

REQUEST FOR PROPOSALS

A PROJECT TO PROVIDE A CUSTOMER SERVICE CENTER AND BACK OFFICE SYSTEM FOR RIVERLINK'S OHIO RIVER BRIDGES

ISSUED September 30, 2020

A Project of
Indiana Finance Authority
One North Capitol Avenue, Suite 900
Indianapolis, Indiana 46204

Form M Submitted Questions and Responses

October 29, 2020

Key Dates

<u>EVENT</u>	<u>DATE</u>
Industry Forum	September 1, 2020
One-on-One Proposer Meetings	September 2-8, 2020
Mandatory Pre-bid Meeting	October 14, 2020
Last date for Proposer submittal of questions regarding the RFP	November 2, 2020
Last date for IFA responses to timely submitted questions regarding the RFP (if necessary)	November 23, 2020
Proposal due date	December 14, 2020
Notification of initial short-list of Proposers	January 8, 2021
Notification of final short-list of Proposers	February 5, 2021
Proof of Concept by final short-list of Proposers	April, 2021
Due date for Best and Final Offer by final short-list of Proposers	May 14, 2021
Anticipated notification of Preferred Proposer	May 31, 2021
Completion of negotiations	June 30, 2021
Execution of Contract and other Execution Documents by Preferred Proposer	July 1, 2021

Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.

The Joint Board anticipates publishing an Addenda incorporating the answers provided to the questions at the end of the question and answer period.

The responses herein provided by the Joint Board Authorized Representatives are intended to provide more clarity to the RFP’s requirements in response to the submitted questions. As noted in Section 5.1.4.1 of the RFP, such responses are not considered part of the Contract Documents, nor are such responses relevant in interpreting the Contract Documents, except as expressly set forth in the Contract Documents. Any official changes to any RFP requirement or provision to the Contract will only be made through an Addenda issued by the Joint Board.

Capitalized Terms not otherwise defined in the responses provided by the Joint Board Authorized Representatives shall have the meanings set forth in the RFP and RFP Documents.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
92	10/23/2020	10/29/2020	K-3. Approach to System and Project Requirements	Print and Mail Fulfillment Services	Would the Joint Board please identify the print cycles for each Outbound Customer Notification type?	The current Riverlink Business Rules are posted online. https://riverlink.com/wp-content/uploads/2018/01/2018-12-18-RiverLink-Business-Rules.pdf Future updated business rules will be developed in conjunction with the selected vendor and completed early in the development process through workshops.
93	10/23/2020	10/29/2020	RFP Vol. I, Form O	Form O	Form O describes that the \$200k proof-of-concept (POC) stipend will result in a vendor’s proposal and proof-of-concept work product being considered work for hire and the products of such work becoming property of IFA and the Joint Board.	The \$200,000 Proof-of-Concept Stipend is intended to help cover costs for a selected Proposer that successfully participates in the Proof-of Concept but is not selected to be TSP2. By execution of the Stipend Agreement, Work Product not required to be returned to the Proposer shall become property of the Joint Board in consideration of the Joint Board's agreement to pay the Stipend, but it is not the intent of the Joint Board for this to include items that can be described as intellectual property. See Section 4.7.3 for a more generalized-list of items that can be considered work product for the purposes of that Section and the Stipend Agreement. Furthermore, intellectual property

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
					<p>This is not consistent with the information and guidance provided at Industry Day and during one-on-one conversations.</p> <p>This may not be a viable option for some vendors to transfer these rights at this compensation level (particularly as it relates to IP and confidential solutions).</p> <p>Will the Joint Board please consider forgoing the work-for-hire rights, and have the stipend only cover vendor expenses associated with the POC work?</p>	<p>rights and claims are specifically listed in Section 5.1.8 of the Contract as <u>not</u> being property that becomes ownership of the Joint Board. The Joint Board does not anticipate any changes to Section 4.7.3 of the Contract or Form O (Form of Stipend Agreement).</p>
94	10/23/2020	10/29/2020			<p>Will the current Walk-Up Center locations and buildout configurations meet the Joint Board requirements for this contract, or will upgrades or changes be required?</p>	<p>The Walk-Up Center locations can remain in their present conditions.</p>

