

## 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

Mandatory Pre-bid Meeting October 14, 2020  
Question and Answer Summary

#### 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.

Question #	Question	Answer
1	Are current facilities large enough to accommodate social distancing rules should the need arise?	The Joint Board facilities are operating under CDC guidelines.
2	Will proof of concept scope be fixed or variable or negotiated with final two vendors?	The Joint Board will provide Proof of Concept use cases and are open to additional demonstrations of Proposer’s value adds.
4	Is there a preference to retain the current WUP locations?	Retaining the current Walk Up Center locations is optional and up to the Proposer to determine if they should be retained.
5	Please confirm that ORB Form K (the requirements matrix) serves as both the Scope of Services and the form for proposer responses	Form K serves as the Scope of Services.  Proposers do not need to provide written response to each Form K requirement. However, further detail description to Proposer’s Approach to these Requirements should be described per the Planned Approaches section, Volume 1, Exhibit C, Section D.
6	Collection Agency interfaces to BOS are in scope. How about managing Collection agencies? Is it in scope for TSP2	No. The Joint Board will be managing the Collection Agencies.
7	There is language in the RFP that limits the number of questions a bidder can submit for the RFP and each addendum. To be clear, will bidders be able to submit additional questions after an addendum is issued even if after the question deadline?	If Addenda is issued after Proposals are submitted, directions will be provided.

Question #	Question	Answer
8	Please confirm if calculated contract value for the Bond includes pass-through costs.	Per Section 8.1.1, the Performance Bond shall be in the amount of the Initial Costs specified in the Price Proposal, pass-through costs are not to be included in the Initial Costs in the Price Proposal, thus the calculated contract value for the performance bond does not include pass-through costs.
9	RFP section 5.1.4.4 Industry Forum states that Attendance at a one-on-one meeting was mandatory and only Proposers who attended the meetings in accordance with the rules below shall be eligible to submit a Proposal and be awarded the Contract. The proposers who have not requested for one-on-one meeting during the Industry forum are eligible to be bid as Prime? Can you clarify on the Mandatory attendance requirement mentioned in the RFP	While the one-on-one meetings were limited to potential Primes and Major Sub-contractors, only the Prime going forward was required to attend a one-on-one meeting.
10	When submitting the bid can we separate the implementation of the call center to the day to day running of the call center.	Implementation should be included in the Initial Costs.
11	Proposal Format - The requirements listed in the Conformance Matrix include call center quality assurance, training, and other components of call center operations. Should vendors also include a written approach to each component in the O & M section, or just focus on the systems approach?	The Approach to Operations and Maintenance should include details of ongoing call center training, quality assurance and ongoing operations.
12	Form K notes that specialized and dedicated CSR's are required to support certain groups (e.g. large trucking companies), can you provide how many of these specialized roles exist today, as well as number of people supporting transponder fulfillment, mail processing, image review, voice/email handling, and walk up centers today?	Additional CSC data will be provided.
13	Form G Price - Form G states to provide volumes for level and year of operations. Will volumes max and min be provided or required to be determined by proposer?	Form G's Volume minimum and maximum levels should be determined by the Proposer.

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14	Is there a comprehensive list of bidders so that a small business can seek to subcontract with a prime to provide a support function (e.g., payment processing)?	Yes. Please reference the IFA website <a href="https://www.in.gov/ifa/3053.htm">https://www.in.gov/ifa/3053.htm</a>
15	Will the states consider removing the parent guarantee requirement to enable lower pricing as bonding is also required that provides protections to the state?	No.
16	Due to the record number of industry procurements underway, will the State(s) consider an extension to February?	No.
17	Is a Major Subcontractor (not Prime) required to be registered as a business in IN and KY?	No.
18	By minimal call center at the CSC office, what scope does that cover? Does that mean program management and call center? Or does that also cover manual image review, transponder fulfillment, lockbox, etc.	All customer facing services including call center agents, lockbox, and mailed correspondence need to be local.
19	If the leases for both WICs are transferable, is either location a possibility to house the back-office operations?	The Walk Up Centers are not considered to be large enough to house back-office operations.
20	Pass through fees or charges - Can they be directly invoiced to IFA from the sub-contractors	Sub-contractor pass through costs should be submitted through the Prime.
21	Can any CSC services be provided by offshore staff or does all CSC work need to be done within the United States?	All customer facing services including call center agents, lockbox, and mailed correspondence need to be local.
22	Can you provide the composition of the evaluation committee (e.g # and preferably the names) for each state?	Each State will have an have an equal number of members on the evaluation committee.

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23	The RFP states that the authority will not be open to negotiating terms. How would the case be handled where both parties identify something that needs to be adjusted in the terms?	Section 4.2 of the RFP makes clear the Joint Board Representatives', at their sole discretion, may elect to negotiate various aspects of the Contract Documents with the Preferred Proposer.