

DELAWARE DEPARTMENT OF TRANSPORTATION

REQUEST FOR PROPOSALS



**Delaware Department
of Transportation**

CONTRACT No: 1601

DELAWARE DEPARTMENT OF TRANSPORTATION

E-ZPASS CUSTOMER SERVICE CENTER

ELECTRONIC TOLL COLLECTION SERVICES

AND

DMV TELEPHONE CALL CENTER

VEHICLE, TRANSPORTATION, AND DRIVER SERVICES

PROPOSAL DUE DATE/TIME: February 5, 2013 2:00 PM (local time)

Proposals are to be delivered to Contract Administration, Delaware Department of Transportation, 800 Bay Road, Dover, Delaware 19901 until 2:00 PM local time on proposal due date shown above.

Issued: November 21, 2012

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REQUEST FOR PROPOSAL

DELAWARE DEPARTMENT OF TRANSPORTATION E-ZPASS CUSTOMER SERVICE CENTER

ELECTRONIC TOLL COLLECTION SERVICES

AND

DMV TELEPHONE CALL CENTER

VEHICLE, TRANSPORTATION, AND DRIVER SERVICES

1 OVERVIEW & AUTHORITY

1.1 Purpose

This Request for Proposal (RFP) is issued by the Delaware Department of Transportation's Division of Motor Vehicles (Division/DMV). The DMV has four main areas of responsibility: Vehicle Services; Driver Services; Transportation Services; and Toll Services. Additional information on current services can be found at the following link: <http://www.dmv.de.gov/home/about/index.shtml>.

1.2 Intent

The intent of this RFP is to solicit sealed proposals from qualified and experienced proposers in order to establish a contract for a single solution that comprises the following:

1.2.1 For the Division's Toll Services operations (TOLLOPS)

Initiate the operation, support, maintenance, growth, and current and future activities of a statewide toll system's Customer Service Center (CSC), including handling E-ZPass electronic toll collections, customer service, Violation Processing, financial processing, reconciliation, and back office functions.

1.2.2 For the Division's Vehicle Services, Driver Services, and Transportation Services

Implement a new DMV Call Center (DMVCC) to handle incoming telephone calls and Website inquiries from the public. This would include implementation, staffing, operation, support, equipment, software, and system maintenance.

1.2.3 The Awarded Vendor (Vendor) must provide complete and fully functional systems, including; facilities, utilities, furnishings, all necessary software, hardware, communications, and staffing to operate, support, and maintain both the CSC and DMVCC functions.

1.3 Transition Requirements

The newly selected Vendor will coordinate its services with the existing CSC service provider and Division personnel to effectuate a smooth transition of operations including development, implementation, and management of a complete, Division approved transition plan for both the CSC and the DMVCC.

1.4 Contract Terms

The contract will commence upon contract execution and continue for an initial term of three (3) years. Division shall have the option to renew the contract for up to two (2) additional three (3) year renewal terms.

This document contains information relating to the procedural requirements in the preparation of proposals to the Department, and performance and other requirements for proposers and the awarded Vendor.

1.5 Authority

This Request for Proposals is issued pursuant to 29 Del C § 6982(b).

1.6 Inquiries

Should proposers have any questions as to the intent or meaning of any part of this proposal, they must contact the Department as indicated below no later than one week prior to proposal due date to guarantee a reply. Questions and answers (not identities) will be shared with all proposers on the following Website; www.bids.delaware.gov as addendums. It is the responsibility of the proposer to check the website often for addendums, questions and answers, and other information concerning this solicitation. All inquiries concerning this RFP must be submitted to the following: no other Department Division, or employee may be contacted, and responses from such other person shall have no effect on this solicitation:

Ms. Wendy Henry, Consultant Control Coordinator
Contract Administration
Delaware Department of Transportation
800 Bay Road
Dover, Delaware 19901
(302) 760-2034
wendy.henry@state.de.us

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

All questions will be consolidated into a single set of responses and posted as an addendum on the State's website at www.bids.delaware.gov. Firms' names will be removed from questions in the responses released. Questions should be submitted in the following format.

- Section number
- Paragraph number
- Page number
- Text of passage being questioned
- Question

1.7 Confidentiality and Integrity of Data

The DMV is responsible for safeguarding the confidentiality and integrity of data in State computer files regardless of the source of those data or medium on which they are stored; (e.g., electronic data, computer output microfilm (COM), tape, or disk). Computer programs developed to process State Agency data will not be modified without the knowledge and written authorization of the DMV. All data generated from the original source data, shall be the property of the State of Delaware. The control of the disclosure of those data shall be retained by the State of Delaware and the DMV

1.7.1 Submission of a response to the request for proposal (RFP) indicates the vendor understands its employees, individually, may be required to sign a confidentiality and integrity of data statement prior to beginning any work.

1.7.2 Any and all DMV information, knowledge, or data accessed by the vendor, or provided to the vendor by the DMV is confidential and the property of the state of Delaware. The vendor will not directly or indirectly disclose or use it for purposes unrelated to the agreement at any time without first obtaining the written consent of the DMV, unless the information, knowledge, or data is generally available to the public.

1.8 Security

Computer, network, and information security is of paramount concern for the State of Delaware and the Department of Technology and Information. The State wants to ensure that computer/network hardware and software does not compromise the security of its IT infrastructure. The SANS Institute and the FBI have released a document describing the Top 20 Internet Security Threats. The document is available at www.sans.org/top20.htm for your review. The Vendor must guarantee that any systems or software provided by the Vendor is free of the vulnerabilities listed in that document.

1.9 Cyber Security Liability

It shall be the duty of the vendor to assure that all products of its effort do not cause, directly or indirectly, any unauthorized acquisition of data that compromises the security, confidentiality, or integrity of information maintained by the state of Delaware. Vendor's agreement shall not limit or modify liability for information security breaches. In addition to all rights and remedies available to it in law or in equity, the state shall subtract from any payment made to vendor all damages, costs and expenses caused by such information security breaches that have not been previously paid to vendor.

1.10 Right to Amend

The Department reserves the right to amend or supplement this RFP, giving equal information and cooperation by way of an issued addendum to all firms as a result of any such amendment.

1.11 Liability for Errors

While the Department has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in the RFP is supplied solely as a guideline for all firms submitting responses. The information is not guaranteed or warranted to be accurate by the department nor is it necessarily comprehensive or exhaustive.

Firms acknowledge and understand that it is their responsibility to obtain clarifications concerning this RFP through the questions and answers process prior to the date listed in Section 1.14 and that failure to understand the terms of the RFP will not be considered a valid reason for any resulting non-compliant rating.

1.12 Use of RFP

The RFP document or any portion thereof may not be reproduced or used for any purpose other than the preparation of proposal submissions by the firm.

1.13 Firm's Expenses

Firms shall be solely responsible for any liability or expenses they incur in preparing, delivering, or presenting a response to this RFP, and for subsequent negotiations with the Department, if any. All Firms shall fully bear the costs associated with pre-contract activities including but not limited to proposal preparation, negotiations, and/or proposed contracts.

1.14 Timeline

Provided below is a list of critical dates and actions. These dates are subject to change. Notice of changes will be posted on the State of Delaware Bid Solicitation Directory at www.bids.delaware.gov under this RFP number. It is the responsibility of all interested firms to monitor this site for any changing information prior to submitting your proposal.

Action/Location	Date	Local Time
RFP Advertisement	11/21/12	8:00 a.m.
Final Date to Submit Questions	01/31/13	4:30 p.m.
RFP Submissions Due	02/05/13	2:00 p.m.
Bidder's Conference	02/21/13	10:00 a.m.
Vendor Presentations*	03/20/13 & 3/21/13	TBD
Best and Final Offer (BAFO)	TBD	TBD
Anticipated Award	04/30/13	4:30 p.m.

NOTE: *- Vendors selected to participate in presentations will be notified via email. It is anticipated that the Vendor Presentations will be held in Newark, DE.

2 INFORMATION TECHNOLOGY REQUIREMENTS

2.1 General Information

The proposed solution must meet Delaware Department of Technology and Information (DTI) standards. DTI's IT standards are available on the Web at; <http://dti.delaware.gov/information/standards-policies.shtml>.

Application shall meet Federal standards for American Disability Act, section 508. Refer to W3C's Accessibility guidelines at; <http://www.w3.org/TR/WCAG10-HTML-TECHS/>.

Proposals must specify in detail, through diagrams and narratives, all components of the proposed system's technical architecture model. Include in this section, from end-to-end each piece of hardware, each network connection, each tier (user workstation, firewall, wide area network, Web server, application server, data server, other middleware tiers), and each piece of software required for the architecture model.

2.2 Data Security and Ownership

Every team member of the Vendor that requires access to the State of Delaware network must sign and comply with the State computer Acceptable Use Policy. Every team member who accesses data must comply with information confidentiality, privacy, and security policy.

The system must utilize, per State Policy, Identity and Access Management (IAM) Service. The system should provide the ability to track changes made to data on the system, the dates, and ID of user who worked on a document and what was modified.

Some data or information is considered "Private or Confidential"; these data types must be protected during transport across the network and also in database files. The system should provide encryption for confidential transactions between the web browser and server and from server to server.

2.3 System Administration and Disaster Recovery

Any proposed solution must be recoverable. The State of Delaware's information processing systems are capable of being recovered at "hot sites" or disaster recovery sites. Any proposed solution must document the critical resources that must be recovered in the event of disaster that would prevent system processing either in the batch or online environment. The system should support failover redundancies and swapping of critical system components and critical data of all system components.

The Vendor must also document the plans, procedures, and strategy for that recovery process, including: performing a risk analysis, performing a business impact analysis to determine which data and functionality are most critical and should therefore be recovered immediately, and identifying the minimum resources required for immediate recovery including facility parameters, equipment, system software, associated interfaces, data, personnel and time.

Vendor shall be required to participate in the “Disaster Recovery Testing” process.

2.4 System Documentation

The Vendor is responsible for proper system documentation. All system documentation shall be comparable to industry standards and shall be provided in electronic format on CDs or DVDs (two sets) and one bound set of paper copy.

The system documentation shall be created using standard tools such as Microsoft Word, Excel, Visio diagrams or Data Designer such as TOAD, ERWIN. The Vendor shall provide current system documentation immediately following selection that shall include, but not be limited to the following:

- 2.4.1** Data Dictionary- Shall include but not be limited to the following: Table names, Description, layouts with field name, field description, synonyms, primary and foreign keys, field type, field format, compression, and cross references.
- 2.4.2** High level project plan- Shall include at a high level the proposed vendor’s plan for implementing this project (e.g. milestones, deliverable, timing).
- 2.4.3** A conceptual and logical data models and a data dictionary with field descriptions for the proposed system. The State standard data modeling formats are .cdm (Sybase PowerDesigner) and MSWord for conceptual data models, and .pdm (Sybase PowerDesigner), .erx or .xml (CA Erwin), or .mdl (IBM Rational Data Architect) for physical data models.
- 2.4.4** A detailed Entity Relationship diagram, high-level application data flow charts, high-level application design and information processing functional flow charts shall be provided by the Vendor. For interface and batch jobs – order/ sequence of program execution diagram for successful and unsuccessful job completion. Provide detailed security architecture document and diagram.

Updated information shall be required from the selected vendor following execution of an agreement with the selected vendor.

2.5 Department’s Responsibilities

The Department’s responsibilities shall include:

2.5.1 Providing hardware and operating system software for the new system, workstations and equipment to access the new system, training facilities, and project oversight.

2.5.2 The Department shall provide Technical Teams consisting of a Project Manager, Network, Hardware Administrator to assist with all phases of the project. The Department shall also provide functional subject matter experts to assist with functional requirements, training, and testing of the software.

3 CONTRACT REQUIREMENTS

3.1 Formal Contract

The Vendor shall promptly execute a contract prepared by the Department that shall incorporate the terms of this RFP within twenty (20) days after award, unless an extension of time is mutually agreed upon by both parties. The Vendor is not to begin any work prior to receipt of a Notice To Proceed (NTP) from the Department's Contract Administration group. The proposals submitted by the Vendor become a part of the contract.

3.2 Contract Terms

The following contract terms shall be included in the Vendor's contract with the Department:

3.2.1 Hold Harmless

The Vendor agrees that in the event it is awarded a contract, it shall indemnify and otherwise hold harmless the State of Delaware, its agents and any employees from any and all liability, suits, actions, or claims, together with all costs, expenses for attorney's fees, arising out of the Vendor's, its agents' and employees' performance of work or services in connection with the contract.

3.2.2 Insurance

The Vendor recognizes that it is operating as an independent contractor and that it is liable for any and all losses, penalties, damages, expenses, attorney's fees, judgments, and/or settlements incurred by reason of injury to or death of any and all persons, or injury to any and all property, of any nature, arising out of the vendor's negligent performance under this contract, and particularly without limiting the foregoing, caused by, resulting from, or arising out of any act of omission on the part of the vendor in their negligent performance under this contract.

3.2.2.1

The vendor shall maintain such insurance as will protect against claims under worker's compensation act and from any other claims for damages for personal injury, including death, which may arise from operations

under this contract. The vendor and its officers, employees, and agents are independent contractors and are not employees of the state of Delaware.

3.2.2.2

The vendor shall secure and furnish the Department a certificate of insurance evidencing regular liability, property damage, worker's compensation, and automobile insurance coverage from an insurance company authorized to do business in the state of Delaware. The state of Delaware Department of Transportation shall be named a certificate holder on the certificates of insurance. The insurance agency shall provide the Department with 30 days notice in the event the policy is canceled or not renewed.