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
95	10/23/2020	10/29/2020	RFP Vol.I, Section 1.2 (pg.4)	WUC access and point of contact	Would the Joint Board please indicate the appropriate Point of Contact vendors must contact to discuss lease assumption of the existing Walk-Up Center locations?	Existing Walk-Up Center questions can be sent to the Joint Board during the open question submittal time period.
96	10/23/2020	10/29/2020	RFP Vol.I, Section 1.2 (pg.4), and RFP Vol. II, Contract, 2.3.7 (pg. 23)	WUC access and point of contact	Would the Joint Board please indicate the appropriate Point of Contact vendors must contact in order to schedule access to each Walk-Up Center location in order to conduct a facility walk-through to assist with site inspection and lease assumption determination?	Tours of the existing Walk-Up Centers will not be conducted.
97	10/23/2020	10/29/2020	Form K Technical Conformance Matrix, TXN-002 through TXN012	Roadside Toll Collection System (RTCS) Transactions	Regarding the transactions received from the RTCS: would the Joint Board please clarify how many images are included in each transaction and the approximate size of each image?	The current RTCS provides up to 4 images per transaction as follows: <ul style="list-style-type: none"> • 1 front (approx. 200KB avg. file size; 2048 X 1582; 96 dpi X 96 dpi) • 1 rear (approx. 200KB avg. file size; 2048 X 1582; 96 dpi X 96 dpi) • 1 overview (approx. 490KB avg. file size; 1920 X 1246; 96 dpi X 96 dpi) • 1 ROI image (approx. 1KB avg. file size)

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
98	10/23/2020	10/29/2020	Form K Technical Conformance Matrix, GSR-096 and GSR-102	Privacy and Information Security, penetration testing	Requirements GSR-096 and GSR-102 conflict regarding penetration testing: Penetration testing is generally performed on an annual basis or within 30 days of any significant changes that impact the CDE. Would the Joint Board please consider removing the requirement for monthly penetration testing?	Requirement GSR-096 will be modified to an annual penetration testing requirement to be provided in an upcoming Addendum
99	10/23/2020	10/29/2020	Form K. RET-007	RET-007	Would the Joint Board please clarify requirement RET-007? It reads: "The BOS shall have an electronic interface that allows customers to open, a add or replace Transponders to an existing Customer Account and receive a Transponders at the retail location." We are not clear on what is meant by "open a add or replace..." Please confirm if this is simply a typo.	Form K, requirement RET-007 should read, "The BOS shall have an electronic interface that allows customers to open a new Customer Account and receive a Transponder at the retail location." An updated Form K will be provided in an upcoming Addendum.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
100	10/23/2020	10/29/2020	RFP Vol. I, Exhibit C, Part 2: Technical Proposal Instructions, Technical requirements and Form K	Print & Mail operations location	Would the Joint Board please confirm the print & mail operation for sending out mailed correspondence, notices and statements can be located within a 100-mile radius of the middle of the I-65 North Abraham Lincoln Bridge, as opposed to being required to be located directly within the Louisville metro area?	There are no distance limitations for the print and mail operations (mail house) location.
101	10/23/2020	10/29/2020	RFP Vol. I, Exhibit C, Part 2: Technical Proposal Instructions, Technical requirements and Form K	Credit Card transaction details	<p>Would the Joint Board please provide the following credit card details:</p> <ul style="list-style-type: none"> • Number of credit card transactions per month broken out by card type (Visa, MasterCard, AMEX, PayPal, Venmo, ApplePay, Google Wallet, etc.; • Average amount per transaction; 	Additional credit card data will be provided in an upcoming updated addendum.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
					<ul style="list-style-type: none"> Total credit card volume broken out by source (IVR, website, CSR, lockbox, etc.); and Number of card present transactions in the WUCs.	
102	10/23/2020	10/29/2020	RFP Vol. II, Contract, Section 12: Retention Policies	Program-specific retention policies	Section 12 provides a link to general Indiana and Kentucky retention policies, however, they are not specific to this program. Would the Joint Board please provide the <i>specific</i> retention policies as they pertain to this program to ensure that all bidders have the same access to and ability to interpret the retention requirements?	RiverLink follows the longer of the two States' retention policies. Indiana https://www.in.gov/iara/3266.htm Kentucky https://kdla.ky.gov/records/recretentionschedules/Pages/default.aspx
103	10/23/2020	10/29/2020	RFP Vol. II, Contract, Section 10: CSC Data, (pg.10)	Recent CSC data	Section 10 provides monthly CSC data for calendar years 2018 and 2019. Can the Joint Board please provide monthly CSC data for January- June 2020; or the most	Additional 2020 historical information cannot be provided at this time due to the COVID-19 pandemic impacts.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
					recent months available after 12/2019?	
104	10/23/2020	10/29/2020	RFP Vol. II, Contract, Section 10, CSC Data, (pg. 10)	Lockbox staffing and payment volumes	<p>In order to determine staffing and costs associated with the lockbox, can the Joint Board please provide 2018, 2019 and 2020 volumes for:</p> <ul style="list-style-type: none"> • inbound check payments received; • inbound credit card payments received; and <p>non-payment documents received (i.e. new applications, account-related requests, violation protests, etc.)?</p>	Additional lockbox payment data will be provided in an upcoming updated addendum. However, additional 2020 historical information cannot be provided at this time due to the COVID-19 pandemic impacts.