTA "breeze" card/account system
- MARTA standalone mobile ticketing system
- SRTA accounting system to post accounting transactions (GL entries)
- SRTA telephony system including CSSI's provision of an Interactive Voice Response (IVR) system
- Georgia Department of Revenue (DOR) system to obtain information on registered vehicles and their registered owners
- Third party vendors to obtain registered vehicle owner information for out-of-state-vehicles
- Credit card payment processor for credit card validation, payment processing and refund processing (SRTA currently utilizes PayPal for this function)
- Third-party collections system(s) to send account information and receive payment information from collection agencies
- Bank interface for cash, money order and check deposits
- State Treasurer's Office for Automated Clearing House (ACH) batch files
- Lock box interface for customer payments
- 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

CSC Operations Scope (Optional based on SRTA discretion)

SRTA may **optionally** exercise a contract option with the CSSI to provide operational services for SRTA's statewide tolling Customer Service Center (CSC). The selected Contractor will be responsible for the operations of the CSC to support tolling and managed lane projects throughout the State of

SRTA RFQC 17-043 for Customer Service System & Operations

Georgia as well as transit customer service calls and requests. At SRTA discretion, the selected Contractor will also provide the same or similar services for future transit/tolling projects without further competitive procurement during the term of the awarded Agreement.

The requirements and responsibilities of the Contractor regarding the optional operations scope of work includes the operational (staffing and management) aspects of:

- Account management and account maintenance
- Transponder issuance and management
- Transit Fare media inventory and distribution
- Customer contact
- Tasks related to the support and management of all violation and video toll processing activities including:
 - Image review
 - Violation noticing
 - Processing violation payment
 - Tracking violations until closure
- Audit and reconciliation
- Provisioning, training and management of the personnel required to run the CSC
- Interaction with interoperable agencies and states
- Interaction with transit and tolling customers via phone, email, in person, social media, etc.
- Violation process administration including preparing evidentiary packages and presenting/appearing at administrative law hearings and Georgia court hearings/proceedings.

1.4 Opportunity to Participate in RFP

Responding to this RFQC and successfully qualifying through this RFQC will be the only opportunity for a contractor to be eligible to submit a proposal as a Prime Contractor in response to SRTA's Customer Service System RFP. There will be NO other opportunity to engage SRTA directly as a Prime Contractor for the Customer Service System RFP, once the RFQC due date has passed.

1.5 Joint Ventures Must Agree to JOINT and SEVERAL LIABILITY

Sole proposing Contractors or joint ventures interested in being selected as the Prime Contractor may respond to this RFQC. **In the case of joint ventures, the individual companies that are forming a joint venture must agree to "joint and several liability" for their joint venture regardless of the legal structure of the newly created venture.** SRTA's determination of the acceptability of the "joint and several liability" provisions/structure proposed by the Prime Contractor shall be within SRTA's sole discretion and shall be conclusive. The Prime Contractor will be able to subcontract for portions of the scope of work and those subs will not have to agree to joint & several liability.

1.6 Subcontractor Participation

There are NO RESTRICTIONS on respondents to this RFQC to participate as a subcontractor on the subsequent Request for Proposal.

1.7 Project Modification(s)

SRTA reserves the right to modify the project described in this RFQC after the selection of the Qualified CSSIs and prior to the issuance of a Request for Proposal.

1.8 Governing Terms and Conditions

This RFQC shall be governed by the terms and conditions contained herein and the SRTA Procurement and Protest Policies at <http://www.georgiatolls.com/procurement.aspx>.

1.9 RFQC Submittal Requirements

CSSIs must submit all of the required information as instructed in Section 3 of this document.

2 RFQC Schedule of Events

2.1 Schedule of Events

Event	Date
Posting of RFQC to SRTA's website at: http://www.georgiatolls.com/procurement.aspx	February 10, 2017
Questions Period Questions due to: lpierre@grta.org	February 10, 2017 – March 6, 2017
Pre-submission Conference (Attendance Optional)	March 1, 2017
Last Day Answers will be posted to SRTA's website at: http://www.georgiatolls.com/procurement.aspx	March 13, 2017
CSSI Qualification Statements Due	4:00 P.M. Local Time (Atlanta) on March 22, 2017
Oral Presentations	April 11 – 13 and April 18 - 20, 2017
SRTA RFQC Review and Evaluation	March 22 – May 1, 2017
Formal Notice of Selection of Qualified Contractors	May 1, 2017

2.2 Pre-submission Conference

There will be an Optional Pre-submission Conference. Attendance at the Pre-submission Conference is NOT mandatory. The Pre-submission conference will be held March 1st, 11:00 local time at:

State Road and Tollway Authority (GRTA office)
245 Peachtree Center Avenue NE
Marquis Tower 1, Suite 400
Atlanta, GA 30303-1426

Vendors can either attend in person or via a web conference administered by SRTA. Information for the web conference: <https://join.me/faganjoinme>

Audio for the conference will be on the web presentation or available at: 302-202-5900 code 717849995#.

