

Delaware Department of Transportation
QUESTIONS AND ANSWERS
E-ZPass Customer Service Center
1601 Request for Proposals
Friday, February 1, 2013

Q #	Question	Answer
85	What are the 2012 monthly and annual volumes for the following: Website traffic DMV Call Center E-ZPass CSC walk-up traffic E-Z Pass CSC calls offered and handled Violation transactions and revenues	Website traffic - Avg. of 94,000 go to the log in page per day. Avg. of 5,000/day actually log into an account. DMV Call Center - See Attachment E of RFP E-ZPass CSC walk-up traffic - See Attachment A page 2 E-Z Pass CSC calls offered and handled - See Attachment A page 2 Violation transactions and revenues - See Attachment A
84	Reference - Section 5.7, Paragraph 1, Page 22 Is there an expected retention rate for each position? If so, what are the percentages?	No.
83	Reference - Section 5.7, Paragraph 1, Page 22 What are the current number (the incumbent) of: - Phone agents (both FT & PT) - Agents required for satellite locations - Managers/supervisors (along with ratios) - Administrative staff - Misc. staff	Metrics were provided to enable respondents to determine total headcount. No additional information is available.
82	Reference - Section 4.7, Paragraph 1, Page 15 The CSC System currently interfaces to a number of third-party systems. What are the names of these systems? Will these systems interface with the proposed vendor's systems?	DeIDOT Host, DeIDOT Plaza Servers. The vendor will be responsible for interfacing to these systems.
81	Reference - Section 5.1, Paragraph 1, Page 16 The Delaware E-ZPass Customer Service Center/DMV Telephone Call Center shall be located at 22-24 Lookerman Street, Dover, DE and will be available for occupancy in late summer 2013. What is the amount currently being paid to lease this space?	The space is currently unoccupied and the lease rate will be negotiated at the time of transition.
80	Based on the tasks required to deploy a system and implement operations, will DeIDOT consider alternative schedules?	Our expectation is to "go live" on 11/1/2013.
79	What are the annual violation images presented to the back office and do these volumes include ACM and cash lane violations?	1,776,078 images which included ACM and cash lane violations.
78	Reference - Price Form Would the Agency consider another form of activity pricing that more reflects the activities performed by the Vendor, such as per transaction rather than based on number of accounts? Due to the volume of interoperable transactions processed that do not post to DeIDOT toll accounts, but rather other Home Agencies, this would allow for a pricing structure that is directly related to the activities DeIDOT is paying the vendor to perform.	The vendor may propose any form of pricing/invoicing structure that they choose. Pricing/invoicing structure in the RFP was shown merely as an example.

