

Delaware Department of Transportation
QUESTIONS AND ANSWERS
E-ZPass Customer Service Center
1601 Request for Proposals
Tuesday, January 15, 2013

Q #	Question	Answer
34	Reference - Schedule What is the anticipated Go-Live Date? (Reference Schedule)	See response to question 27.
33	Reference - 5.1, Paragraph 1, Page 16 Will the cost of the CSC facility be a pass-thru or should the vendor account for the lease cost in the price submitted. If so, will DelDOT please provide the estimated cost.	See response to question 12.
32	Reference - 8.6.7, Paragraph 1, Page 50 Assurance requires a Letter of Surety confirming our firm can meet the bonding requirements. A surety bond is also mentioned in the Certification form. No other specific requirements or information regarding a surety bond are stated in the RFP. Please clarify.	See response to question 29.
31	Reference - 1.14 Table, Page 4 Will DelDOT provide a two week extension?	No extensions are being offered at this time.
30	This is for the EZ Pass Customer Service Center and the DMV call center and they need to be located in Dover? Or, can they be located at a different site. If they are located in Dover, would we place staff in the current building? Or would we be renting the current building?	See response to Question 6 and Question 12.
29	Reference – 8.6.7, Paragraph 6, Page 50 We understand that a surety bond will be required of the successful proposer, but the RFP is otherwise silent on specific requirements. Please clarify that a.) an annually renewable performance and payment bond will be required, b.) provide the required form (or confirm that an industry-standard form will suffice), and c.) confirm what the required limits will be.	We will accept a performance/payment bond that renewable annually or one that is for the term of the agreement. The required form will be sent to the selected vendor. Information regarding the limits will be discussed at the Bidder's Conference.
28	Reference – All Does the initial 3 year operations term start at go-live?	Yes.
27	Reference – All Please provide the systems go-live date?	It is our intention that the “Go Live” will be November 1, 2013.
26	Reference – All Are these programs with associated reports to be provided and supported in this procurement?	Yes.
25	Reference – 6.3, Paragraph 2, Page 40 Please define what is meant by "section".	This question needs to be further clarified.

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24	<p>Reference – 6.3, Paragraph 2, Page 39 What is the current call management system used by DMV (Lucent CMS, Cisco UCCX, UCCM, other)? Please include Model and Versions that may be used.</p>	Avaya PBX.
23	<p>Reference – 6.2, Paragraph 2, Page 39 Can in person be defined as a request through the call tree? Basic information can be available in the call tree and CSR can be reach at any time.</p>	The DMV currently has a phone tree system. We want the DMV calls coming into the call center to be answered by a live person for assistance.
22	<p>Reference – 6.2, Paragraph 1, Page 39 What is receiving these calls at the other end – PBX or other?</p>	The current DMV phone system is Avaya PBX.
21	<p>Reference – 6.2, Paragraph 1, Page 39 Are call transfer statistics available detailing the number of calls transferred from level 1 to level 2?</p>	That information is not available.
20	<p>Reference – 6.1, Paragraph 1, Page 39 What functions does the DL Helpdesk perform? Are these first level calls or second level calls or both?</p>	The Driver License (DL) Helpdesk was created to answer questions about the process to obtain a federally compliant driver license and ID card that Delaware implemented in July 2010. The majority of the helpdesk calls are first level calls (e.g. what documents do I need to bring to obtain the federally compliant license or ID card?).
19	<p>Reference – 6.1, Paragraph 1, Page 39 In Attachment E line 4 there is a DL Helpdesk department that call statistics began being tracked in June 2011. What is the DL Helpdesk?</p>	The Driver License (DL) Helpdesk was created to specifically answer questions about the new federally compliant driver license and identification (ID) card process. Before creating this option, those calls were being reported under License and ID option.
18	<p>Reference – 6.1, Paragraph 1, Page 39 Are call statistics available detailing number of calls resolved through the current DMV voice response unit (VRU) for 2011 and 2012?</p>	The current DMV phone system has calls routed through a phone tree and based upon which selection the customer chooses, the call is routed to DMV employees that can respond to the customers questions based on their skill set.
17	<p>Reference – 6.1, Paragraph 1, Page 39 Are the 2012 year to date call volume statistics available for review to determine growth (if any) over year 2011?</p>	Yes, this information is available upon request.
16	<p>Reference – Section 6, Paragraph 1, Page 38 Please confirm that a toll free number is not required for the CSC, VPC or DMV call center services or any part of this procurement?</p>	All of the current phone numbers that are in place will remain. There is a toll free number for the EZPass customer service center and there are four phone numbers, one for each DMV location, that will remain. The DMV call center will not have a toll free number.
15	<p>Reference – Section 5.20, Paragraph 4, Page 33 Does this include transport of monies from the plaza walk-in locations?</p>	No.
14	<p>Reference – Section 5.9, Paragraph 2, Page 24 Please confirm that In-Lane verification reports, IT and Executive summary reports are not included in this procurement.</p>	These reports are included in this procurement.