The Pre-submission Conference is intended to be an opportunity for CSSIs to ask questions in order to further clarify any uncertainties that they may have. Please note that oral answers given at the

conference represent a good faith effort to provide useful information; however, any verbal responses provided at the conference shall not be deemed to have altered or revised this RFQC document unless a formal amendment is issued. Only those material changes executed via an addendum to the solicitation will be binding.

2.3 Question and Answer Period

Question and answer period for CSSIs begins before the Pre-submission Conference and will continue after the conference per the time period set forth in the **Schedule of Events**. Answers will be posted to SRTA's website on a continuous basis but no later than **March 13, 2017**.

2.3.1 Questions Submittal

Questions must be directed via email to lpierre@grta.org. Only questions received directly by email will be provided a response. All questions about this RFQC must be submitted in the following format:

Company Name	Detailed Questions
1. Citation of relevant section of the RFQC	Question
2. Citation of relevant section of the RFQC	Question

2.3.2 Responses

Responses to the submitted questions will be posted on SRTA's website at <http://www.georgiatolls.com/procurement.aspx> and will be sent out via email to the participants registered after the Pre-submittal Conference.

2.4 Submit Qualifications Statements

CSSIs written responses (i.e., CSSI Qualification Statements) must be submitted by **4:00 pm, March 22, 2017**.

2.5 Announcements to CSSIs Short Listed

Short Listed CSSIs will be posted on SRTA's website at <http://www.georgiatolls.com/procurement.aspx> and will be sent out via email to the entities that submit CSSI Qualification Statements in response to this RFQC.

2.6 RFQC Purpose is to Prequalify CSSIs

This RFQC is intended solely to pre-qualify CSSIs that meet the criteria set forth herein as pre-qualified CSSIs. CSSIs that are qualified and short listed under this RFQC shall be pre-qualified to submit a proposal as a prospective Prime Contractor in response to the RFP. The CSSI, who receives a contract award pursuant to the RFP, may subcontract to third party companies portions of the work to be performed pursuant to the RFP. **Failure or inability to obtain prequalification under this RFQC does not disqualify any vendor from offering its services as a subcontractor to successfully pre-qualified CSSIs.**

SRTA's ultimate determination regarding the capability of any pre-qualified CSSI to perform the work shall be made by SRTA's evaluation of the responses to the RFP, in which SRTA may reject any and all proposals.

2.7 RFQC Contents Rule

This RFQC consists solely of this Request for Qualified Contractors, Appendices hereto and any written addenda to this RFQC as issued by SRTA. No other information in any form, including any other information posted on SRTA's website or the Georgia Procurement Registry, shall be deemed part of this RFQC. Each CSSI, by filing a CSSI Statement (see Section 3), acknowledges and agrees to the foregoing and certifies that in responding to this RFQC or preparing its CSSI Statement it has not relied upon any information other than that which is contained in this RFQC, Appendices hereto and any written addendum to this RFQC as issued.

2.8 SRTA is Under NO Obligation and SRTA May Amend, Modify or Cancel this RFQC

This RFQC does not obligate SRTA to establish a list of pre-qualified CSSIs, issue any RFP, or award a contract to anyone, including any CSSI. SRTA reserves the right to, amend, modify or cancel this RFQC without prior notice, at any time, for any reason, at its sole discretion.

2.9 SRTA NOT LIABLE for any Expenses

SRTA shall not be liable for any expenses incurred by any party other than SRTA in connection with this RFQC.

2.10 Restrictions on Oral and Written Communications

CSSI's are prohibited from participating in any **oral conversations or agreements** with any officer, agent, or employee of the State or, in particular, SRTA, regarding this RFQC, the preparation of CSSI Statements, any technical questions, and any subsequent RFP. **No written statements** by any person(s) **other than** Leanna Jordan Pierre, Procurement and Contracts Manager, are authorized. Violation of the foregoing may result in the disqualification of your organization from participation in the RFQC or the RFP process.

2.11 Right to Waive Irregularities or Defects

SRTA may, in its sole discretion, waive any irregularities or defects in a CSSI Statement. SRTA reserves the right to seek clarification of a CSSI Statement from the CSSI or verification of information contained in a CSSI Statement from any other source. The inability of SRTA, using the information provided in the CSSI Statement, to be able to verify a CSSI's prior experience in relation to the qualification criteria set forth herein shall be grounds to reject such CSSI Statement as unacceptable.