3.2.2.3

During the term of this contract, the vendor shall, at its own expense, carry insurance minimum limits as follows:

a.	Comprehensive General Liability	\$1,000,000
b.	Medical or Professional Liability	\$1,000,000/\$3,000,000
c.	Misc. Error & Omissions	\$1,000,000/\$3,000,000
d	Product Liability	\$1,000,000/\$3,000,000

The successful Vendor must carry (a) and (c) as listed above.

If the contractual service requires the transportation of Departmental clients or staff, the successful Vendor shall, in addition to the above coverage, secure at its own expense the following coverage:

e.	Automotive Liability (Bodily Injury)	\$100,000/\$300,000
f.	Automotive Property Damage (to others)	\$ 25,000

The Vendor shall provide a certificate of insurance as proof that the vendor has the required insurance.

- 3.2.3** Notwithstanding the information contained above, the Vendor shall indemnify and hold harmless the State of Delaware, the Department, and its employees from contingent liability to others for damages because of bodily injury, including death, that may result from the Vendor's negligent performance under this contract, and any other liability for damages for which the Vendor is required to indemnify the State, the Department and its employees under any provision of this contract.
- 3.2.4** The Vendor shall indemnify, defend, and hold harmless the State of Delaware and the Department, their agents, officers and employees from and against all claims, damages, losses and expenses, including court costs and reasonable fees and expenses of attorneys arising out of or resulting from any adjudication by a third party against Department holding that any services performed under this contract infringe a copyright or other intellectual property right or violate a trade secret.
- 3.2.5** **Discrimination**
In performing the services subject to this RFP the Vendor agrees that it shall not discriminate against any employee or applicant for employment because of such individual's race, marital status, genetic information, color, age, religion, sex, sexual orientation, or national origin. The Vendor shall comply with all federal and state laws and policies pertaining to the prevention of discriminatory employment practices. Failure to perform under this provision constitutes a material breach of contract.
- 3.2.6** **Certification**
The Vendor certifies that it has not employed or retained any company or person other than a bona fide employee working for the successful firm, to solicit or secure the contract and that he has not paid or agreed to pay any company or person other than a bona fide employee, any fee, commission, percentage, brokerage fee, gift or any other consideration, contingent upon or resulting from the award or making this contract. For breach or violation of certification, the Department shall have the right to annul this contract without liability or in its discretion to deduct from the contract price or consideration, or otherwise recover, the full amount of such fee, commission, percentage, brokerage fee, gift or contingent fee. Notwithstanding anything in the errors and omissions policy to the contrary, the standard of performance with which the successful firm must comply is that degree of care and skill ordinarily exercised under similar conditions by other like firms currently practicing in this field.
- 3.2.7** **Contract Termination**
The Department may terminate the contract at any time upon written notice to the Vendor. In that event, all finished or unfinished documents, data, studies,

drawings, maps, models, photographs, source code, reports, or other material prepared by the Vendor in the performance of the contract shall, at the option of the Department, become Department property, and the Vendor shall be entitled to receive just and equitable compensation for any satisfactory work completed on such documents and other materials which are usable to the Department.

3.2.8 Contract Documents

This RFP (including any written questions and Department responses), the executed Contract between the Department and the Vendor, and the Vendor's proposal to the Department, shall constitute the Contract between the Department and the Vendor. In the event there is any discrepancy between any of these contract documents, the following order of documents govern so that the former prevails over the later: Contract, then RFP (including any addenda to the RFP and any written questions and answers), then recorded Vendor's product presentations to the Department, then Vendor's proposal, then the purchase order(s) issued by the Department. No other documents shall be considered. These documents contain the entire contract between the Department and the Vendor.

3.2.9 Laws of Delaware

The Laws of the State of Delaware shall apply, except where Federal Law has precedence. The Vendor consents to jurisdiction and venue in the State of Delaware.

3.2.10 Business License

The Vendor must have a valid Delaware business license in order to receive payment for services.

3.2.11 Contract Scope

If the scope of any provision of this Contract is too broad in any respect whatsoever to permit enforcement to its full extent, then such provision shall be enforced to the maximum extent permitted by law, and the parties hereto consent and agree that such scope may be judicially modified accordingly and that the whole of such provisions of the Contract shall not hereby fail, but the scope of such provisions shall be curtailed only to the extent necessary to conform to law.

3.2.12 Employee Solicitation

The Vendor shall not solicit any Department employee or contractor for employment during the period of this contract.

The Vendor shall not engage on this project on a full-time, part-time or other basis during the period of this contract any retired or former employees of the Department without the written consent of the Department. The Vendor shall

cause the foregoing provisions to be inserted in any subcontract for any work covered by this contract so that such provisions shall be binding upon each subcontractor, provided that this shall not apply to subcontracts for standard commercial supplies or materials.

3.2.13 Contract Work

3.2.13.1

Should the Vendor fail to furnish any item or items, or fail to complete the required work included in the contract in an acceptable timeframe, the Department reserves the right to withdraw such items or required work from the operation of the contract without incurring further liabilities on the part of the Department.

3.2.13.2

If the Department finds that the Vendor has made errors in completed project deliverables such that the deliverable is not accepted by the Department in accordance with the criteria specified, the Vendor shall make such revisions as necessary. The Department's project manager shall make this determination. The Vendor shall correct the errors so that the deliverables are acceptable to the Department's project manager. The errors shall be corrected without cost to the Department.

3.2.13.3

If the Department and the Vendor agree that any work not identified or reasonably envisioned in the original scope of work, but integral to this project needs to be performed, a proposal shall be prepared by the Vendor. The cost of the additional work shall not exceed the cost model used for the Vendor's accepted proposal for this project, and must be agreed to by the Department. The contract shall be amended to include the proposal and the Department's acceptance.

3.2.14 Disclosure, Confidentiality

The contract shall include disclosure provisions prohibiting the Vendor from divulging any information obtained during the work activities for the Department. Every team member of the Vendor that shall require access to the State of Delaware or Department networks must sign and comply with the State's Acceptable Use Policy, security, and confidentiality policies. The Department shall have final determination if individuals are acceptable.

3.2.15 Payment Terms

Payments will be authorized upon completion of pre-approved project milestones. The Department must concur and certify satisfaction of each milestone prior to payment authorization. Invoices shall be paid within 30 days of approval.

Procurement of any goods, services or documents not specifically listed in the contract shall require prior written approval from the Department. All costs are subject to audit review by the Department.

The Vendor shall provide a spreadsheet to accompany each billing. The information reported shall be on a cumulative basis with each invoice submitted for the duration of the contract and shall include, but not be limited to, the task or milestone, a brief description of the current project status, explanation of expenses, amount billed to-date for each milestone, and the amount of funding remaining under the existing contract limit. The Vendor must provide sufficient billing documentation to allow the Department to properly code expenditures, and provide sufficient documentation and audit trail.

3.2.16 Access to Records

The Vendor shall maintain all books, documents, payrolls, papers, accounting records and other evidence pertaining to this contract and make such materials available at its offices at all reasonable times during the period of this contract and for a minimum period of three years after final payment by the Department and shall make the material available upon request for inspection and audit by the Department. The Vendor is required to comply with all reasonable requests and supply information and documentation pertaining to this project to Department authorized auditors.

4 BACKGROUND

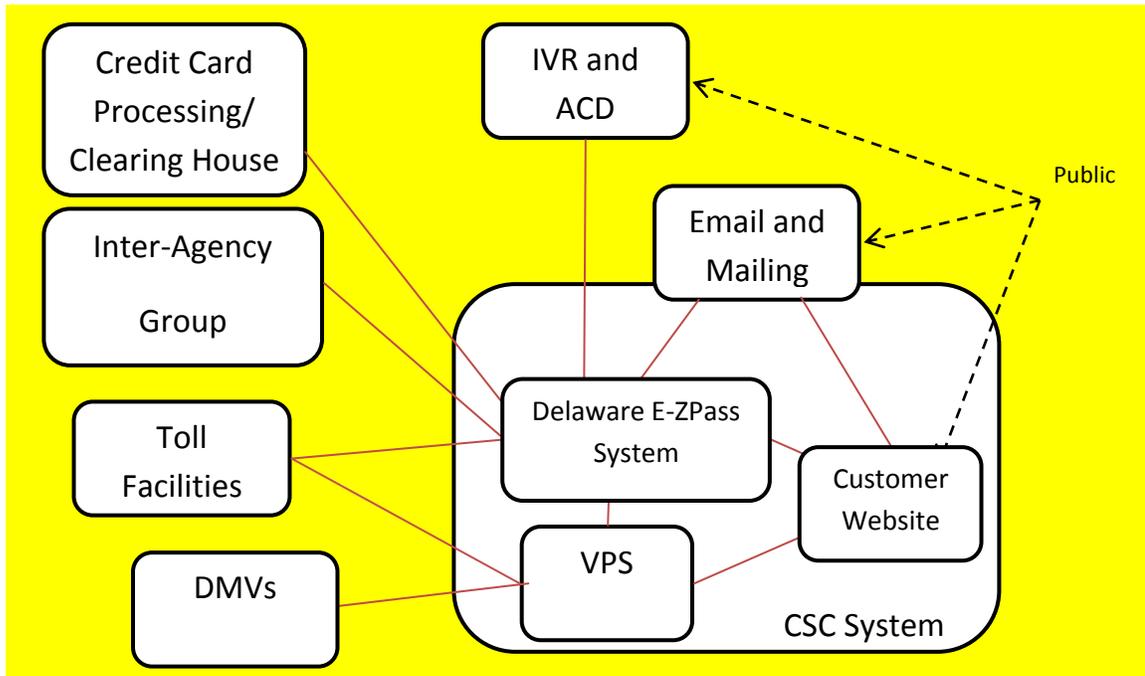
4.1 Customer Service Center

TOLLOPS has operated a statewide electronic toll collection Customer Service Center since 2003. All toll facilities utilize this center for processing E-ZPass electronic toll transactions, violation transactions, managing customer accounts, and handling E-ZPass reciprocity. There are currently six (6) toll facilities. The toll facilities use a different combination of toll operation characteristics such as dedicated Open Road Tolling (ORT) Electronic Toll Collection (ETC) lanes, mixed use CASH/ETC, and Manual/Automatic Coin Machine lanes. All of the toll facilities send their E-ZPass toll transactions and their toll violation and unpaid transaction details electronically to the CSC.

The CSC is the primary customer contact point for electronic toll collection at TOLLOPS facilities. Given the reliance of these facilities on the CSC, accurate response to customer inquiries and a consistent message about the Delaware E-ZPass program are paramount.

The current CSC system consists of three (3) key (integrated) applications: E-ZPass Customer Account and Tag Management System (including an Interactive Voice Response System, IVR), a Violations Processing System (VPS); and the Customer Website.

The following diagram illustrates the current CSC system and its interfaces:



4.2 Toll Facilities

TOLLOPS operates six toll facilities with full video-based Violation Enforcement Systems (VES) as illustrated in the following table:

No.	Toll Road Name	Collection Points	Open Road Lanes	Credit Lanes
1	Newark Toll Plaza I-95	14	4	0
2	Dover Toll Plaza SR1	6	4	0
3	Denny’s Road Ramp on SR1	4	0	2
4	Smyrna Exit Ramp on SR1	4	0	2
5	Biddles Toll Plaza SR1	10	4	0
6	Boyds Corner Exit Ramp on SR1	4	0	2

4.3 Toll Facility Equipment

All equipment at the toll facilities is owned by TOLLOPS and serviced by a third party vendor.

Each toll facility and its associated remote lanes have implemented a toll collection system including lane and host equipment. Currently, the CSC receives ETC and violation transactions in a daily flat file from the host server, and images and Violation Data Files (VDF) directly from the lanes at the toll facilities.

4.3.1 Standard lane level equipment includes:

- a) Entry loops, Exit loops, or Idris/IVIS smart loops (ORT lanes only)
- b) Light curtains (not in high-speed or Open Road Toll (ORT lanes)
- c) Treadles (manual and ACM lanes only)
- d) Front and rear view color cameras in the ORT lanes.
- e) Rear view black and white cameras (manual and ACM lanes only)
- f) Canopy traffic control signals (not in high-speed or ORT)
- g) E-ZPass antennas and associated readers in all lanes.
- h) Automatic Coin Machine (ACMs)
- i) Toll booths to house Toll Collectors in manual lanes.
- j) Manual toll collection touch screens in manual lanes
- k) All toll facilities utilize E-ZPass standard or badger readers

4.4 Customer Self-Service Functions**4.4.1 Customer Website**

The existing Customer Website allows customers to:

- 3.4.1.1 Create an E-ZPass account;*
- 3.4.1.2 Manage an existing E-ZPass account;*
- 3.4.1.3 View transaction history;*
- 3.4.1.4 View PDF statements;*
- 3.4.1.5 Pay a violation;*
- 3.4.1.6 Appeal a violation;*
- 3.4.1.7 Access E-ZPass related forms; and*
- 3.4.1.8 View FAQ, contact details, and other related information (e.g. privacy statement).*

4.4.2 Customer Telephone Service

The existing customer telephone call-in service provides E-ZPass customers with the following Interactive Voice Response self-service options:

- 3.4.2.1 Opening new accounts;*
- 3.4.2.2 E-ZPass account queries;*
- 3.4.2.3 E-ZPass account update (e.g. credit card number, contact telephone number);*
- 3.4.2.4 E-ZPass account payment;*
- 3.4.2.5 Report tag lost/stolen;*
- 3.4.2.6 Violation payment;*
- 3.4.2.7 CSC contact information;*
- 3.4.2.8 IVR Transfer to customer service; and*
- 3.4.2.9 E-ZPass supplies*

4.4.3 The system routes customer calls based on account function and/or agent skill level. In addition, the existing application will automatically display relevant customer or violation details on the customer service representative’s screen.