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13	<p>Reference – Section 5.9, Paragraph 2, Page 24 Please define companion account.</p>	<p>A companion account is a combination Revenue and Non-Revenue E-ZPass account. There is a non-revenue account for travel on Home Agency facilities, and attached to it is a separate pre-paid account for travel on Away Agency facilities. In short, the account can have both revenue and non-revenue toll transactions posted against it, based on facility and the use of a single transponder.</p>
12	<p>Reference – Section 5.1, Paragraph 1, Page 16 In the event that the Lookerman Street address is either unsuitable or unavailable, please clarify any other restrictions on locations requiring approval by the department.</p>	<p>It must be at a location approved by the Department.</p>
11	<p>Reference – Section 5.1, Paragraph 1, Page 16 Assuming the suitability of the Lookerman street address, please clarify the expressed meaning of “intention” to locate.</p>	<p>See response to Question 10.</p>
10	<p>Reference – Section 5.1, Paragraph 1, Page 16 Please clarify if it is a requirement to have the primary Back Office Systems and Servers to be located at this facility?</p>	<p>It is expected that all activity described in this RFP, and associated staffing and systems to perform those activities, will reside at this location with the exception of pertinent backup systems.</p>
9	<p>Reference - Section 3.2.16, Paragraph 1, Page 12 Does this requirement assume that the accumulation of documents begins with this contract?</p>	<p>No. All existing active and inactive records/documents must be retained for access in accordance with the State of Delaware’s Records Retention Policy.</p>
8	<p>Is there space for additional FTE?</p>	<p>Yes.</p>
7	<p>Is it the entire facility?</p>	<p>Yes, however the amount of usable space may be negotiable with DDP, (i.e., amount of space needed in basement, and/or storage area space, if any)</p>
6	<p>Who will we be leasing the building from?</p>	<p>The Downtown Dover Partnership (DDP).</p>
5	<p>Who owns the cost for the facility? Is it owned by Delaware Department of Transportation?</p>	<p>This property is owned by others and <u>not</u> the Delaware Department of Transportation.</p>
4	<p>Why is the Bidder’s Conference being held after the submission for response date?</p>	<p>The bidder’s conference will be held to give firms submitting responses to our RFP an opportunity to ask additional questions regarding the next steps in the process and receive further details regarding the proposed location.</p>
3	<p>Is there a pre-bidders conference? If so, when and where?</p>	<p>No pre-bid meeting has been scheduled at this time. However, there is a Bidder’s conference scheduled for February 21, 2013 in Dover, DE for all firms responding to the RFP. (Please see the Response to Question 1.)</p>
2	<p>Who is the incumbent vendor for TOLLOPS and the DMV Call Center?</p>	<p>Transcore, L.P. holds the current contract.</p>

Q #	Question	Answer
1	The bidder's conference on page 4 of 54 is shown to be after the RFP submission due date. Could you please verify this.	That is correct. There will be a conference held following the receipt of proposals from all interested vendors.