2.12 Schedules may Change

The schedule of events set out herein represents the SRTA's best estimate of the schedule that will be followed. However, delays to the process may occur which may necessitate adjustments to the proposed schedule. If a component of this schedule, such as the close date, is delayed, the rest of the schedule may be shifted as appropriate. Any changes to the dates up to the closing date of the RFQC will be publicly posted prior to the closing date of this RFQC. After the close of the RFQC, the SRTA reserves the right to adjust the remainder of the proposed dates, including the dates for evaluation and posting of qualified CSSI's on an as needed basis with or without notice.

2.13 Confidential / Proprietary Information

CSSIs shall state with specificity those elements of its response that it considers confidential and/or proprietary. Failure to properly identify and mark confidential or proprietary information as specified in the following paragraph and to state the legal basis for the exemption with supporting citations to the Georgia Code may result in all information received being deemed non-confidential, non-proprietary, and in the public domain. Notwithstanding the foregoing, CSSIs are hereby given notice that any and all materials submitted in response to this RFQC are subject to the provisions of Georgia's Open Records Act (O.C.G.A. § 50-18-70 et seq.). SRTA's receipt, review, evaluation or any other act or omission concerning any such information shall not be considered to create an acceptance of any obligation or duty for SRTA to prevent the disclosure of any such information except as required by the Open Records Act. CSSIs that decide to submit information they believe should be exempt from disclosure under the Open Records Act shall clearly mark each page containing such information as confidential, proprietary or exempt, and state the legal basis for the exemption with supporting citations to the Georgia Code. Pursuant to Georgia law, if the information is requested under the Open Records Act, SRTA shall make a final determination if any exemption actually exists for SRTA to deny the request and prevent disclosure. SRTA will withhold such information from public disclosure under the Open Records Act only if SRTA determines, in its sole discretion, that there is a legal basis to do so.

2.14 Materials Submitted Become SRTA Property

All material submitted regarding this RFQC becomes the property of SRTA.

2.15 Governing Laws

This RFQC and any activity pursuant to this RFQC by any party are governed by the laws of the State of Georgia and any applicable Federal laws including, without limitation, State of Georgia and Federal antitrust laws.

3 CSSI Qualification Statements

CSSIs are invited to submit a CSSI Qualification Statement in accordance with these instructions. CSSI Qualification Statements will be evaluated in accordance with the procedures and criteria set forth herein. Each CSSI must provide certain information in the prescribed format and limit their response statements as instructed.

SRTA recognizes the amount of effort necessary to prepare a response to this RFQC and leaves it up to the CSSI to determine the exact level of detail necessary to demonstrate that it has the requisite prior experience and capabilities to perform up to SRTA's expectations. Each CSSI Qualification Statement shall be prepared simply and economically, providing a straightforward, concise delineation of CSSI's capabilities to satisfy the requirements of this RFQC. Emphasis on each CSSI Qualification Statement must be on **relevance**, completeness and clarity of content.

3.1 Preparing a Response

When preparing a response, the CSSI must adhere to the following instructions:

1. A **cover letter, limited to two pages and** signed by an officer of the CSSI with signature authority to enter into a possible contract with SRTA and referencing the RFQC Number must be submitted. This letter should be brief but should indicate:
 - a. Corporate acceptance of the terms of the RFQC
 - b. Understanding of the qualification requirements
 - c. Provide the corporate commitment to meet the scope, schedule, and budget of a subsequent Request for Proposal
 - d. Name of the Project Manager

2. Each qualification item in Section 4 must be addressed in the order presented in this RFQC. Responses for Section 4 must be in Microsoft Word or Portable Document Format (PDF) and answered in sufficient detail for evaluation while using judgment with regard to not exceeding the page limits stated for each section. Each page shall have print on only one side of the page with margins no smaller than 3/4 inch (.75"). The font size shall be no smaller than Courier 10 characters per inch, 12 point or equivalent).

3. Any and all files must be identified by the nomenclature specified by SRTA.

4. CSSI's must submit the following documents as attachments to the CSSI Qualification Statement:
 - a. Attachment A – Project List (see section 4.6)
 - b. Attachment B – Financial Ability to Implement Project (see section 4.9)
 - c. Attachment C – Financial Statements (see section 4.10)
 - d. Attachment D – Past Contract Performance (see section 4.11)

5. All page limits in this RFQC refer to single sided pages.

3.2 Copies - "Hard Copy" and Electronic Copies Required

Each CSSI must provide the following number of copies of its complete response:

- One (1) hard copy, marked "Original" with original signatures
- Five (5) hard copies
- Two (2) electronic copies ("thumb drive")

In the event of a discrepancy and/or conflict between a hard copy and the electronic version, the electronic version will govern.