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77	<p>Reference - Section 8.8, Paragraph 2, Page 52 Please clarify that the Agency intends for milestones to be achieved during the design, development, and implementation stage of the project to cover the cost of the system set-up.</p>	An implementation plan, with milestones, will be put in place and closely monitored by DeIDOT.
76	<p>Reference - Section 7.6, Paage 47 Will DeIDOT consider conducting the annual financial audit of operations, as the full Agency operations usually encompass more activities that impact financial results then are provided by the Vendor? Will DeIDOT allow the vendor to only provide the SAS-70 / SSAE-16 audit, as these audits are more specific to the service the vendor is providing to the Agency?</p>	The Vendor will provide to TOLLOPS an annual independent financial audit, which will be performed by a Division approved outside independent accounting firm. The Division will annually conduct a SAS-70 audit of Vendor's operations.
75	<p>Reference - Section 7.1, Paragraph 23, Page 43 With regards to the annual audit: Is a requirement that the DMV receive an audit on the vendor's equipment and furnishings or is it the intent of this RFP that all equipment and furnishings provided within the scope of proposal become the property of the State and DMV? Please clarify.</p>	All equipment and furnishings provided will remain the property of the vendor.
74	<p>Reference - Section 7.0, Paragraph 23, Page 43 With regard to the failover site for the CSC calls. Will the currently Key Performance Indicators remain in effect during a primary outage?</p>	Yes.
73	<p>Reference - Section 6.2, Paragraph 1, Page 39 Since the DMVCC is co-located with the Toll Ops CSC, does TOLLOPS have any restrictions as to the same call center staff being used for both functions (Toll and DMV)? The use of phone queues, etc. would be utilized to separately report on the activities of each individually.</p>	See attached DMV call volumes which mirror those of the Toll Ops CSC and the same performance standard listed on page 1 of Attachment B – Item #1 will apply to the DMVCC.
72	<p>Reference Section 5.28, Paragraph 21, Page 38 Will the vendor be required to create summons packages and documents for the violator defendants? What are the annual volumes for court cases and defendants?</p>	Yes. The last three year's annual volume for court case materials and attendance has been one-to-two per year.
71	<p>Reference - Section 5.28, Paragraph 8, Page 27 Please provide the annual volumes for the 'do not pursue' violators.</p>	We do not have an annual volume because these are police, fire and emergency vehicles, and in some cases non-revenue accounts that DeIDOT notifies the CSC not to pursue.
70	<p>Reference - Section 5.28, Paragraph 7, Page 37 If TOLLOPS will be paying the fees and be the Merchant of Record, would TOLLOPS consider having the fees netted from its operating banking accounts directly rather than paid by the Vendor?</p>	This option could be taken into consideration.
69	<p>Reference - Section 5.20, Paragraph 5, Page 33 Will the vendor be required to supply vaults to satellite walk-up centers?</p>	No.
68	<p>Reference - Section 5.17, Paragraph 2, Page 32 Please clarify the intent of this requirement. As it reads, it appears that DeIDOT will provide full access to the banking services to the vendor to perform transfers on behalf of DeIDOT. Usually vendor provides support to the Agency for the execution of the transfers by the Agency, and vendor only has read-only access to banking activity.</p>	DeIDOT will provide full access to banking services to the vendor to perform transfers/transactions on behalf of DeIDOT. Vendor will perform transactions to pay away agencies for tolls and credit card processing fees.

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67	Who will be the Merchant of Record for the ACH processing agreement?	TOLLSOPS will be the Merchant of Record on the ACH processing agreement.
66	Reference - Section 5.16, Paragraph 9, Page 31 Please clarify that DelDOT intends to change credit processors, if necessary, if the selected vendor provides for a processor that is approved by DelDOT.	If the selected vendor provides for a processor that is approved by DelDOT, there would be no objections.
65	Reference - Section 5.15, Paragraph 12, Page 30 With regard to the transponder warranty management, who will be responsible for the return shipment, including postage and materials? The vendor or the manufacturer?	The Vendor.
64	Reference - Section 5.13, Paragraph 13, Page 28 To what extent will the vendor be required to work with the non-TOLLOPS entities?	The vendor will be required to work and share information with two State contract collection agencies as well as the transponder supplier.
63	Reference - Section 5.10, Paragraph 1, Page 25 Please confirm no statements will be mailed.	Confirmed.
62	Reference - Section 5.8, Paragraph 15, Page 24 Without the specifics of additional programs, how can vendor provide specific plans?	This would apply to any proposed/implemented additional programs the vendor offers.
61A	Reference - Section 5.8, Paragraph 8, Page 24 There are no other references in the RFP to the mobile vans. Are these provided by DelDOT? What are the staffing requirements for use of vans? What are the expected functions on the vans?	Mobile vans are provided by DelDOT. Occasionally, well trained call center staff accompany DelDOT staff during marketing events held throughout Delaware.
61	Reference - Section 5.8, Paragraph 8, Page 24 Per the RFP the toll facilities and satellite service centers are staffed by TOLLOPS. If so, why does vendor need to train CSRs for TOLLOPS functions?	They will be trained on E-ZPass systems only.
60	Reference - Section 5.8, Paragraph 2, Page 23 How many TOLLOPS staff are to be trained annually and is it expected that the TOLLOPS staff receive 5 hours on continual training?	Training for up to 10 Toll Ops staff on E-ZPass systems access may be required due to turnover.
59	Reference - Section 5.6, Paragraph 6, Page 22 Are these pass through costs to DelDOT? If not, please provide volume and costs for these items so that they can be included in pricing.	This information will be made available as part of the transition plan in place with the current vendor.
58	Reference - Section 5.6, Paragraph 3, Page 3 Please clarify if there the current vendor already has these communication circuits established. Are they currently paid by the Vendor or the Agency? Are these only the internet/fiber lines? What about the phone service that TOLLOPS staff use? Are these separate from the DelDOT communication lines that are currently used?	The current vendor has all communication lines (voice & data) established. The Vendor pays. Vendor is not responsible for voice lines at DelDOT Toll Plazas. Vendor is also responsible for communications between the plazas and the CSC/VPC.
57	Reference - Section 5.5, Paragraph 3, Page 21 Please clarify if the current vendor's IVR & VRU will be used by the selected vendor. Or will selected vendor need to provide new systems and services?	The current vendor's systems are proprietary and therefore will require the awarded vendor to supply the systems.