4.4.4 The system provides administrative tracking and reporting functionality, such as live call monitoring, average call time, etc.

4.5 Primary CSC Facility

The current CSC operates from one primary office location in Dover, DE;

Size of Facility	8,320 square feet
Hours of Operation	7am to 7pm Mondays thru Fridays 8am to 2pm on Saturday.

The current vendor’s Dover location provides full-service customer walk-in capability, and houses the back-office functions for all Customer Service and Violations Processing activities. Coordination with the satellite offices is also provided from this site. In addition, there is a separate, synchronized disaster recovery system maintained off-site.

4.6 Satellite Offices

There are three (3) satellite offices: Dover Toll Plaza, Biddles Toll Plaza, and Newark Toll Plaza. All Plazas perform certain E-ZPass operations and are open 24 hrs a day, 7 days a week (*the staff at the satellite offices are TOLLOPS employees and have primary duties beyond the E-ZPass functions*).

3.6.1 The key services provided at each satellite office are as follows:

3.6.1.1 Walk-in customer service: accept and process non-commercial applications, assign/distribute/exchange tags, process payments, and general account maintenance;

3.6.1.2 Bank deposits: daily counts and deposit of funds;

3.6.1.3 Access to CSC E-ZPass system client via VPN connection to review account data and support service for the customers.

4.7 Third-Party Systems

The CSC System currently interfaces to a number of third-party systems:

3.7.1 State departments of motor vehicles for registration look-ups for violation processing;

- 3.7.1.1 The CSC traces the details of violators for whom there is no account record. The details are traced primarily through the license plate.
- 3.7.1.2 Currently the CSC has direct interfaces to Delaware, Pennsylvania, New Jersey, New York, Maine, Maryland, and Virginia.
- 3.7.2 ACH, credit and debit card processing / Clearing House: The CSC uses a third-party vendor to process transactions.
- 3.7.3 The E-ZPass Group (formerly E-ZPass Inter Agency Group) provides the frame relay connection between the E-ZPass Group network and the CSC.

4.8 Document Archive and Record Retention

Currently, all paper documentation is scanned, indexed and stored in boxes according to state and TOLLOPS archive policies. The CSC is responsible for tracking, monitoring and executing all document storage requirements. This process must conform to Payment Card Industry (PCI) standards. The vendor is responsible for the proper maintenance and retention of records and data according to the Division's policy and laws.

5 REQUIREMENTS – CUSTOMER SERVICE CENTER

5.1 Requirements Overview

It is our intention that the Delaware E-ZPass Customer Service Center/DMV Telephone Call Center, shall be located at 22-24 Loockerman Street, Dover, DE and will be available for occupancy in late summer 2013. It is also 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. Should this location not be available, the CSC/DMVCC must be at a location approved by the Department.

The selected Vendor is to design, implement, operate, and manage the Delaware E-ZPass Customer Service Center, providing: Customer Service; Violation Processing; Tag inventory; financial reconciliation; reporting; telephone support; voice and data communications; management; staffing; training; daily operation of the CSC; and procurement of any associated service contracts required to undertake the day-to-day operation of the CSC, as defined in this solicitation and as directed by TOLLOPS. This includes provision of at least the existing services currently performed and as described in this RFP, and also encompasses provision of office space, furniture, consumables, all software, hardware, maintenance, hosting and maintaining the ezpassde.com Website, administration of communications systems, and associated functions of the aforementioned as well as interacting with the Electronic Toll Collection (ETC) operations of other agencies in the E-ZPass Group.

The Vendor will be expected to support TOLLOPS in running and improving the business of electronic toll collection, violation, and image transaction processing within the State.

TOLLOPS requires ongoing improvement in the efficiency and quality of services provided to the state as well as to toll facility customers.

The Vendor shall submit a continuity of operations plan that addresses the steps needed to continue providing the contracted services in the event of loss of the primary system(s). The plan shall also identify the process to be followed operationally to handle all business requirements including phone calls, tag inventory, E-ZPass Group file generation and processing, violations processing, revenue reconciliation processes, email handling, mail handling etc. The plan shall specify the enactment time needed for each function's availability to continue operations following loss of the primary system.

The Vendor must provide a fully functional real time Disaster Recovery (DR) system located off-site. This DR system will be connected to the production system and utilized in the event of disaster or production system failure.

Vendor will develop and deliver to TOLLOPS prior to system implementation a disaster recovery plan which will include:

- Off-site storage for the daily back-up tape;
- Scheduled periodic test restoration of the back-up tape;
- Back up for the scanned documents and other CSC, including violations, computer files.

The vendor shall adhere to all stated TOLLOPS and Division standards regarding reporting, audit, finance, risk management, configuration management, security, quality, testing, record keeping, interface specifications and operational performance.

5.2 Production of Documentation

The vendor shall produce substantive and high quality documentation, including a complete and detailed set of operations plans and procedures, systems manuals, systems administration and maintenance plans, functional design documents, training manuals, data dictionaries, project plans, migration/transition plans, disaster recovery plans, system configuration management plans, and continuance of operations plans, system acceptance test plans, and schedules. All plans and documentation will be reviewed for approval by TOLLOPS. All plans will be submitted to TOLLOPS for review at least 60 days prior to system implementation. If defects in any of these plans are identified, Vendor will correct such defects within 30 days of such identification, and resubmit the plans to TOLLOPS for review and approval.

Migration of existing data to any new systems is to be provided by the vendor.

5.3 Potential Future Requirements

Within the resulting contract period, a future project that may be added to the facilities covered by the CSC are the US 301 Project and potential all-electronic tolling transactions at certain plazas. For the US 301 project the first transactions from these facilities are estimated

to occur toward the end of 2015. Additional project information may be found at the following link; <http://www.deldot.gov/information/projects/us301/>.

If any new facility or system is to be incorporated, the Vendor shall include the new facility and its pertinent transaction and image data to function within its full existing CSC operations, including any CSC system, communications, reporting, and violation processing modifications, and establish, as part of on-going operations, the necessary communication links with sufficient bandwidth for ETC and image data (additional required hardware would be included separately under one-time set-up costs).

TOLLOPS may require the Vendor to respond to other future requirements. Unless these are incidental to current processes, they would be additional work items to be identified per future task orders issued by TOLLOPS to the vendor. The future tasks costs will be developed through joint negotiation.

5.4 Scope of Services – Customer Service Center

The Vendor is to provide all customer services at the CSC in such a manner required by TOLLOPS. All services, policies, procedures, and operations provided by Vendor must be pre-approved in writing by TOLLOPS. Data related to existing operations such as number of calls received, number of accounts, etc., is included in ATTACHMENT A - EXISTING CSC OPERATIONS DATA.

The required Scope of Services for Customer Service includes, but is not restricted to the following:

- Provide at the inception of operations for uninterrupted, ongoing CSC operations including all customer service and violations processing functions which operate in an efficient and timely manner to be promptly responsive to customers, and E-ZPass Group processing, including all communications networks and equipment needed to conduct these functions. Further information is contained below.
- Provide remote access to certain systems to designated employees from their desktop.

4.4.1 CSC functionality consists of the following three (3) applications:

1) E-ZPass Account & Tag Management

The system processes and retains the required data for E-ZPass account and tag management, payment processing and customer service functionality.

The system database includes both current and historical data including system user information, account information, account comments and notes, transaction information, transponder history information, and other E-ZPass agency file transfer and reconciliation information.

Historical monthly detailed statements are maintained for the E-ZPass accounts in PDF format to permit investigation of customer issues after the raw data has been removed from the live system.

The system permits access by approved customer service functionality levels.

2) Violations Processing System (VPS)

A toll violation occurs when a vehicle passes through a toll lane without making the appropriate payment.

In an Open Road Tolling (ORT) lane a toll violation is due to:

- Tag is in invalid or below threshold status;
- Tag is a “no read” – due to faulty lane equipment/tag;
- Absence of tag; or
- Vehicle traveling in the shoulder

In a manual toll collection lane a toll violation is due to:

- The Toll Collector classifies the vehicle as a violation due to a vehicle driving through without paying toll; or
- The Toll Collector classifies the vehicle as a violation due to unpaid tolls where a driver commits to paying the toll and receives necessary paperwork from a toll collector.

In an ACM collection lane a toll violation is due to:

- A vehicle driving through without paying toll; or
- Partial payment of toll.

3) Data Processing

The CSC processes and retains the required data for payment processing and related customer service functionality, and for violations management.

The CSC receives VES image and event data from participating toll facility lanes and manages the multiple steps needed to determine if a violation notice shall be issued.

The system applies a violations filtering (VF) process, using data received from the toll facility to validate each violation in terms of the status of the toll equipment at the time of the violation.

Following the VF process, the system loads validated image and event data to the Violations Processing System (VPS). A record of transactions that failed to load is maintained by the VPS.

The CSC determines if a transponder number is available. If available, the system checks the transponder number against the E-ZPass accounts database. If a match

is made and there is a positive balance in the patron's account, the system processes the toll transaction (marked as a "V-toll"). If a match is made but the account has insufficient funds, a retry process is initiated. Note: The retry process is only performed to a maximum configurable number of retries. After the retry process maximum is reached in any one step, subsequent steps will only make one attempt to post to an account. If the transaction fails to post to an account, then the transaction proceeds on through the violation process.

Next, Customer Service Representatives (CSRs) use an image review screen on the VPS to confirm, edit or enter the vehicle's license plate information.

Using the license plate information entered into the VPS, the system checks license plate data against the E-ZPass accounts database. If a match is made and there is a positive balance in the patron's account, the system processes the toll transaction (marked as a "V-Toll"). If a match is made but the account is in bad standing and no other V-Toll retries have been performed, a retry process is initiated. If the transaction fails to post to an account, then the transaction proceeds on through the violation process.

If there is no plate match to accounts database, the VPS issues the license plate data to relevant state department of motor vehicles (agreements exist with multiple agencies) for owner registration information. License plate data is cached for 30 days eliminating the need to resend requests for the same plate within that time period.

Responses from state departments of motor vehicles are stored.

VPS checks state department of motor vehicles address data received against E-ZPass Accounts database in the DelDOT E-ZPass System. If a match is made and there is a positive balance in the patron's account, the system processes the toll transaction (marked as a "V-Toll"). If a match is made but the account is in bad standing and no other retries have been performed, a retry process is initiated. If the transaction fails to post to an account, then the transaction proceeds on through the violation process.

Notices go through a manual final review to certify information. After it is certified the system generates a PDF and a violation notice is printed and mailed.

The VPS maintains a record of outstanding violations, paid violations, etc.

Unpaid toll transactions are also sent from the lanes as violations. An unpaid toll transaction arises when a patron stops at an attended lane and informs the attendant that they do not have funds to pay the toll. The Toll Collector classifies the vehicle as a violation which will generate a license plate image that is processed through the system as a normal violation.

5.5 Phone and Web

CSC functions also include telephone and web applications:

Telephone access for customer service and violation inquiries including a nationwide toll-free telephone number.

An Interactive Voice Response (IVR) / Voice Response Unit (VRU). The VRU service shall include bi-lingual (English and Spanish) menus and functionality for customer service inquiries.

Online live support that will allow customers to communicate in real time via the Delaware E-ZPass Website to provide immediate customer support and information to customers during CSC business hours. This is a new Division service to be implemented by the Vendor, and consequently there are no existing operational volumes yet identified. The Vendor will be responsible to monitor the online live support service to ensure performance measures are attained.

During CSC business hours, all online real-time web inquiries will be initially recognized with the online customer within 15 seconds of the CSC's receipt of the inquiry, and then fully responded to before ending the real-time session with the customer. If the issue cannot be resolved online, the Vendor will perform all appropriate follow-up actions with the customer to fully resolve all issues within 3 days. Vendor will modify the website to reflect this real-time inquiry capability. Vendor will also implement the appropriate tracking mechanisms to report to the Division on the attainment of these performance measures, and will also report operational statistics for such items as volume of inquiries received and answered, as well as categories of outcomes such as fully resolved issues, pending issues, and the like.

Vendor will provide the DMV with the capability to monitor phone calls and other interaction between Customer Service Representatives and customers.

This service will be sufficient to support incoming Delaware E-ZPass related and violations related calls to the CSC. Should at anytime during the term of this contract service be inadequate to handle the amount of incoming Delaware E-ZPass-related calls based upon the call volumes and assumptions as estimated in ATTACHMENT A - EXISTING CSC OPERATIONS DATA, it will be the responsibility of Vendor to provide the necessary upgrades to restore sufficient service at no cost to TOLLOPS.

This service will include interfacing with the phone company in reference to problems/resolutions, issues, and upgrades.

5.6 Satellite and Walk-In Locations

The vendor will provide system access and support for customer "walk-in" services at CSC satellite locations staffed by TOLLOPS personnel.

CSC satellite walk-in locations are within the toll facility buildings at Newark, Biddles, and the Dover toll plazas, and must have complete customer service capabilities for non-commercial walk-in customers.

Vendor will setup and subsequently maintain any necessary communication circuits at the satellite walk-in locations, including Web based applications.

Vendor will provide and maintain any backup communications circuits for the walk-in locations.

Vendor will provide and maintain any network equipment required for connectivity of the walk-in locations.

Vendor will provide all customer service consumables at each walk-in location (enrollment applications including customer program terms and conditions, Mylar bags, transponder mounting strips, customer information guides, etc.).

Vendor will provide on-going training to satellite walk-in center personnel on all aspects of the customer service system.

5.7 Customer Service Center Staffing

The Vendor shall provide preferential consideration to use existing CSC personnel to fulfill the operations staffing requirements to the extent that these staff may be available and subject to approval.