The hard copy response submission must be placed in a binder, page numbered, and with a header containing the CSSI's name on each page. Each section of the CSSI Qualification Statement must be clearly identified in the same numbering and header format as the RFQC.

The electronic submission must be clearly identified in the same numbering and header format as the RFQC.

3.3 Electronic Copies

Each CSSI is urged to use caution in creating the electronic file. If the SRTA is unable to open an electronic file due to a virus or because the file has become corrupted, the CSSI's response may be considered incomplete and disqualified from further consideration.

Each CSSI must use commonly accepted software programs to create electronic files. The SRTA has the capability of viewing documents submitted in the following format: Microsoft Office Suite (2016 or earlier) or portable document format file (PDF). **NO OTHER FORMATS ARE ACCEPTABLE.** In the event the SRTA is unable to open an electronic file because the SRTA does not have ready access to the software utilized by the offeror, the offeror's response may be considered incomplete and disqualified from further consideration.

3.4 Submitting the Response

Mark the outside of shipping package as follows:

Name of Company
Point of Contact for Company
Address for Company,
Email address and Phone Number
RFQC# 17-043
Date Submitted

The CSSI's complete response must be received on or before the due date and time and at the location specified on the cover page of this RFQC.

All CSSI responses will be time stamped by the SRTA upon receipt. Responses received after the due date and time may not be evaluated.

4 Qualification Statement Requirements

4.1 CSSI General Information

Identify who will be the lead firm and contact for the contract, as well as the roles of any teaming firms. Provide the name and background of the Principle in Charge, firm name, home office address, telephone number, e-mail address for the primary contact person, former firm names (if any), and Georgia office address (if different from home office), for each firm which is part of the proposing team. If a firm has branch offices, state which office will be performing the majority of the work.

The CSSI shall also explain and describe their anticipated project management approach in regards to the implementation of the system and the associated ongoing system maintenance and operations. If the responding CSSI team is composed of multiple team members, the CSSI should describe how the project management approach has proven effective with this team on prior projects or how the approach will ensure a successful project for SRTA.

Maximum page count: seven (7) pages.

4.2 CSSI Customer Service Systems Experience

The CSSI shall depict their experience, knowledge and understanding of various aspects of the scope of work described in Section 1.3 (Scope of Work). The CSSI must include a discussion of projects that were successfully implemented as low balance high volume transaction processing systems including customer relationship and accounts management. The CSSI must address its ability to demonstrate the various processes and show service levels achieved on an active project, which SRTA would be able to observe.

The CSSI must describe their experience defining and developing to Interface Control Documents (ICDs), also typically referred to as Application Programming Interfaces (APIs). This will be a critical component of this project as the vast majority of transactions processed by the CSS will originate in third party tolling, transit, parking or other mobility systems.

The CSSI must show an understanding of the processes and issues associated with low balance high volume transaction processing and customer relationship management. The CSSI must indicate how these issues would be addressed to ensure a successful project.

Provide any information that may serve to differentiate the CSSI team from other teams in suitability for the project. Provide evidence of the team's fit to the project and/or needs of SRTA, any special or unique qualifications for the project. Provide current and projected workloads, logistical capabilities for working in proximity to SRTA offices, and any special services offered by the firm that may be particularly suitable for this project.

Maximum page count: eight (8) pages.

4.3 CSSI Existing Systems

SRTA desires flexible and easily reconfigured systems to support evolving business rules and practices, as well as enable rapid adoption of technology advancements. During the term of this contract SRTA anticipates implementing business process and supporting systems changes resulting

from the integration of national tolling interoperability, parking, access control, transit and other regional/national initiatives that impact customer account management and transaction processing. To support these goals, SRTA understands that as much as practicable, COTS products should be leveraged as the foundation of the CSS, particularly for the CRM functionality. This takes advantage of the software development and delivery resources in place within the COTS suppliers. Additionally, with the proper implementation of current, feature-rich COTS products, SRTA anticipates a reduction in the amount of customized development, coding and testing that must be undertaken by the CSSI in order to implement system modifications throughout the warranty and maintenance period of the project.

The CSSI must discuss the currently deployed (collecting revenue in a production environment) Customer Service Systems that are the basis of the systems to be delivered to SRTA under this scope of work. Discuss current deployments, high level system architecture and any differentiators that SRTA should consider when considering the proposed CSS.

Maximum page count: six (6) pages.