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56	Reference - Section 5.5, Paragraph 2, Page 21 Who bares the costs of these phone lines?	The vendor will bare the costs for installation and maintenance.
55	Reference - Section 5.4, Paragraph 3, Page 18 Please clarify the requirement for the "equipment needed to conduct these functions". Does this include desktops for CSRs? Per 2.5.1, DelDOT will "Providing hardware and operating system software for the new system, workstations and equipment to access the new system, training facilities, and project oversight." This is contradictory to the requirement in 5.4.	See response to Q43.
54	Reference - Section 5.2, Page 17 Please provide the volume of data to be migrated? How many years of operational data will need to be migrated? Will data be archived by the current vendor prior to transition?	All files are archived from 2004 to 2010 with two years live data. This data will be provided by the vendor as part of the transition plan.
53	Reference - Section 5.1, Paragraph 6, Page 17 Is the site provided by DelDOT? If so, what is the charge for the site and related costs? If not, can Vendor select its own site? Are there any restrictions with regards to the location of the secondary site?	See Response to Question 6 and Question 12.
52	Reference Section 5.2, Paragraph 2, Page 16 Please specifically clarify which service contracts will need to be provided by the vendor. It is usual practice that contracts such as credit card processing, ach processing, etc. are between the agency and the processor directly if the fees are paid by the agency directly.	This will be discussed at the Bidder's conference.
51	Reference - Section 5.1, Paragraph 2, Page 16 Will any of the current furniture/hardware, equipment, assets, etc. be utilized/available for the new vendor to utilize in the new CSC location?	This can be negotiated with the current vendor during the transition period.
50	What is the current state of this facility? Is it currently used? What is the layout? Can improvements be made? Who bares the cost of those improvements? Does the site have an IT Data Room available for the primary system site?	The current facility is unused and recently refurbished in an open configuration and improvements can be made through negotiations with the Dover Downtown Partnership group at the vendors cost. There is no IT Data Room available and will have to be negotiated as part of the site fit out.
49	Please provide the expected cost to the vendor leasing this specific facility.	To be negotiated with the Dover Downtown Partnership group upon award.
48	Reference - Section 5.1, Paragraph 1, Page 16 Please provide the specific date of CSC availability, as this impacts the timing of preparation prior to the indicated go live of 11/1/2013.	To be negotiated with the Dover Downtown Partnership group upon award.
47	Reference - Section 4.6, Page 15 Please confirm that the vendor will not need to provide staff at the satellite offices.	Confirmed.
46	Reference - Section 4.6, Page 15 It is assumed that the TOLLOPSS staff at the satellite locations are excluded from the performance matrix and related penalties, and the vendor is not responsible for the funds handling at these locations. Will DelDOT please confirm this assumption?	Assumption confirmed.