The Vendor shall provide qualified staff to perform all services and operations under the Contract and shall be bonded for theft, fraud and abuse.

The Vendor shall perform pre-employment background security checks on all staff.

Staff Organization and Qualifications: The Vendor shall provide at least one (1) Spanish Speaking Staff member that can answer customer service questions and inquiries in support of Spanish Speaking Customers.

Assignment and replacement of key staff shall be subject to approval based on the suitability of their qualifications, knowledge, and experience for their proposed positions.

DMV shall have the authority to require the removal of a key staff member.

When assigned staff members are no longer available, they shall be replaced as expeditiously as possible.

Key personnel including director, manager and section head vacancies shall either be filled in less than one month or a staffing plan must be submitted for review and approval that will identify how these persons' duties will be fulfilled.

It is the responsibility of the Vendor to ensure that all personnel shall have sufficient skill and expertise to properly perform the work assigned to them.

It is the responsibility of the Vendor to ensure that at a minimum, all managers or section heads are trained and able to provide any data available through the system and files, either through existing reports, or through the creation of reports or queries. All reports and data shall be provided at no additional costs.

Vendor personnel directly involved with the public shall be appropriately attired and shall present a neat and clean appearance at all times.

The Vendor shall define performance objectives for each position to ensure that contractual performance and quality assurance measures are attained.

The Vendor shall monitor and report on staff performance against these objectives and develop and implement a plan for dealing with unsatisfactory performance.

5.8 Training

Provide and train all Managers and Customer Service Representatives necessary to successfully operate a fully responsive service center in accordance with performance and quality assurance measures.

Provide training to all CSC and select TOLLOPS personnel as required.

Vendor will provide training on all aspects of running a successful CSC to all of the CSC managers and Customer Service Representatives. Special training in the area of commercial vehicle account processing and handling will also be provided to the appropriate customer service representatives. Training will be provided for both full time and temporary employees.

Vendor will provide training to remote walk in center TOLLOPS employees on all aspects of the systems, as well as other select TOLLOPS employees for reports and selected systems.

The Vendor shall provide training as required to ensure:

- CSC personnel fully understand E-ZPass, toll facility and violation business rules/processes, as well as program rules, and updates/changes as they are developed.
- Individuals acquire CSC System (both accounts and violations management) application skills training, customer service training, dispute resolution handling and instruction in other core skills to enable them to successfully handle customer interactions.
- A sufficient number of Customer Service Representatives (CSRs) are provided that are specially trained in the unique business rules of certain account/violation procedures such as commercial accounts, non-revenue accounts, violation appeals, retail sale of tags, and dispute handling to ensure a call requiring a specialist is managed according to performance and quality assurance measures.

- CSRs are trained in the varying toll facilities and satellite service centers and mobile vans and the unique requirements of each.

The Vendor shall deliver a comprehensive training program that will ensure that the Vendor's personnel provide high levels of customer service in the CSC environment and CSC staff is current with changes, enhancements and additions.

Training shall include ongoing training for E-ZPass System and VPS operations.

The training courses shall be designed to ensure that personnel attain the necessary knowledge to understand the operation of the E-ZPass System and VPS equipment and software.

Courses shall be developed that address the necessary learning objectives and a Train-the-Trainer approach for instructors.

The training curriculum shall consist of both classroom instruction and on-the-job training.

The Vendor shall be responsible for the provision of training documentation, training staff, and the appropriate training facilities.

The Vendor shall provide a plan for additional specialized and/or pilot program training.

The training curriculum shall be provided for review by TOLLOPS at least 45 days in advance of training commencement. The Vendor shall incorporate TOLLOPS' comments on the training curriculum to the satisfaction of TOLLOPS.

The Vendor shall deliver ongoing training in a timely manner to all appropriate personnel. This training may be in the form of staff messages, supervisor written and/or oral communications, and/or classroom training.

The Vendor shall provide a minimum of five (5) hours of on-going training per CSR per quarter.

The following sections provide general information pertaining to CSC processing, and Vendor is referred to ATTACHMENT B – PERFORMANCE STANDARDS AND QUALITY ASSURANCE MEASURES to supplement this information.

5.9 Accounts

The vendor shall process new account enrollments, and establish and maintain up to date detailed account information for all accounts.

Account types supported are pre-paid Private, Companion, Non-revenue, and Commercial.

Vendor will fully process new accounts within 3 business days.

Vendor will maintain and manage TOLLOPS non-revenue E-ZPass accounts and plan.

Vendor will provide the capability to open new accounts for customers and for customers to replenish existing accounts using the following:

New Account Enrollment / Replenishment Payment Options	
Enrollment Method	Payment Method Allowed
Web site	Credit card, Debit card, ACH
Mail	Credit card, money order, check, Debit card, ACH
Telephone/Fax	Credit card, Debit card, ACH
Walk-in	Credit card, money order, check, cash, Debit card, ACH

Vendor will provide customer look-up by various data including by: last name, account number, transponder number, payment transaction card number, phone number, license plate number and other customer identification data.

5.10 Account Statements

Vendor will provide customer statements via the web, and produce and electronically distribute customer statements on an established schedule or on-demand.

All statements will be in accordance with the current IAG Inter-CSC spec requirement.

Statements will allow for programmable messages or customer outreach information as required by TOLLOPS given a ten (10) business day advance notification. Vendor will also utilize the programmable message lines for customer service activities, as approved by TOLLOPS, such as alerts to customers to update their account information including license plate and vehicle information.

All statements will be issued based on the monthly anniversary date of the account opening.

5.11 Private Customers

Vendor will e-mail statements to new private customers for the first month of the account life, and to all customers quarterly thereafter.

Customers that request monthly statements will be accommodated and assessed a statement fee as advised to the customer, and as directed by TOLLOPS, for every month that the statement is received that is not in the normal schedule. The fee will be applied to the customer’s account balance. There will be no charge for customers who access their statements via the website.

5.12 Commercial Customers

Commercial Customers shall receive e-mailed monthly statements without charge. Data will be available by mail e-mail, and/or web, and will be offered in excel, XML, CSV, pdf, Word, TIFF, HTML, and potentially other file formats if required by commercial customers.

If for any reason a private or commercial account statement is undeliverable and no further information is available, the account will be flagged to reflect that the e-mail address on file is incorrect and further statements will not be sent until the account information has been updated by the Vendor. Vendor will perform all appropriate customer service work to maintain up-to-date information associated with all accounts.

Vendor will provide the capability to query and investigate accounts with currently incorrect information (such as invalid e-mail addresses) so that CSRs may contact customers to provide correct account information.

Vendor will provide customer service via phone, fax, web, mail, email, or walk-in as depicted in the table below:

Function	Walk-in	Phone	VRU	Mail	Email	Web Site
Open an Account	✓	✓		✓		✓
Payment	✓	✓	✓	✓	✓	✓
Customer Information Change	✓	✓	✓	✓	✓	✓
Credit Card, Debit card, ACH Change	✓	✓	✓	✓	✓	✓
Vehicle Change/Addition	✓	✓		✓	✓	✓
Customer Inquiries (except below)	✓	✓		✓	✓	✓
Plan Addition/Deletion	✓	✓		✓	✓	✓
Report Tag Lost or Stolen	✓	✓	✓	✓	✓	✓
Additional Tag Request	✓	✓	✓	✓	✓	✓
Close Account	✓	✓		✓	✓	✓
Real-time Balance Inquiry	✓	✓	✓	✓	✓	✓
Last payment (\$ and date) and current balance	✓	✓	✓	✓	✓	✓
Check last 5 transactions	✓	✓	✓	✓	✓	✓
Replace a transponder	✓	✓	✓	✓	✓	✓
Talk to a CSR	✓	✓	✓			
Live Website Chat with CSR						✓
Respond to website email					✓	
Return a Transponder	✓			✓		
Update PIN	✓	✓	✓	✓	✓	✓
Order E-ZPass related Supplies	✓	✓	✓	✓	✓	✓

All above functions will be conducted in accordance with PERFORMANCE STANDARDS AND QUALITY ASSURANCE MEASURES – ATTACHMENT B and as described in this RFP.

5.13 CSC Operations

CSC hours of operation:

Vendor will provide the requisite staff coverage and hours of service to support the CSC's existing hours of service: 7am to 7pm Monday through Friday and 8am to 2pm on Saturday. The Division will define certain holidays wherein the CSC will be closed.

The Vendor must provide systems and operations to fulfill customer service requirements on an on-going basis that include the following:

Provide all clerical and administrative support for Customer Service Center operations.

Process the following discount plan:

- *Delaware SRI Frequent User Plan*: The DMV discount plan is a post-usage discount, which is applied to those plan holders who make at least 30 qualifying trips in a 30-day period. No discount is applied for less than 30 trips. There are no unused commuter trips. The discount plan applies only to non-commercial, two-axle vehicles (including motorcycles). These are all vehicles classified by the DMV as a Class 2 vehicle. The discount plan is tag-specific. The 30-day period is a rolling 30 days and not a calendar month. The discount is applied to the account five days after the end of the 30-day period.

Any changes to this discount plan, other than elimination of the plan or toll rate modifications that do not involve a change in the overall rate structure, will be evaluated and implemented on a Change Order basis.

Toll rate and parameter changes will not constitute the basis for a chargeable change order.

Process and settle home and away agency toll and non-toll transactions, including E-ZPass Group funds settlements and reconciliation.

Provide toll rate modifications that do not involve a change in the overall rate structure.

Provide document management and storage. The CSC documents will be organized in a manner to facilitate ready access and retrieval.

Provide incoming and outgoing mail operations.

Vendor will process all incoming and outgoing mail to/from the CSC.

Postage for outgoing mail, including transponders, is to be included in the contract price. Refer to estimates included in ATTACHMENT A - EXISTING CSC OPERATIONS DATA.

Vendor will work with non-TOLLOPS entities at the direction of the TOLLOPS.

The systems, website and automated voice response telephone system are available 24 hours per day/7 days per week (minus normal pre-scheduled system maintenance as approved by TOLLOPS).

5.14 Reports

Vendor will provide reports as listed in this RFP as well as in ATTACHMENT C (Violations Processing – Required Reports) and ATTACHMENT D (CSC Operations – Required Reports) in this RFP.

Offer query and ad-hoc reporting capability.

Vendor will make available to the DMV the reporting listed in this RFP by means of remote access.

The TOLLOPS may also request queries to be run by Vendor. When possible these requests will be delivered to the TOLLOPS within 24 hours. If the request is complex the TOLLOPS understands that additional time may be required to process the request, and the delivery time-frame will be agreed upon by TOLLOPS and the Vendor.

Vendor will provide limited read only access to the CSC and VPS database to the TOLLOP's ETC/Systems Administrator and other TOLLOPS employees and others as directed.

Provide an extensive set of predefined accurate reports as noted in ATTACHMENT C and ATTACHMENT D that can be used to reconcile, audit, and manage the overall E-ZPass program.

Vendor will ensure that Operational Reports will enable the Division to successfully manage, reconcile, and audit all E-ZPass and service center functions.

If the Operational Reports do not allow the Division to successfully manage, reconcile, and audit the system, resolution will be provided through additional system reports. The Vendor is to provide up to ten (10) additional ongoing reports upon request of TOLLOPS at no additional cost.

Vendor will produce and provide reporting on attainment of performance and quality assurance measures.

5.15 Transponders- Ordering and Receiving

Transponder ordering will be initiated by vendor based on current inventory levels at the CSC, recent trends of transponder sales, and production turnaround of the transponder supplier (currently Kapsch). Vendor will provide to TOLLOPS a request for purchase order for TOLLOPS approval. This request will include the quantities, types, and default programming fields for the transponders needed.

Vendor will maintain a sufficient supply of transponders to allow for efficient account opening and service at the CSC (walk in and mail), remote walk in and retail Centers, web site, telephone, and fax.

It will be the TOLLOPS responsibility to review, authorize, and approve the order in a timely manner.

All transponder orders will be shipped to the CSC.

Vendor will test a random sample of transponders upon receipt. The TOLLOPS and Vendor will establish the testing protocols.

Vendor will visually inspect and test all transponders prior to issuance.

Vendor will provide detailed transponder inventory tracking, and management.

Vendor will maintain an inventory tracking and management database for both the CSC and walk in centers.

The transponders will be issued on a first-in, first-out basis by transponder type.

The Transponder inventory database will be updated upon receiving transponders from the manufacturer, when transponders are removed from inventory and placed at the CSC, and when transponders are removed from inventory and placed at the walk in centers.

Vendor will provide to the DMV monthly inventory status reports that will include but are not limited to inventory levels, transponders returned, pending/complete transponder replacement status, and warranty information.

Vendor will allow for transponder returns and defective transponder swap-out in accordance with the DMV's policy and direction.

When a transponder is returned to the CSC, vendor will test the tag to determine if it is defective. If the transponder is defective and still under warranty, vendor will mark the transponder as defective in the inventory system and coordinate a monthly, or earlier as required by warranty, return of bad transponders with the transponder supplier (currently Kapsch).

Replacement transponders from the transponder supplier will be entered into the inventory database upon receipt.

Transponders that are not defective will be placed back into live inventory in accordance with established policy and procedures.

Any reissued transponders that are returned as defective twice will not be placed back into inventory and will be returned back to the transponder supplier as defective.

Vendor will provide transponder programming/re-programming as required.

Two (2) tag programmers will be supplied by TOLLOPS and vendor will maintain/operate the tag programmers at the CSC.

Requests for Non-Revenue transponders will be made to the DMV for approval and will then be passed to Vendor for processing and transponder delivery/tracking.

Vendor will maintain and manage a complete and up to date database of Non-Revenue transponders and the associated accounts. This database will include account contact information, agency, transponders, etc.