4.4 CSSI Audit, Reconciliation and Reporting

The CSSI must discuss current system audit and reconciliation processes and reporting capabilities with specific references to current systems and projects. The CSSI, if successful, will be required to audit and reconcile all transactions by location (roadway or toll facility), vehicle, customer account and General Ledger (GL) account. There will also be a requirement that the CSSI reconcile all transactions processed between each third-party roadside/transit/parking/hub/other integrator and the CSS, individually. The CSSI must describe the system audit and reconciliation tools available and used on current projects. Please specify whether such tools are automated, manual or a combination thereof.

Maximum page count: four (4) pages.

4.5 Facilities and Resources – System Delivery & Hosting

In their response to this section, the CSSI should describe the personnel and other resources used to support the customization and implementation of their CSS. This includes software delivery personnel and supporting/related infrastructure (test & development systems, etc.).

The CSSI must discuss system hosting experience, whether it be in-house or subcontracted. SRTA's intent is for the CSSI to host the CSS (hardware, software and communications infrastructure) in hardened hosting facilities suitable for enterprise level application hosting, including both primary and disaster recovery locations. SRTA's facilities are not a viable option for providing high availability hosting platforms. SRTA has no limitation on the physical locations of the hosting facilities so long as they are within the continental United States and the primary and disaster recovery sites are geographically diverse to provide a reasonable expectation that a single weather/etc. event will not disable both locations. The CSSI will be responsible for all communications between the hosting sites and the customer service center(s) (currently located in the greater Atlanta area).

The CSSI must describe any experience regarding Service Organization Control (SOC) Audit requirements, including the CSSI's experience with and ability to provide SOC reports to clients.

The CSSI must indicate whether such facilities (both software development and system hosting) are **open for visits and inspections** by SRTA representatives (including staff, and/or consultants of SRTA, GRTA or GDOT), as well as any caveats or preconditions on such visits/inspections.

The actual visits to the sites may be scheduled during: the RFOC evaluation; the forthcoming RFP evaluation; throughout the term of the contract; or all of the above.

Maximum page count: six (6) pages.

4.6 CSSI Projects & Clients Listing

The CSSI shall provide a listing of **all** CSS projects awarded to the CSSI between 2012 - 2017 where the CSSI is/was the Prime Contractor or, alternatively, is/was the Key Subcontractor primarily responsible for the integration and deployment of the CSS, regardless of whether the project is currently in the design, construction or operational phase. This section applies to the Prime Contractor if the response is that of a team, and to all members of a joint venture if the response is that of a joint venture. The CSSI shall clearly denote projects that incorporate a **low balance high volume transaction processing** component and/or a **violation processing** type component. The information sought in this section is meant to be a list.

CSSIs must provide the information shown below, in the sequence shown, as the response to this section. The CSSI shall include the following information for each Project identified:

- Brief project description
- Client name
- Client contact (name, telephone & email)
- Status: Active, Completed, Maintenance, Terminated, other
- Start date
- Completion date (if completed)
- CSSI Project Manager name
- SOC Audit/Report applicability: Yes or No
- Project contract award value
- Current contract value
- On time: Yes or No
- On budget: Yes or No

This information shall be included as **Attachment A – Project List**. The client contact names provided may be used as reference checks by the SRTA Evaluation Committee, so please ensure the contact information is accurate and current.

Each project included in a CSSI's response is limited to one (1) page.

4.7 CSSI Projects Detailed Description

The CSSI must provide a detailed description of up to **three (3)** of the projects listed in response to Section 4.7 that the CSSI wishes SRTA to consider as the most relevant for SRTA to review in its consideration of the CSSI's qualifications regarding this procurement opportunity. These project detailed descriptions can include backup information required to clarify or elaborate on the project and performance on the project. The CSSI must decide which projects are **most relevant** to SRTA's project. The Client contact names provided may be used as reference checks by the SRTA Evaluation Committee, so please ensure the contact information is accurate and current. **The information shown below must appear in the sequence shown and be clearly labeled.**

SRTA RFQC 17-043 for Customer Service System & Operations

- Client & project name
- Firm Project Manager and brief bio
- Brief project description including:
 - Summary of project including CSSI's scope of work, highlighting in particular any of the following (if applicable):
 - Customer relationship management and surveys
 - Low balance high volume transaction processing
 - Violation or pay-by-mail (unregistered customer) transaction processing
 - Customer self-service account management (IVR, web or mobile applications)
 - Integration with third party transaction generating systems (tolling roadside, parking, transit, courts, etc. system integrators)
 - Telephony and IVR components provided
 - Operations and maintenance of systems provided
 - System hosting
 - Project cost: Implementation
 - Project cost: Maintenance
 - Project start and completion dates
 - Number of transactions processed per month
 - Client project owner
- Client Project Manager
- Client contact information (name, telephone number, email)

The detailed description for each project should follow the order of the list above. This section is intended to allow the Proposer to show the **relevance of a project** to the SRTA's Projects and how that experience will help the CSSI provide a successful project to SRTA.