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45	<p>Reference - Section 3.2.15, Page 11 Please provide the milestone schedule. Are the milestones only for the implementation period prior to Go Live? How will the 3 year operation period be billed to DeIDOT?</p>	This will be determined during the transition period and will remain in effect throughout the length of the contract.
44	Where will the training facilities indicated herein be located? Is there a charge to the Vendor for usage?	All training for vendor staff is to be provided at the vendor location. Any training for Tolls personnel can be accomplished at any of the plazas.
43B	<p>Reference - Section 2.5, Page 7 Please confirm that DeIDOT will be providing all the workstations (i.e. PC's) for all users of the system, both DeIDOT's TOLLOPs employees and all required Vendor provided CSRs or other users.</p>	Refer to Section 5.1, which specifically addresses this question. Same response as Q43. All workstation and associated equipment for DeIDOT employee access will be provided by DeIDOT.
43A	<p>Reference - Section 2.5, Page 7 Will DeIDOT be directly purchasing the hardware and related commercially off the shelf software required for the vendor's system based on the Bill of Materials provided by Vendor?</p>	Refer to Section 5.1, which specifically addresses this question.
43	<p>Reference - Section 2.5, Page 7 This seems to indicate that DeIDOT will be providing all the servers, disks, etc. for the new system the Vendor is to provide. Please clarify this responsibility.</p>	Refer to Section 5.1, which specifically addresses this question.
42	<p>Reference - Section 2.3, Page 5 Will DeIDOT provide the secondary location for the disaster recovery site? If yes, what is the charge to the Vendor that will need to be included in the pricing?</p>	No.
41	<p>Reference - Section 1.4, Page 2 Please specifically clarify that the intent is a design, development, & implementation period to commence upon Notice to proceed (for however long it may take based on requirements and discussions) and the initial 3 year term of maintenance and operations to commence upon acceptance of the system and operation preparations.</p>	The intent is to negotiate a commencement date in conjunction with the response to Q40 above.
40	<p>Reference - Section 1.3, Page 1 How is the current CSC provider contractually obligated to assist in the transition? Please provide the specific requirements that the current provider is committed to complete.</p>	The current vendor has a defined transition plan in place, and along with DeIDOT and the new vendor, will negotiate a defined transition period.
39	<p>Reference - Schedule How many court appearances have there been in 2010, 2011, and 2012?</p>	2010 = 1, 2011 = 1, and 2012 = 0.
38	<p>Reference - Section 5.28, Paragraph 21/22, Page 38 Text of passage being questioned: Vendor will provide predefined reports in electronic format that can be utilized for a court system or collection agency use at no cost to TOLLOPS. Any interface to a specific court system or collection agency will be handled on a change-order basis. Vendor will provide expert witnesses to provide testimony, and attend hearings and trials as needed at no cost to TOLLOPS.</p>	We revised the first paragraph into two sentences to further clarify the meaning.

Q #	Question	Answer
37	<p>Reference - Section Attachment B, Paragraph 14, Page 8 Does this KPI requirement refer to the CSC walk-in center and the satellite offices, or just the walk-in center?</p>	CSC walk-in center only.
36	<p>Reference - Section 5.22, Paragraph 1, Page 34 What are the monthly and annual volume of image reviews?</p>	Calendar year 2012 total images reviewed = 1,776,078 or a monthly average of 161,462!
35	<p>Reference - Section 6.4, Paragraph 1/2, Page 40 Could the Department provide the current website traffic (how many people visit the site) per day, week, month and year (if available)?</p>	See response to question 17.
34	<p>Reference - Schedule What is the anticipated Go-Live Date? (Reference Schedule)</p>	See response to question 27.
33	<p>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 DeIDOT please provide the estimated cost.</p>	See response to question 12.
32	<p>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.</p>	See response to question 29.
31	<p>Reference - 1.14 Table, Page 4 Will DeIDOT provide a two week extension?</p>	No extensions are being offered at this time.
30	<p>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?</p>	See response to Question 6 and Question 12.
29	<p>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.</p>	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	<p>Reference – All Does the initial 3 year operations term start at go-live?</p>	Yes.
27	<p>Reference – All Please provide the systems go-live date?</p>	It is our intention that the “Go Live” will be November 1, 2013.
26	<p>Reference – All Are these programs with associated reports to be provided and supported in this procurement?</p>	Yes.

Q #	Question	Answer
25	Reference – 6.3, Paragraph 2, Page 40 Please define what is meant by "section".	This question needs to be further clarified.
24	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.	Avaya PBX.
23	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.	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	Reference – 6.2, Paragraph 1, Page 39 What is receiving these calls at the other end – PBX or other?	The current DMV phone system is Avaya PBX.
21	Reference – 6.2, Paragraph 1, Page 39 Are call transfer statistics available detailing the number of calls transferred from level 1 to level 2?	That information is not available.
20	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?	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	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?	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	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?	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	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?	Yes, this information is available upon request.
16	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?	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	Reference – Section 5.20, Paragraph 4, Page 33 Does this include transport of monies from the plaza walk-in locations?	No.
14	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.	These reports <u>are</u> included in this procurement.

Q #	Question	Answer
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.