Vendor will make reports available to the DMV to track and audit Non-Revenue transponder and associated account activity. Reports will include (but are not limited to) information such as: agency, number of times each tag was used and the amount of revenue those transactions represent.

5.16 Banking and Account Payments

Provide the foundation to support and process current IAG file spec transactions.

The Vendor shall process all credit card, direct debit, and ACH transactions using a payment service provider approved by the Division.

The Vendor shall stay informed of and implement all audits, assessments, operational procedures, security processes, system updates and upgrades required for compliance with the requirements of the payment card industry including the PCI DSS.

The Vendor shall be fully responsible for ensuring that the PCI DSS is followed and that the system, operational procedures, administrative and security processes are in full compliance with these standards.

The Vendor shall be responsible for any penalties or additional fees due as a result of the Contractor's failure to maintain documentation or compliance relating to PCI standards.

The Contractor shall develop the necessary certification to ensure compliance with PCI requirements delineated by their Payment Service Provider.

Vendor will provide complete processing, authorization, management, security, and reporting of credit cards, debit and ACH transactions.

Merchant Service fees associated with Merchant processing will be borne by the TOLLOPS. Vendor will utilize the security codes provided on credit/debit cards.

The TOLLOPS will be the Merchant of Record on the transaction payment card processing agreement.

As required by the Division, Vendor will immediately report suspected fraud issues and work with TOLLOPS and Delaware Attorney General representatives concerning any prospective fraud issues.

5.17 Provide Banking Services

Vendor will work with the DMV to define all aspects of banking services. The DMV will then review these services, and Vendor will implement these services upon approval by the TOLLOPS.

Vendor will provide cash management and funds transfers.

Vendor will provide reports with essential information defined by TOLLOPS for the efficient reconciliation of bank accounts and including but not limited to the management reporting of unidentified/unallocated funds.

5.18 E-ZPass Group

Supply all IAG and PIC required reports in a format specified by TOLLOPS.

Vendor will adhere to all E-ZPass Group Standards and electronic file specifications.

Vendor will produce the required reports for IAG reciprocity settlement according to the IAG file spec.

Vendor will produce any/all reports required for reciprocity settlement for all toll related transactions.

Vendor will produce any/all reports required for reciprocity settlement for all non-toll related transactions. These reports will be compliant with and in support of the IAG file spec.

Vendor will establish/maintain reciprocal processing services among existing and future IAG agencies and constituents in support of IAG file spec. These services include Interagency funds settlement.

The testing of new agencies/CSCs that come on-line will be at an additional cost on a TOLLOPS approved change order basis.

5.19 Account Replenishment

Vendor will provide replenishment analysis and adjustment recommendations at the customer account level, and will implement same upon approval by TOLLOPS.

Replenishment amounts will be applied according to established procedures and will be based upon an estimate of the tolls accrued for 30 days. Vendor will evaluate replenishment amounts 60 days after an account is opened and then every 180 days thereafter or as specified by the TOLLOPS to minimize processing fees and maximize customer satisfaction.

Replenishment amounts are increased or decreased if the toll usage varies from the replenishment amount by a TOLLOPS approved variable percentage, depending on the replenishment amount (e.g., larger replenishment amounts may require a smaller percentage variance from toll usage to result in a change in the replenishment amount). Replenishment amounts can be increased or decreased.

Replenishment threshold will be set in accordance with established TOLLOPS procedures.

Vendor shall provide a notice to the customer indicating when a change of replenishment amount will occur.

5.20 Security

Vendor will provide a secure facility and security of all funds.

Facility security must include recording cameras of all entrance points, customer service points, computer room entrance, and computer room contents, and money handling areas, vault, and mailroom. All recordings will be retained for a minimum of three months and may be required for longer retention for evidentiary purposes.

Facility will include fire detection and suppression as well offsite monitoring for both.

Any monies/funds received at/by the CSC shall be deposited by the Vendor into TOLLOPS accounts no later than the next business day after receiving. Vendor shall provide for secure handling and transport of all such monies and funds.

Money left on site overnight must be stored in a secure vault.

Vendor will provide appropriate security to ensure the privacy and security of customer account information, including but not limited to payment credit/debit card and ACH data.

5.21 Violations Processing

The violations processing system and operations include the following capabilities and services to be provided by the Vendor:

Provide clerical and administrative support for violations processing operations. This includes achievement of PERFORMANCE STANDARDS AND QUALITY ASSURANCE MEASURES –ATTACHMENT B of this RFP.

Vendor will provide and train all CSC Managers and Customer Service Representatives necessary to successfully process violations and perform all violations-related tasks.

This service will be sufficient to support incoming Delaware E-ZPass related and violations related calls to the CSC. Should at anytime during the term of this contract service is inadequate to handle the amount of incoming Delaware E-ZPass related calls based upon the call volumes and assumptions as estimated in EXISTING OPERATIONS STATISTICS, it

will be the responsibility of Vendor to provide the necessary upgrades to restore sufficient service at no cost to TOLLOPS.

This service will include interfacing with the phone company in reference to problems/resolutions, issues, and upgrades.

The staff is anticipated to be comprised of a mix of full time and temporary employees with key employees being Vendor employees.

Provide a quality program that ensures the accuracy of violations processed.

Vendor will implement performance and quality assurance measures as defined in ATTACHMENT B of this RFP. Vendor will summarize the results on a monthly basis for TOLLOPS. The Vendor will monitor the E-ZPass DE accounts for excessive toll postings achieved via the license plate lookup process ("V-Tolls") as well as from inbound disputes, and will perform appropriate manual customer service actions to update the account holder information and/or rectify the issue, (e.g., faulty transponder replacement).

As a subset of the above-noted performance and quality assurance measures, Vendor will implement and monitor a specific quality assurance program to minimize the issuance of violation notices to existing E-ZPass DE accountholders in good standing and shall report program results to TOLLOPS on a monthly basis in accordance with attainment of performance and quality assurance measures.

Vendor will accept digital images from the TOLLOPS in-lane System, and transaction information from the TOLLOPS host server to identify the license plate information.

The CSC will monitor image and video quality and will alert TOLLOPS should maintenance be required.

Provide automatic synchronization of video images with data from the toll collection system.

Vendor will accept digital lane images and transaction messages as provided by the TOLLOPS host server and lane controllers and will synchronize the two data sets.

5.22 Provide Manual Image Review of all Images for Quality

Vendor will manually review for quality and accuracy 100% of the violation notices prior to mailing. Vendor and TOLLOPS will mutually define and agree upon the applicable procedure to be utilized for the approval for mailing of violation notices.

5.23 Provide V-Toll Posting Capability Prior to Violations Processing

Vendor will utilize the existing IAG process to check license plates associated with violations against the license plate files for both home and away agencies. If a license plate match is found, a transaction for the appropriate V-Toll will be sent to the appropriate home or away CSC.

Once a V-Toll is assessed, Vendor will treat the transaction as a normal E-ZPass transaction and debit the customer account. Vendor will monitor all such transactions for existing E-ZPass DE accountholders in good standing, and will provide the appropriate customer service follow-up to maintain up-to-date customer account information, including license plate numbers associated with the E-ZPass DE accounts.

5.24 Provide Image Zoom Functionality

Vendor will provide the capability to zoom into images to assist in license plate identification.

5.25 Allow for Configurable Data Archive Storage

Vendor will provide 12 months of online storage after the violation event occurred. After 12 months, violation event data will be archived but will remain accessible if further violation investigation is required by TOLLOPS.

5.26 Provide DMV Interface

Provide an interface to the following DMVs: Delaware, Pennsylvania, New Jersey, New York, Maine, Maryland, and Virginia.

The DMV will secure and create MOUs pertaining to accessing other State department of motor vehicles' records for violation lookup purposes, as assisted by Vendor as necessary, with the other state department of motor vehicles' identified in this contract and any others as subsequently mutually agreed upon. Vendor will sign all associated documents that cover privacy and security of DMV systems and perform pertinent criminal background checks to meet federal requirements.

After the above-noted MOUs are executed, Vendor will develop, implement, and operate the appropriate interfaces and processing.

Vendor will monitor violation activity from non-Delaware states and on a quarterly basis and provide recommendations to TOLLOPS pertaining to additional prospective state department of motor vehicles' interfaces as well as with the prospective utilization of other sources performing license plate lookups.

5.27 Provide a Customer Database for Screening of Program Customers

Vendor will provide and maintain a customer database against which all violations will be screened for existing E-ZPass DE customers upon receipt of vehicle registration information from the respective state department of motor vehicles, and will not mail violation notices to those identified as E-ZPass DE customers in good standing. Any customer in good standing that can be identified and verified via matches based on name, address, or other information will cause the violation notice to stop, and will result in the appropriate V-Toll being deducted from the customer's account if the account balance so permits, as described above. License plate files will be updated using this new information on a timely basis.

Vendor will provide generation and mailing of notices.

Vendor will provide for the issuance of 2 levels of notices. Violation notices will not be bundled initially but vendor may be required to provide same in the future at no cost (Violation notice plus one escalation).

Vendor will provide for fee escalation and fines based on aging of violation events.

Initial and ongoing business rules will be determined by TOLLOPS, working closely with the successful Vendor.

Vendor will accept and process violation payments and disputes via the methods defined below and as per the TOLLOPS defined operational business rules. Payments will be posted manually as required.

Function	Walk-in	Phone (or fax as needed)	VRU	Mail	Email	Web Site
Payment	✓	✓	✓	✓	✓	✓
Dispute resolution	✓	✓		✓	✓	✓

Vendor will provide refunds and adjustments and manage unallocated/unidentified funds.

Vendor will perform refunds and adjustments to customer accounts in accordance with the DMV’s operating business rules and, at a minimum, in accordance with the performance and quality assurance measures set forth in ATTACHMENT B.

Vendor will manage any unallocated and unidentified funds in accordance with the DMV’s operating business rules and with the performance and quality assurance measures set forth in ATTACHMENT B.

5.28 Implementation of the Violations Processing System

The Violations Processing operational functions and associated systems will be implemented at the direction of the TOLLOPS.

Vendor will provide dispute (appeal) resolution via mail, email, fax, phone, web, and CSC walk-in center.

Disputes will be resolved in accordance with the business rules and the performance and quality assurance measures set forth in ATTACHMENT B.

Vendor will enable a web-based dispute filing process for existing E-ZPass DE customers in good standing.

Vendor will accept payments in cash, check, money order or credit/debit card and ACH.

Cards accepted: Visa, MasterCard, American Express, and Discover.

Credit and Debit card processing fees will be paid by TOLLOPS through the Vendor.

Vendor will maintain and apply a “do not pursue” list to ensure state and special status vehicles do not receive violation notices.

The VPS product utilized by the CSC will identify specific license plates to be flagged for manual review. Upon manual review, the system will enable these violation events to be voided using the disposition code “do not pursue.”

Vendor will maintain and apply a TOLLOPS approved list of vehicle license plate numbers that will not receive violation notices.

The DMV will notify vendor of the vehicles to be included on the “do not pursue” list. This list may be periodically updated as required by the DMV.

Vendor will provide reports to ensure that DMV has the capability to successfully manage, reconcile, and audit the violations processing function at the CSC.

If the above reports do not allow TOLLOPS to successfully manage, reconcile, and audit the violations processing function at the CSC, resolution will be provided through additional system reports at no cost to TOLLOPS.

All reports will be tested for complete accuracy, as verified by the DMV, prior to system implementation.

The vendor will be required to coordinate and provide and track data with third parties for pursuit of collections at the direction of the Division.

Vendor will provide query and ad-hoc reporting capability.

Vendor will provide an ad-hoc server to be located in the CSC.

Vendor will make available to the DMV the reporting listed in this scope of work by means of remote access.

The DMV may also request a query to be run by Vendor or the DMV may select to run the query against the ad-hoc server.

Vendor will provide limited read-only remote system access to the DMV's ETC/Systems Administrator and other personnel as required. This includes access to the customer service center database, and to the violations database and images.

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.

Vendor will provide financial reconciliation for Violations Processing activities and accounts.

Vendor will provide the DMV with the reports, tools, and staff interfaces as necessary, to perform accurate reconciliation of violations processing activities and bank accounts, and including, but not limited to the management and reporting of unidentified/unallocated funds.

Vendor will provide onsite document management, imaging and storage on a separate image capture and storage system including appropriate indexing.

Vendor will provide onsite imaging and storage of violations-related documents.

5.29 Provide Training to all CSC and Select DMV Personnel (as required)

Vendor will provide training on all aspects of running a successful violations processing operation to all of the CSC managers and Customer Service Representatives. Such training will be provided for both full time and temporary employees.

Vendor will provide training to select DMV employees for reports and selected systems.

5.30 Vendor will Process all Incoming and Outgoing Mail to/from the CSC, Including Violations Notice Mailing

Postage for all outgoing mail, including violations mailings, is to be included in the contract price. Refer to estimates included in ATTACHMENT A – EXISTING CSC OPERATIONS DATA including VIOLATIONS PROCESSING STATISTICS.

Vendor will provide comprehensive, predefined VPC reports as identified in ATTACHMENT C – VIOLATIONS PROCESSING – REQUIRED REPORTS.

6 REQUIREMENTS – DMV CALL CENTER

The DMV Call Center (DMVCC) must be co-located with the CSC. The vendor will be responsible for providing a DMVCC. This includes staffing and equipment necessary to answer all incoming calls for the DMV Call Center through the four DMV established phone lines: (302) 434-3200, (302) 326-5000, (302) 744-2500 and (302) 853-1000, Monday, Tuesday, Thursday and Friday from

8:00 a.m. ET to 4:30 p.m. ET and Wednesday from 12 noon ET to 8:00 p.m. ET. Vendor is required to work with DMV and its utility vendors in establishing these communications. All times are local times for Delaware. Staffing requisites, staff training, and operational reporting will parallel those delineated for the CSC earlier in this RFP.