Each project detailed description has a three (3) page narrative limit, for a total of nine (9) pages for the response pursuant to this Section 4.7.

4.8 Optional CSC Operations

SRTA may exercise the option, via this procurement, to outsource the CSC staffing and first level management should this prove financially and operationally advantageous to SRTA throughout any period of the contract. The CSSI will describe any CSC operations/staffing experience, metrics used to manage/measure CSRs and overall operations performance, existing infrastructure (including call centers) to support such CSC operations, and any other differentiators that might set the CSSI apart from competitors.

Maximum page count: four (4) pages.

4.9 CSSI Financial Ability to Implement Project

The CSSI shall furnish SRTA with financial documentation demonstrating that they possess adequate financial resources necessary for this project, to include the ability to finance and implement the project, obtain the required performance and payment bonding (typically 100% of the contract value) and provide proof of insurance.

This information (response to 4.9) shall be placed in Attachment B to the response and does not count toward any page limit.

4.10 Audited Financial Statements

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. The page limits set forth in Section 3.1 above are not applicable to the documentation submitted in response to this section.

This information (response to 4.10) shall be placed in Attachment C to the response and does not count toward any page limit.

4.11 CSSI Past Contract Performance

4.11.1 Litigation History

Describe any litigation the Proposer or any sub consultants has been involved in in the past five (5) years. Describe experience with litigation with owners and/or contractors. List any active or pending litigation and explain.

4.11.2 Insurance

Provide name of insurance carrier for the prime contracting proposer, types and levels of coverage, and deductible amounts per claim.

4.11.3 Finance

- List the Proposer's annual average revenue for the past five (5) years.
- Supply financial references and main banking references for the prime contracting firm

4.11.4 Failure to Complete

In the past five (5) years, has the Proposer or any proposed sub consultants ever been removed from a contract or failed to complete a contract as assigned? Submit full details of the terms for removal from the contract. Identify the other party, its name, address, and telephone number. Present the Contractor's position on the matter. If the Contractor team members have experienced no such termination for default in the past five (5) years, indicate accordingly.

4.11.5 Statement of Disclosure

Provide a statement of disclosure of all potential legal or otherwise significant conflicts of interest possibly created by Proposer being considered in the selection process or by the Proposer's involvement in the resulting project(s). Proposer should provide information as to the nature of the relationship(s) with the parties in such potential conflict.

SRTA RFQC 17-043 for Customer Service System & Operations

SRTA will screen the facts presented in this section, and may, at its sole discretion, reject the response on the grounds of the past experience.

This information (response to 4.11) shall be placed in Attachment D to the response and does not count toward any page limit.

5 Evaluation

5.1 SHORT LIST

Once CSSIs have been evaluated based on their written responses, they will be ranked according to their scores. SRTA will deem a CSSI as potentially qualified, only if the CSSI's Qualification Statement satisfactorily meets the requirements as stated herein, the reference checks are deemed satisfactorily passed, and the CSSI's score is within a competitive range the highest scoring CSSI based upon the scoring of the written responses. CSSIs meeting the above criteria will be invited by SRTA to conduct an oral presentation to allow SRTA to ask directed questions to clarify information in the responses. Agendas/topics for oral presentations will be distributed with the invitations.

It is the intent of SRTA to pre-qualify a manageable pool of no fewer than three (3) and no more than five (5) CSSIs. SRTA reserves the right to proceed with the procurement with a smaller or larger number of Shortlisted CSSIs.

5.2 Responses Evaluation

Evaluations will be based on:

1. CSSI's responses to the requirements in Section 4
2. Satisfactory passing of reference checks
3. Satisfactory passing of Bidder Responsibility Review
4. Information presented in Oral Presentation

CSSI's responses to the material in Section 4 and the oral presentations will be scored by the Evaluation Committee.

The evaluation scores will be dependent on:

1. How **Responsive** the CSSI's information is to the criteria set forth in Section 4 of the RFQC
2. How **Relevant** the responses, stated experience and referenced project information are to SRTA's anticipated customer service systems integration service needs

5.2.1 Scoring Element Evaluation

For submittals that comply with the requirements of this RFQC, the Evaluation Committee will evaluate each qualification package and assign points to each evaluation criterion in this section in conjunction with the SRTA project goals using the following rating system:

Associated Section(s)	Total Weighting (Points)	Definition
4.1 4.2	200	CSSI's experience implementing and maintaining CSS systems in a low balance high volume environment, including associated third party interface and audit experience.
4.3 4.4	225	CSSI's existing systems and processes that will form the basis of the CSS to be provided under this scope of work.
4.5	150	CSSI's experience with facilities and supporting resources to deliver, host and maintain this project's CSS with high availability and a high probability of success.
4.6 4.7	300	CSSI's past performance regarding the demonstrated ability to provide effective services on programs comparable in complexity, size, and function. This includes relevant references received from clients, and other evidence of past performance.
4.9 4.10 4.11	Pass/Fail	CSSI's financial ability to implement the contract and past contractual performance.
Oral Presentation	125	Additional information provided via oral presentation

Contractor responses to the questions in Section 4, along with each response's supporting documentation, will be scored based on the consensus opinion of the Evaluation Committee as to how responsive the CSSI's information is to the criteria set forth in the RFQC requirements and how relevant the response, stated experience and referenced project information is to SRTA's project goals.

5.3 Disqualification

Any CSSI whose response to one or more questions is scored a "0" can be disqualified, removed from further consideration, and if disqualified, will not be eligible to submit a proposal in response to the CSSI RFP as a Prime Contractor.

5.4 Fair and Unbiased Scoring Process

Each question is weighted and the Evaluation Committee's score will be multiplied by the points assigned to each question. The process set forth in this RFQC will not result in any predetermination by SRTA, nor shall this RFQC be construed as a determination of any kind that is binding on SRTA. Further, this RFQC shall not be construed to mean that any CSSI is actually capable of performing the work that will be the subject of the RFP. Rather, the criteria set forth herein is intended only to identify CSSIs based on their prior experience in providing similar or related services qualified to potentially undertake SRTA's CSS.

5.5 SRTA May Request Clarifications

SRTA may request Clarifications from the CSSIs during the evaluation and scoring phase. CSSIs shall provide the requested information in writing by the date and time indicated in the request for clarification. If the requested information is not timely received, the CSSI's score may be adversely affected and/or the Proposal may be declared non-responsive and disqualified from further consideration.

Appendix A - Terms and Definitions

Automated Clearing House (ACH): An electronic network for financial transactions in the United States for processing large volumes of credit and debit transactions.

Automatic Vehicle Identification (AVI): A system consisting of an antenna and reader installed in a toll lane and a compatible transponder mounted on a vehicle for automatic identification of the transponder as it passes through the lane.

Application Programming Interface (API): A set of routines, protocols, and tools for building software applications, and defining how software components should interact.

Back-Office: Central processing system server location(s) where all functions related to toll collection data management (e.g., database processes, clearing and settlement, network maintenance and system administration), and related non-customer-facing activities.

Back Office System (BOS): The hardware and software system(s) that supports, manages and processes functions related to toll collection (or other vehicle fee) data management (e.g., database processes, clearing and settlement, network maintenance and system administration), and related non-customer facing customer service and video processing activities.

Certified Public Accountant: The title of qualified accountants licensed to provide accounting services directly to the public.

Clarification: A request for further information and verification of statements in the submitted written responses to the RFQC as requested by SRTA. This may include the need for the CSSI to submit additional information or further verify in writing components of previously submitted written responses.

Commercial-Off-the-Shelf (COTS): Commercially available Off-the-Shelf hardware and software supplied for this project.

Contractor: See Customer Service Systems Integrator.

Customer Relationship Management (CRM): Technologies, including software, that companies use to manage and analyze customer interactions and data throughout the customer lifecycle, with the goal of improving business relationships with customers, assisting in customer retention, and driving sales growth.

Customer Service Center (CSC): An office supporting customer service and operations functions for the SRTA toll facilities.

Customer Service Representative (CSR): Personnel assigned to the CSC who handle customer account management and customer interfaces.

Customer Service Systems (CSS): An integrated system that contains infrastructure equipment, software, and services required to manage customer accounts, process toll payments, obtain correct account name, and address information, and prepare billing, invoicing and violation noticing for payment processing per the established Business Rules.

Customer Service Systems Integrator (CSSI): A vendor/contractor/firm seeking prequalification under this RFQC.

Department of Revenue (DOR): The principal tax collecting agency for the State of Georgia that includes, among other functions, the Motor Vehicles Division.

Enterprise resource planning (ERP): A category of business-management software, typically a suite of integrated applications, used by an organization to collect, store, manage and interpret data from these many business activities including marketing and sales, inventory management, billing and payment, and finance.

Evaluation Committee: A group selected by SRTA to evaluate and score RFQC submittal materials provided by the CSSI.

Express Lane (EL): See High Occupancy Toll (HOT) Lane.

General Ledger (GL): A collection of the group of accounts that supports the items shown in SRTA's financial statements.

Georgia Department of Transportation (GDOT): Georgia Department of Transportation is a state government agency which plans, constructs, maintains and improves the state's roads and bridges, and interstate highways; and provides planning and financial support for other modes of transportation such as transit.