6.1 Background

As reflected in ATTACHMENT E – Call Center Volume For DMV Services, the DMV receives approximately 314,000 calls annually with an average of 26,000 calls per month with the majority of the calls for driver license and identification services, title and registration services and inspection lane services. The call volume peaks during the summer months (June, July, August, and September) with a monthly average call volume of 29,500. The current average call duration is one minute and forty-five seconds. First Level calls are defined as customer questions pertaining to such items as hours of operation, facility locations, fees, required documentation and/or processes for DMV services, and the like. Second Level calls are defined as customer questions which require access to a customer's DMV records for response.

6.2 Scope of Services- Inbound Calls

The vendor will provide call center support for DMV operations. General DMV inbound calls will be received and professionally and courteously answered in person by the Vendor. Calls for specific DMV employees or issues pertaining to a specific DMV facility will be transferred by the Vendor accordingly.

The vendor will answer all inbound calls in person and then respond to all First Level calls such as hours of operation, facility locations, fees, required documentation and/or processes for DMV services, or, as appropriate, refer customers to the DMV website for various forms, manuals and other information. The Vendor will make every effort to fully respond to DMV First Level Calls while the customer is on the phone and to the satisfaction of DMV and the customer. With appropriate scripting, the Vendor will transfer all Second Level Calls (that require access to a customer's DMV records for response) to the correct department at the DMV through a series of internal extensions that are provided by the DMV. Prior to DMVCC implementation, initial training and information will be provided to the Vendor DMVCC staff by the DMV for the above processes. It will be the responsibility of the Vendor to maintain appropriate training levels for all DMVCC personnel after DMVCC implementation.

6.3 Performance Monitoring and Reporting

Vendor will provide the DMV with the capability to monitor phone calls and other interaction between DMVCC personnel and customers.

Vendor will monitor and report monthly to the DMV as to the attainment of DMVCC performance and quality assurance measures which will parallel those of the CSC measures defined in ATTACHMENT B and below. Should at anytime during the term of this contract

service be inadequate to handle the amount of incoming DMVCC calls (reflected in ATTACHMENT E), it will be the responsibility of Vendor to provide the necessary upgrades to restore sufficient service at no cost to DMV.

- Performance measures will parallel those of the CSC.
- The vendor will answer all calls and will be expected to handle the vast majority of the calls via script and documentation.
- Calls transferred to DMV should be for specific staff or complicated issues.
- Calls will be answered during operational hours Monday, Tuesday, Thursday and Friday 8am to 4:30 ET, and Wednesday from 12 noon to 8pm ET.
- Vendor will provide reports including number of calls per day, week, month and year-to-date, such as number of calls per section.

6.4 Website Inquiries

The DMV Call Center provided by Vendor shall also incorporate the usage of an online live support service that will allow customers to communicate in real time via the website during normal business hours to provide immediate customer support. This is a new service to be implemented by the Vendor, and consequently there are no existing operational volumes yet identified. The Vendor will be responsible to monitor the online live support service to ensure performance measures are attained, commensurate with those defined in the CSC performance and quality assurance measures and as per below. The vendor will provide on-line real-time support to customers during business hours of operation as specified above.

During DMVCC business hours, all online real-time web inquiries will be initially recognized with the online customer within 15 seconds of the DMVCC/CSC's receipt of the inquiry, and then fully responded to before ending the real-time session with the customer. If the issue cannot be resolved online, the Vendor will perform all appropriate follow-up actions with the customer to fully resolve all issues within 3 days. Vendor will modify the website to reflect this real-time inquiry capability. Vendor will also implement the appropriate tracking mechanisms to report to the Division on the attainment of these performance and quality assurance measures, and will also report operational statistics for such items as volume of inquiries received and answered, as well as categories of outcomes such as fully resolved issues, pending issues, and the like.

7 SYSTEM ADMINISTRATION/MAINTENANCE

The Vendor shall be responsible for all System Administration and Maintenance aspects of both the “Customer Service Center” and the “DMV Call Center”. The Vendor is responsible for, but not limited to, the following aspects of both systems, as applicable:

Provision and implementation of all software, hardware, and communications systems;

All maintenance and administration of the systems, hardware, networks, telephone services, storage, software, servers, workstations, and interfaces to ensure accurate and timely management of data and funds according to the requirements identified in this RFP.

The Vendor shall be responsible for system monitoring, administration, patch installation, upgrades and all other preventative maintenance necessary to ensure complete system availability and data integrity.

All issues identified during system operation shall be categorized as critical, major or minor subject to Division approval.

- Critical issues shall include, and not be limited to: system unavailability, presentation of erroneous data to the customer, accounting or transaction posting errors, loss of revenue, incorrect violation issuance or the inability to perform the desired operation function.
- Major issues shall include problems that have a Division approved temporary work-around while the system is being corrected that will allow the function affected to be utilized for the intended purpose, provided additional operational steps are undertaken.
- Minor issues are those problems that do not seriously affect the intended usability and operation of the system, but will be corrected in a Division-approved timeframe.

Note: All system issues will be reported and tracked as specified by the Division with their resolution to be reviewed by the Division. Testing of any systems issue corrections is required prior to implementation. Division approval is required prior to Vendor implementation of any system issue corrections.

With respect to Disaster Recovery, having fully tested the disaster recovery system prior to CSC and DMV CC implementation as witnessed by the Division, within 30 days of full system transition, the Vendor shall run a disaster recovery fail-over check with a complete change over from the production (live) system to the disaster recovery system. Once complete the Vendor will provide a full report of the Disaster Recovery results/issues encountered. The Vendor shall provide full documentation of the planned fail-over check as part of their transition plan.

The Vendor shall provide all system upgrades that are required to support ongoing system performance according to performance and quality assurance measures noted in this RFP and its Attachments.

The Vendor shall provide all system upgrades that are required due to obsolescence or unavailability of replacement parts or subsystems.

Should any vendor of the operating system or other off-the-shelf software or hardware used by any system issue upgrades, patches, corrective or new releases, the Vendor shall review the upgrade and make recommendations to the Division or TOLLOPS, for approval regarding implementation and scheduling thereof.

The Vendor's maintenance services shall keep CSC and DMVCC systems, software, hardware, and communication facilities in good working order to ensure the Contract performance and quality assurance measures are achieved, and the systems meet or exceed industry standards.

The Vendor shall make available adequate levels of personnel, equipment, test and repair facilities, including necessary transportation and workshops, to achieve the minimum response and repair time requirements.

The Vendor shall provide and review with the Division or TOLLOPS detailed release notes for all software changes. All changes must be tested in a test environment before moving to production. The Vendor must receive approval from the Division or TOLLOPS before moving changes into production.

The Vendor shall maintain all system source codes and configurations and a change-controlled repository and deliver complete source codes and documentation to the Division or TOLLOPS on an annual basis and also within 10 days prior to contract cessation.

The Vendor shall provide a 24/7 after hours contact for reporting system problems identified by the toll facilities, TOLLOPS, or DMV.

Upon notification of a problem from a toll facility or other appropriate source, the Vendor shall provide a response plan within four (4) hours.

The Vendor shall develop, implement, and maintain a Systems Administration and Maintenance plan for all systems, and provide this plan to the Division for review and approval.

The Vendor shall perform an annual disaster recovery test of all systems and fail-over processes, to be coordinated and pre-approved with the Division or TOLLOPS. A detailed results report must be provided to the Division or TOLLOPS within three (3) days for review, and Vendor will provide correction on a Division or TOLLOPS approved schedule.

The Vendor shall ensure the disaster recovery system is a synchronized real-time copy of all data to allow the disaster recovery system to be used to replicate the primary system in the event of loss of the primary system.

The Vendor shall configure and maintain the communications network to support switching of all communications to the disaster recovery system within 24 hours of failure or loss of the primary system. This includes the Customer Service Center, public web-site access, email, CSR access, IAG network connections, participating toll facility connections, and the DMV Call Center.

The Vendor shall provide telephone system redundancy such that within one hour all telephone calls can be routed to secondary centers/locations in the event that the primary location is unable to be used to answer calls or the Vendor's telephone system provider has an extended outage.

The Vendor shall monitor and report to the Division unauthorized activity received from any external entities via the firewall.

7.1 Inventory Records

The Vendor shall maintain and provide to the Division on a regular schedule a complete inventory of the system and service center equipment, components, assemblies and furnishings.

The inventory records shall be kept up-to-date on a daily basis.

Each item of inventory used shall be cross-referenced to the maintenance report and the location where the item was used.

When a shipment of components, assemblies etc. is received, the inventory records shall be updated to reflect the items received.

The Vendor shall maintain an inventory record that indicates the date each item was ordered, when it was received and related warranty information.

Each piece of equipment and furniture shall be inventoried, tagged and reported to the Division or TOLLOPS.

Any damaged or outdated inventory items shall be reported to the Division or TOLLOPS in a list describing each item. The Division or TOLLOPS shall then approve or disapprove the disposal of such items.

The Vendor shall perform monthly detailed inventories of all furniture and equipment purchased under this Contract and owned by the DMV, documenting the results for the DMV review at their request.

7.2 Maintenance Records

The Vendor shall keep an accurate and detailed record of all maintenance activities including all routine and fault corrections carried out on the systems. These records shall be easily accessed by and reportable to the Division or TOLLOPS.

7.3 Configuration Management

The Vendor shall develop and implement a configuration management program as approved by the Division.

7.4 Testing

The Vendor shall provide a development/test-bed/test environment system that is capable of storing a full copy of production data and enables a full system end-to-end testing environment for the Division and TOLLOPS which is unencumbered and not impacted by other Vendor development, testing, or production activity. The Vendor shall provide Division or TOLLOPS and/or its representative full 24/7 access to this testing system at least 50 days in advance of scheduled system implementation, and maintain this testing access availability for at least 30 days after production implementation.

The Vendor shall provide the Division and TOLLOPS with a detailed Acceptance Test Plan, for review/approval at least 60 days prior to the scheduled implementation date. The test plan shall provide for testing of the entire system as a whole, as well as its separate parts, and will include testing of lane-to-CSC-to-IAG data and reports population. The test plan will include providing at least 30 days' advance notice to the Division or TOLLOPS regarding scheduling of actual acceptance tests, the timeframes for each Acceptance Test, the timeframes for Division or TOLLOPS review of test results, steps and timeframes to enable correction of deficiencies found by Vendor or the Division or TOLLOPS during testing, and will provide for re-testing of any such deficiencies, including sufficient timeframe to execute and validate such retesting prior to scheduled implementation. This test plan will be conducted and passed by the Vendor, according to Division or TOLLOPS review and approval, before the system is approved by Division or TOLLOPS to be moved into production.

The Vendor's ability to fully administer and maintain the systems shall be demonstrated by Vendor at least 30 days in advance of production implementation. Deficiencies noted by Division or TOLLOPS will be documented by Vendor within 5 business days of the demonstration, and a resolution plan and implementation timeframe will be submitted within 14 days for review and approval by the Division or TOLLOPS.

Once the system is implemented on the Division - approved implementation date, within 3 days of that implementation date, Vendor will demonstrate to the satisfaction of Division or TOLLOPS that the system fully and correctly functions as it did at the time of the approval for implementation. Any deficiencies will be immediately documented by the Vendor, and Vendor will provide a rectification plan within 1 business day, including timeframe for

Division or TOLLOPS review and approval. The Vendor's Migration/Transition Plan as noted in this RFP will include Vendor procedures for reverting to the existing system should Vendor's new system incorrectly function once implemented. The Division or TOLLOPS will determine if such a reversion is necessary, or whether Vendor's system rectification plan should be implemented.

Systems and components delivered as part of a system upgrade or enhancement shall be subject to the following tests. All tests/results will be reviewed and approved by the Division or TOLLOPS;

- Pre-Installation Test.
- Pre-Installation Regression Testing.
- Post-Installation Acceptance Test.
- Post-Installation Regression Testing.

Should the Division or TOLLOPS decide not to attend certain tests in person, the tests shall be carried out under the direction of the Vendor-assigned and Division or TOLLOPS approved quality control manager.

Where possible, tests shall be grouped together to minimize the Division or TOLLOPS personnel travel. Division or TOLLOPS requires at least 14 days advance notice prior to any test.

Detailed test results shall be submitted to the Division or TOLLOPS within three days of completion of each test set of the structured test plan. The Vendor shall document in detail any defect found during testing, the reason for the defect, the defect's correction plan, and the plan and schedule for retesting of the corrected defect.

Each set of tests shall be completed and results delivered to the Division or TOLLOPS providing at least 5 days' review time before the next set of tests are initiated. The Division or TOLLOPS will review and determine approval for the initiation of each test set.

The Division or TOLLOPS will provide to Vendor a list of questions and/or issues found during testing. The Vendor will then have 5 business days to respond to these questions/issues. Appropriate corrective actions will be achieved by the Vendor according to requirements described in this section.

All failures or anomalies identified during formal Acceptance Testing or Division or TOLLOPS testing shall be documented, and categorized as critical, major or minor, as described previously in this RFP, and subject to Division or TOLLOPS approval, where:

- **Critical** failures shall include, but not be limited to, defects that result in system unavailability, presentation of erroneous data to the customer, accounting or transaction posting errors, loss of revenue, incorrect violation issuance or the

inability to perform the desired operation function. Critical failures will be corrected and retested, with at least 3 days provided for Division or TOLLOPS review, prior to Division or TOLLOPS approval for system implementation.

- **Major** failures shall include, but are not be limited to, defects that have a Division or TOLLOPS approved work-around that will allow the component under test to be utilized for the intended purpose provided additional operational steps are undertaken to meet reporting and operational requirements. Vendor shall correct and retest the failures. The Division or TOLLOPS will determine whether system implementation can proceed on the scheduled date if failures are not corrected prior to the implementation date.
- **Minor** faults are those defects that do not seriously affect the intended usability and operation of the system, as determined the Division or TOLLOPS, but must be corrected within 45 days of system implementation.

Vendor may propose alternate failure classification schemes for consideration.

The Vendor shall maintain a detailed failure/fault log and problem tracking system from commencement of system development to completion of the Contract for all hardware, software, and communication problems found, regardless of the category of fault and the type of testing that identified the issue.

If the defect must be rectified, the Division or TOLLOPS shall decide what portion of the test or tests must be re-run.

Minor faults may not need to be rectified before a test can continue and may be completed at the discretion of TOLLOPS and the Division.

The Vendor shall report all faults and they must be rectified before a given category of acceptance shall be granted.

A corrective action plan shall be agreed upon by Vendor and the Division or TOLLOPS for every failure identified during testing before the next phase of testing can commence.

Pass/fail criteria defining the number of outstanding CRITICAL, Major or Minor failures that are acceptable before moving to the next testing level shall be presented to the Division or TOLLOPS for review and approval. No corrective actions will be implemented without Division approval.

The Vendor shall allow the Division or TOLLOPS and/or its representative access to the complete system for testing purposes before the system is placed into production. After testing, the Division or TOLLOPS will provide the Vendor with a list of questions and/or issues found during testing. The Vendor will then have 5 business days to respond to these

questions/issues. Appropriate corrective actions will be pursued by the Vendor according to the preceding paragraphs.

7.5 Interface Specifications

The Vendor shall define, document, develop to, and manage all interface specifications between the required systems and external entities, including but not limited to, TOLLOPS's systems (such as: toll system host, plaza servers, and lanes), the E-ZPass Group, and any correction files required to manage the interfaces.

7.6 Operations and Systems Audits

Vendor will provide an annual independent financial audit of the CSC.

- Vendor will provide an annual independent audit of the CSC financial activities performed by an outside independent accounting firm that will be approved by the Division.
- Vendor will provide to the Division six (6) complete copies of the annual audit.
- Any inadequacies that are noted in the audit will be identified in an action plan within 30 days of the audit findings and corrected as soon as reasonably practical and as approved by TOLLOPS or the Division.

The Division annually conducts a SAS-70 audit of operations. Vendor will fully cooperate with the Division auditors in providing access and information.

- Any inadequacies that are noted in the audit will be identified in an action plan within 30 days of the audit findings and corrected as soon as reasonably practical and as approved by TOLLOPS or the Division. Any operational changes required by the findings of the SAS-70 (other than those that arise from deficiencies in execution of existing controls) may be subject to an equitable adjustment.

AS IT PERTAINS TO THE ENTIRETY OF ALL PROCESSES AND SERVICES BEING PERFORMED OR UTILIZED, VENDOR'S FAILURE TO MEET PERFORMANCE AND QUALITY ASSURANCE MEASURES STIPULATED IN THIS RFP INCLUDING ATTACHMENTS WILL RESULT IN LIQUIDATED DAMAGES. DETAILED INFORMATION REGARDING LIQUIDATED DAMAGES WILL BE FURTHER DEFINED VIA ADDENDUM.

8 PROPOSAL REQUIREMENTS

8.1 Registration, Communication, Joint Ventures and Submissions

There is no requirement to register with the Department in order to submit a proposal.

Proposers are urged to contact the Department (as indicated in section 1.6- Inquires) via e-mail and submit up to two email addresses where e-mail notifications can be sent concerning this solicitation, such as addendums, Questions and Answers, etc. This does not relieve the proposer from their responsibility to frequently check the Website (<http://bids/delaware.gov/>) for updates. All communications by the Department to proposers shall be made via e-mail.

Joint venture submissions will not be considered. Joint venture, for the purposes of this RFP, is defined as two or more companies joining together to create one legal entity. Each proposal must be submitted by a prime proposer, who will be legally responsible for all aspects of the proposal. The prime proposer may have subcontractors and sub-consultants who provide portions of the work product, but the prime proposer retains responsibility.

8.2 Written Proposals

Proposals should be prepared simply and economically, providing a straightforward, concise description of proposer capabilities to satisfy **ALL** the requirements of this RFP. To be considered, all proposals must be submitted in writing and respond to the items outlined in this RFP using the requested format. Emphasis should be on completeness and clarity of contents. The proposal must be valid for a minimum of one-hundred-eighty (180) days from the submission due date.

8.3 Submission of Proposals Due Date/Time- 2:00 P.M. Tuesday, February 5, 2013

The Department shall receive sealed proposals at the Delaware Department of Transportation Administration Building on the Danner Campus until 2:00 p.m. Tuesday, February 5, 2013 (local time). The Department's time shall be the official time.

It is the proposer's responsibility to deliver the proposal to the Department on time. Facsimile responses are not acceptable. Proposals are to be delivered in sealed envelopes containing the name of the proposer on the outside, and be clearly marked on the outside: **"CSC/DMVCC PROPOSAL"**

Proposals are to be delivered by hand or courier to: Contract Administration, Delaware Department of Transportation, 800 Bay Road, Dover, Delaware 19901. (directions) (http://www.deldot.gov/home/contact_info/directions.shtml)

The Department may extend the time and place for the receipt and opening of proposals, on not less than two (2) calendar day's notice, by posting such notice on the Website (<http://bids/delaware.gov/>)

8.4 Submitted Copies

An "original" (so marked) and five paper copies of each proposal, and one copy in electronic format (e.g. CD, thumb drive) must be submitted. An authorized representative of the company submitting a proposal must sign the certification page of the "original" submission.

Evaluation of proposals is made easier and more efficient when Vendors respond in a similar format. The following is the format and sequence the Department recommends to be followed in order to provide consistency in Vendors' responses and to ensure proposals receive full and equal consideration.

All page of a submission should be consecutively numbered. All proposals must be bound with documents 8.5x11" in 12 pt font with the name and address of the Vendor and the RFP number clearly written on the face of the binder.

Freedom of Information Act - In order for the Department to comply with the State of Delaware's Freedom of Information Act, proposers are requested to prepare one (1) additional copy of their proposal with any proprietary or confidential information redacted. This copy should be clearly marked as "Redacted Copy" and submitted along with the other required proposal paper copies. This redacted copy should also be included in the electronic format (e.g. CD, thumb drive) again clearly identified as "Redacted Copy". Proposers should review Delaware's Freedom of Information Regulations, Section 6, Requests for Confidentiality, on the [state's Website](#), and [Section 10002\(g\) "Public Record"](#) of the Delaware Code to determine what information may be considered proprietary or confidential and may be redacted.

8.5 Cost of Proposal

The proposers shall be responsible for any liability or cost incurred in connection with responding to this solicitation. All proposers shall fully bear the costs associated with pre-contract activities, including proposal preparation, negotiations, presentations, and/or proposed contracts.

8.6 Proposal of Submission Section 1 – BUSINESS

The Section 1 proposal is to be separate from the Section 2 proposal, bound, tabbed, and collated and in the order shown below. Please reference the paragraph numbers for each section below and include the underlined headings.

The front of the submission is to contain the name of the proposing firm, and the title:

CSC & DMVCC
PROPOSAL SUBMISSION
SECTION 1, BUSINESS

8.6.1 Cover Letter

Two, double-sided pages maximum - Proposal must have a cover letter on the letterhead of the proposer submitting the proposal. At the top of the first page, list the primary representative's Name, Telephone Number and e-mail address. This shall be the main contact representing the proposer. The cover letter should briefly summarize the proposer's qualifications and experience, and briefly discuss the system proposed to respond to the requirements of this RFP. Be sure to distinguish between use of

currently available software and any necessary writing of software for this project. The cover letter must be signed by an officer of the proposing company.

8.6.2 Proposer Experience

Two, double-sided pages maximum - Submit information demonstrating the proposer's experience in similar services for a state/local government agency. The firm's business history and number of years in operation is to be included. Critical subcontractor experience should also be included.

8.6.3 Experience of Key Personnel

Two, double-sided pages maximum, plus resumes - Submit information demonstrating experience of the firm's key personnel who will be active in the project, highlighting experience in implementing similar services for a state/local government agency. The vendor must demonstrate, to the satisfaction of the Department the proposed implementation team is capable of satisfactorily performing the work of this project, and said personnel shall remain available for this project through completion. Identify the home office of each key person listed. Provide resumes of key Personnel.

8.6.4 Company Facilities

One, double-sided page maximum – List Number of offices on a national, state, and local level, and include the address, name, and telephone number of the nearest office. Also, include the number of employees at the nearest office. If utilizing any off-shore sites and/or employees, include that information as well.

8.6.5 Capabilities

Detail the method by which the proposer intends to deal with the increased workload this contract would bring to the proposer. Present an expected time line of major milestones from the Notice to Proceed through acceptance of the project by the Department. For the purposes of this submission, assume a Notice to proceed date of July 15, 2013. Describe anticipated number of personnel on-site during development and implementation.

8.6.6 Financial Statements

Provide CPA reviewed or certified financial statements from the proposer's previous two fiscal years.

8.6.7 Assurance

The basis for assurance (Letter of Surety) confirming your firm can meet the bonding requirements.

8.6.8 Client List and References

Provide a listing of your clients for the previous five (5) years, including contact name and telephone number, wherein you provided similar services and systems as

those being proposed by you in response to this RFP, and regardless of operational volumes of those clients. In addition, please provide three (3) references from organizations your firm has provided similar services to within the previous five (5) years. Include a verified contact name and phone number, and a description of the work your firm performed. The Department may also check other references in addition to those provided and consider responses of all references during the selection process.

8.6.9 Stipulations / Exceptions

Provide a listing of any and all stipulations or exceptions taken to any item in this RFP. Describe how you will compensate for the change. The Department reserves the right to reject any stipulations and/or exceptions taken.

8.6.10 Submission Form

Complete and include the attached [SUBMISSION](#) Form.

8.6.11 Certification

The [CERTIFICATION](#) form must be filled out, signed, attested, notarized, sealed, and attached to the “original” paper submission, and the signed page included in the electronic submission.

8.7 Proposal Submission, Section 2, TECHNICAL

The Section 2 proposal is to be separate from the Section 1 proposal bound, tabbed, and collated. Insert a divider between the sections being address (i.e. between Section 4. and Section 5.) with a tab marked as underlined below. Each page is to be consecutively numbered and contain the name of the proposing firm in the upper right hand corner.

The front of the binder is to contain the name of the proposing firm, and the title:

CSC & DMVCC
PROPOSAL SUBMISSION
SECTION 2, TECHNICAL

The technical proposal should respond to all requirements of this RFP, including the CSC and DMVCC scope of services including Attachments. The technical proposal should describe in detail, the specific plans for providing the services identified in Section 4. “Requirements-Customer Service Center”, Section 5. “Requirements-DMV Call Center” and Section 6. “System Administration/Maintenance”. The proposal should address the who, what, when, where, and how the proposed Vendor will provide these services. Please reference the paragraph numbers for each section and include the headings (i.e., 4.5- Phone and Web).

8.8 Proposal Submission, Section 3, PRICING

The front of the binder is to contain the name of the proposing firm, and the title:

CSC & DMVCC
PROPOSAL SUBMISSION
SECTION 3, PRICING

Complete and submit the attached **PRICING** form. Provide your methodology and proposed pricing for how you will charge for the services required for the DMV Call Center.

Proposers shall specify firm total costs for the project utilizing the attached **PRICING** form. Submit any payment milestones with milestone description and requested payment amounts. Milestone payments must represent all costs to the Department including proposer's expected travel and per diem costs, and totals must match cost totals submitted on the attached **PRICING** form. The pricing method you choose to submit must have a clear structure and be accountable and auditable. It must cover the full spectrum of services required, and cannot include any payments prior to services offered or material purchased. All costs to the Department for full implementation, acceptance, expenses, and three-five-and-seven year's maintenance and support are to be included. Any additional costs to the Department regarding this project must be pre-approved by the Department in writing and must be proven to have been unforeseeable at the time of submission.

The Vendor shall provide a fixed price for the initial three (3) year term of the contract. At the end of each contract renewal period referenced in Section 1.4, Cost of Living pay raise adjustments of the Vendor's direct labor rates will be considered by the Department. Consumer Price Index (CPI-U) adjustments will be based on national indicators, such as the *U.S. Department of Labor, Bureau of Labor Statistics (BLS)*, Consumer Price Index (CPI-U) (<http://stats.bls.gov/cpi/>)- All Urban Consumers for Philadelphia-Wilmington-Atlantic City. Acceptable salary rate increases shall not exceed the lower of; the calculated result from the BLS CPI-U; or, a maximum of Five (5) percent per year under any circumstances.

9 **SELECTION AND AWARD PROCESS**

9.1 Committee

The Selection Committee shall be comprised of representatives of the State of Delaware. The Committee shall review all proposals submitted in response to this RFP. The Committee Membership is confidential.

9.2 Proposal Review

The proposals contain essential information requested in this RFP and shall be used in the award decision. The information that is required to be submitted in response to this RFP has been determined by the Department to be essential for use by the Committee in the evaluation

and award process. Therefore, all instructions contained in this RFP should be met in order to qualify as a responsive and responsible proposer and participate in the Selection Committee's consideration for award.

Proposals that do not meet or comply with instructions of this RFP may be considered non-conforming and deemed non-responsive and subject to disqualification at the sole discretion of the Selection Committee.