Georgia Regional Transportation Authority (GRTA): The Georgia Regional Transportation Authority addresses mobility and air quality in metro Atlanta and serves as the Governor's voice for strategic direction in transportation planning for Georgia's most populous region. GRTA operates programs in two core businesses: [Regional Commuter Transit](#) and [Transportation Performance Management](#).

General Purpose (GP) Lane: A lane that allows travel without vehicle occupancy restrictions or accumulation of tolls.

High Occupancy Toll (HOT) Lane: A managed lane that combines HOV and pricing strategies by allowing vehicles that do not meet HOV occupancy (or other toll-exempt requirements) to gain access to HOV lanes by paying a toll

High Occupancy Vehicle (HOV): Vehicles with a driver and one or more passengers.

Interactive Voice Response (IVR): A technology that allows a computer to interact with humans using voice and telephone tones input via keypad. In telecommunications, IVR allows customers to interact with a company's host system via a telephone keypad or by speech recognition.

Interface Control Documents (ICD): A document which describes the software interfaces, typically input and output parameters, between systems.

Major Mobility Investment Program (MMIP): A GDOT program designed to reduce traffic congestion along key freight and mobility corridors via 11 mobility improvement projects over 10 years

SRTA RFQC 17-043 for Customer Service System & Operations

Managed Lanes (ML): Managed lanes are defined as highway facilities or a set of lanes where operational strategies are proactively implemented and managed in response to changing conditions. Potential lane management applications that fall into this broad definition of "managed lanes" include:

- *Pricing* — Includes both traditional toll lanes and toll lanes that use congestion pricing, where price is varied during certain time periods in order to manage demand (e.g. peak-period surcharge, or off-peak discount).
- *Vehicle eligibility* — The lanes are managed by allowing certain vehicles or restricting others; minimum occupancy is an example of an eligibility restriction.
- *Access control* — An example would be express lanes where vehicles are allowed but access is limited during long stretches of the facility, minimizing turbulence in the flow of vehicles.

(FHWA Office of Operations Definition of Managed Lanes)

Open Records Act: means O.C.G.A. § 50-18-70 *et seq.*

Payment Card Industry (PCI): All the organizations which store, process and transmit cardholder data, most notably for debit cards and credit cards.

Peach Pass: SRTA's branding for transponders and customer accounts used on the I-85 Express Lanes. SRTA may elect to phase out the Cruise Card branding in order to utilize the Peach Pass identifier for all SRTA-issued transponders and associated accounts. SRTA may phase out or change branding again at any time in the future.

Portable Document Format (PDF): A file format used to present documents in a manner independent of application software, hardware, and operating systems. Each PDF file encapsulates a complete description of a fixed-layout flat document, including the text, fonts, graphics and other information needed to display it.

Pre-submission Conference: An open and optional conference held before RFQC submission. The intent of the conference is to provide CSSIs with an opportunity to ask questions and obtain clarification on any part of the RFQC.

Prime Contractor: The single legal entity that enters into a contract with a client for the purpose of delivering services under a defined scope of work. For purposes of the Systems Integrator RFP, the Prime Contractor will be the pre-qualified CSSI that executes the contract with SRTA and is the primary point of contact with SRTA with respect to the services being delivered.

Proposer: The person, firm or entity undertaking to submit an answer to this RFQC.

Qualified Contractor: The Customer Service Systems Integrator(s) that are pre-qualified by SRTA and thus the only entities eligible to respond to the Systems Integrator RFP as a Prime Contractor.

Request for Proposals (RFP): The public procurement document to be issued for the Systems Integrator RFP subsequent to this Request for Qualified Contractors.

Request for Qualified Contractors (RFQC): The public procurement document and process used to pre-qualify CSSIs as Qualified Contractors eligible to respond to the planned Systems Integrator RFP in the role of a Prime Contractor.

Service Organization Control (SOC): A series of accounting standards that measure the control of financial information for a service organization. They are covered under both the SSAE 16 and the ISAE 3402 professional standards.

State: means the State of Georgia.

State Road and Tollway Authority or SRTA: The public authority and instrumentality of the State of Georgia established under O.C.G.A. § 32-10-60 *et seq.*

System: See Customer Service System.

Toll Facility: A roadway, or Managed Lanes within a roadway, for which travelers who are not toll-exempt pay a specified fee for usage.

Transponder: A radio transmitter-receiver mounted in or on a customer's vehicle that is used to communicate with a roadside reader for the purpose of communicating a unique serial number and other information.

Warranty and Maintenance: The period of time under which a product has a guarantee to meet specifications, and includes updates and corrective actions.