9.3 Evaluation Process

The Department shall determine all proposals that meet the minimum qualifications to perform the required services, and shall interview at least one of the qualified Proposers.

9.4 Vendor Presentations

Vendors meeting the minimum qualifications may be asked to provide Oral Presentations. The Department makes no guarantee on providing a specified period of notice, and Vendors should be prepared to provide presentations, if requested. Specific dates and times will be arranged after an initial review of written material has been completed. The Department may request specific information to be provided at the presentation.

Presentations, if requested by the Department, will be held in Newark, DE.

9.5 Revised Proposals

The Committee may request revised offers from one or more proposers, and proposals may be amended before award for this purpose. Vendors may be asked to amend their proposals to incorporate any requested changes identified in their proposal or during the presentation. The Selection Committee will advise a date by which any revised proposals must be received. Failure to submit a revised proposal with that time period will cause the committee to evaluate the original proposal.

- The Selection Committee will review any revised proposals for understanding and completeness. The committee may request clarifications to any questions from one or all vendors.
- Upon review of the final proposals, the selection committee will request Best and Final Offers (BAFO). Final offers may change pricing and/or the proposed solution.
- Original proposals, including any revisions, will be considered with any Best and Final Offer from each vendor participating in Oral Presentations.

9.6 Selection Criteria

9.6.1

The Selection Committee shall score each proposal found to be most reasonably likely to be selected for award, and assign up to the maximum number of points as stated in this Section for each Criteria listed. All assignments of points shall be at the sole discretion of the Selection Committee members.

9.6.2

Scoring and ranking shall take place after the Department closes all negotiations during the Evaluation Process described above.

9.6.3

Each Selection Committee member shall score each applicable proposal as provided in the below listed criteria. The rankings of all committee members shall then be averaged. The lowest average ranking shall indicate the most favorable proposal. In the event of a tie, the highest total points will determine the most favorable proposal.

9.6.4

At the conclusion of ranking by the Selection Committee, a preliminary list of the proposals shall be compiled in the order of ranking. This shall be the Committee’s recommendation for award. The Committee shall make a recommendation to the Division Director to award to one vendor, or reject all proposals.

9.6.5

The following criteria shall be used by the Committee to evaluate and rank proposals:

CRITERIA	WEIGHT %
Corporation Background & Experience & Demonstration of ability to meet performance and quality assurance measures	25
Degree of Fit and Approach for the Information Technology (IT) Requirements	25
Customer Services Approach, including associated systems being proposed	25
Vendor Pricing	20
Project Proposal to include completeness of submission, responsiveness to all portions of this RFP, and proposal clarity and readability.	5
TOTAL	100

The following is provided to offer an understanding of components for each criterion:

9.6.5.1

Corporation Background & Experience (Business Proposal) & Demonstration of ability to meet performance standards.

This section shall address each vendor’s corporate background and experience successfully implementing similar Management projects of similar, size, scope

and complexity. This section shall be scored based on a number of factors including, but not limited to: financial stability; references; and number of years' and scope of experience in customer service and associated systems solutions.

9.6.5.2

Degree of Fit and Approach for the Information Technology (IT) Requirements (Technical Proposal).

This section shall address each proposer's compliance with IT requirements and the ease and simplicity of operation, as well as the fit for Management solution.

9.6.5.3

Customer Services Approach including proposed systems to be utilized (Technical Proposal)

This section shall address each proposer's compliance with the customer service requirements set forth in this RFP, including but not limited to all proposed customer service and call center systems. Include such items as overall approach to the project, the work plan and its feasibility, the number and skill sets of personnel to be committed by the proposer, the project schedule, and all other responsive information with respect to this RFP.

9.6.5.4

Project Proposal to include completeness of submission, responsiveness to all portions of this RFP, and proposal clarity and readability.

9.6.5.5

This section shall address the pricing for the Vendor's approach as presented in the Pricing Form.

10 AWARD

10.1

The Department intends to award the contract to the most responsive and responsible proposer whose proposal is most advantageous to the State. The Department shall make this award in writing and for the selected Vendor. If a Vendor cannot be chosen, all proposals shall be rejected.

10.2

Within a reasonable amount of time after notification of selection, if the Department is not able to come to agreement with the selected Vendor and execute a contract, the Department will end discussions and begin discussions with the next highest rated Vendor who will then have the same opportunity to enter into a contract with the Department.

10.3

Award of the contract will be announced upon successful execution of the contract. All Vendors submitting proposals will be advised.

10.4 Department Rights

The Department reserves the right to:

- Select for contract or for negotiations a proposal other than that with the lowest costs.
- Reject any and all proposals received in response to this RFP.
- Make no award.
- Issue a new proposal request.
- Waive any informalities, irregularities, or inconsistency in proposals received.
- Request modification to proposals from any or all proposers during the review and negotiation.
- Negotiate any aspect of the proposal with any firm and negotiate with more than one firm at the same time.
- Make partial awards.
- Increase or decrease quantities.
- Reject any request that shows any omission, alterations of forms, additions not called for, conditions, or alternate proposals.
- Deny any and all exceptions to the RFP requirements.
- Reject any non-responsive or non-conforming proposals.
- Make any such award as is deemed to be in the best interest of the Department.

10.5 Protests

To protest the selection the protesting firm must have been an applicant in the process and must have met all of the requirements of this RFP. A letter of protest must be submitted to the Contract Services Administrator within ten (10) days of the notice of award. In the letter, the applicant must state the reasons for the appeal. Appeals must be based on pertinent issues relating to the selection process. Appeals based on specifications contained in the proposal shall not be accepted. Appeals that meet these conditions shall be reviewed and respectively answered. The Secretary of Transportation or designee shall make the final determination of the merits of the protest.

11 REQUIRED DOCUMENTS

The submitted proposal must include the following documents:

- Proposal Package, paper, consisting of Section 1 Business,
- Proposal Package, paper, consisting of Section 2 Technical,
- Proposal Package, paper, consisting of Section 3, Pricing
- Submission Form (attached), paper, completed and signed,

- Certification Form (attached), paper, completed and signed,
- One redacted paper copy of the full proposal, so marked,
- One full proposal and one redacted proposal electronic format (e.g. CD, thumb drive).

PROPOSAL FORMS

CONTRACT No. 1601

**SUBMISSION FORM
Department of Transportation
Request for Proposal 1601**

**E-ZPASS CUSTOMER SERVICE CENTER &
DMV TELEPHONE CALL CENTER**

Attention: Wendy Henry, Consultant Control Coordinator
Delaware Department of Transportation
800 Bay Road
Dover, DE 19901

We have read Request for Proposal number 1601 and fully understand the intent of the proposal as stated, certify that we have adequate personnel and equipment to fulfill the requirements thereof, and agree to furnish such services in accordance with the contract documents as indicated should we be awarded the contract.

Debarment or Suspension - Any individual, business, organization, corporation, consortium, partnership, joint venture, or any other entity including subcontractors currently debarred or suspended is ineligible to bid. Any entity ineligible to conduct business in the State of Delaware for any reason is ineligible to respond to the RFP.

Date: _____ **Submitted By:** _____

Proposer Firm: _____

Address: _____

Designated Contact Person: _____

E-Mail: _____ **Phone No.:** _____

Signature of Company Authorized Person: _____

Title of Authorized Person: _____

Printed Name of Authorized Person: _____

Federal E.I. No.: _____

State of DE Business License No.: _____

Proposer is a [state whether Sole Proprietor,

Partnership, Corporation, other]: _____

CERTIFICATION
Request for Proposal No. 1601

The undersigned proposer, _____ whose address is _____ and telephone number is _____ hereby certifies the following:

I/We have carefully examined the Request for Proposal and shall be bound, upon award of this contract by the Department of Transportation, to execute in accordance with such award, a contract with necessary surety bond, to provide all services necessary, and to do all the work and to furnish all the materials necessary to perform and complete the said contract within the time and as required in accordance with the requirements of the Department of Transportation, and at the prices for the various items as listed in the proposal.

I/We are licensed, or have initiated the license application as required by Section 2502, Chapter 25, Title 30, of the Delaware Code.

By submission of this proposal, each proposer and each person signing on behalf of any proposer, certifies as to its own organization, under penalty of perjury, that to the best of each signer's knowledge and belief:

1. The prices in this proposal have been arrived at independently without collusion, consultation, communication, or Agreement with any other proposer or with any competitor for the purpose of restricting competition.
2. Unless required by law, the prices which have been quoted in this proposal have not been knowingly disclosed and shall not knowingly be disclosed by the proposer, directly or indirectly, to any other proposer or competitor prior to the opening of proposals.
3. No attempt has been made or shall be made by the proposer to induce any other person, partnership, or corporation to submit or not to submit a proposal for the purpose of restricting competition.

I/We acknowledge receipt and incorporation of addenda to this proposal as follows:

No.	Date								
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____

Sealed and dated this _____ day of _____ in the year of our Lord 20____.

Name of Proposer (Organization)

Corporate Seal

By:

Authorized Signature

Attest _____

Title

SWORN TO AND SUBSCRIBED BEFORE ME this _____ day of _____, 20____.

Notary
Seal

Notary

**EXISTING CSC OPERATIONS DATA
GENERAL CSC AND E-ZPASS PROCESSING STATISTICS**

Statistics	CY 2009	CY 2010	CY 2011	CY 2012 Estimate	Comments
ETC Transactions	38,438,334	39,299,289	39,919,399	41,493,113	This number includes transactions from all the toll facilities in Delaware.
Total Number of E-Z Pass accounts	156,830	167,119	179,067	190,000	Total number of accounts at year end in Active, New, and Pending Close status.
New Accounts Opened	13,035	15,991	31,667	30,000	
Accounts Closed	3,421	5,929	16,298	16,000	Increase in 2011 due to closure of incomplete web accounts.
Tags issued to customers	20,825	20,698	26,975	30,000	
All Tags returned to inventory	3,522	2,669	3,332	4,500	This number represents all tags that were returned to the customer service center for disposal, to be returned for credit, and to be re-issued out to customers.
Tags returned to Mark IV	62	61	42	40	As the majority of our issued transponders are now out of warranty returns to Mark IV decrease.
Tags sent out for disposal	0	0	0	4860	Transponders returned that were out of warranty or damaged and could not be recycled.
Total Manual Payments processed on the CSC	Data not available	96,190	152,870	162,800	All payments that were made manually into the CSC system via CSR/IVR/Web
Total Automatic CC Payments	Data not available	556,644	627,012	688,000	Auto-replenish payments.
Total ACH Payments	Data not available	1,218	10,640	17,500	ACH initiated October 2010. Total ACH payments authorized and declined.

**EXISTING CSC OPERATIONS DATA
GENERAL CSC AND E-ZPASS PROCESSING STATISTICS**

Statistics	2009	2010	2011	2012	Comments
Total Calls Received including IVR	244,661	236,584	365,436	390,500	
Total Calls answered by a CSR (VPS + CSC)	244,661	209,528	247,750	269,000	
Calls handled by the IVR		25,457	81,174	91,000	New IVR deployed October 2010
Walk ins	10,727	10,743	10,112	11,400	
Total Incoming /Outgoing pieces of Mail	787,712	813,951	1,025,130	974,000	Implemented mail forwarding in 2012 which reduced return mail and redirect mail
Incoming pieces of Mail	248,911	241,779	274,661	238,300	Implemented mail forwarding in 2012 which reduced return mail.
Outgoing pieces of Mail	538,801	572,172	750,469	735,500	Implemented mail forwarding in 2012 which reduced redirect mail
Total Postage Dollars	\$251,976.03	\$275,892.28	\$362,023.94	\$366,500.00	
Number of monthly statements	76,176	88,761	55,289	68,000	Delaware E-Z Pass converted to e-mail statements July 1, 2009
Number of quarterly statements	586,828	706,501	465,440	530,250	Delaware E-Z Pass converted to e-mail statements July 1, 2009
					Projected 2012 totals based on Jan-July actual.

FY2012 Violation Processing Statistics

Date	Home Vtolls		Away Vtolls		Total Home & Away Vtolls	
	Transactions	Revenue	Transactions	Revenue	Transactions	Revenues
Jul-11	59,771	\$ 80,273.55	72,125	\$ 221,256.30	131,896	\$ 301,529.85
Aug-11	42,316	\$ 56,015.61	56,971	\$ 177,407.06	99,287	\$ 233,422.67
Sep-11	45,034	\$ 57,609.30	62,307	\$ 189,509.99	107,341	\$ 247,119.29
Oct-11	41,527	\$ 55,053.78	47,822	\$ 152,520.91	89,349	\$ 207,574.69
Nov-11	35,227	\$ 46,861.49	36,128	\$ 120,104.52	71,355	\$ 166,966.01
Dec-11	35,191	\$ 47,849.30	39,990	\$ 135,489.99	75,181	\$ 183,339.29
Jan-12	31,611	\$ 40,873.94	35,825	\$ 119,286.40	67,436	\$ 160,160.34
Feb-12	29,178	\$ 38,132.42	27,613	\$ 89,857.87	56,791	\$ 127,990.29
Mar-12	36,653	\$ 47,873.69	41,761	\$ 135,067.52	78,414	\$ 182,941.21
Apr-12	37,732	\$ 49,562.89	50,347	\$ 166,094.64	88,079	\$ 215,657.53
May-12	45,549	\$ 58,452.77	48,338	\$ 149,364.62	93,887	\$ 207,817.39
Jun-12	39,091	\$ 53,683.69	53,688	\$ 166,682.85	92,779	\$ 220,366.54
Total	478,880	\$ 632,242.43	572,915	\$ 1,822,642.67	1,051,795	\$ 2,454,885.10

Violation Transactions and Revenue, Not Included in Vtolls

Date	Transactions	Total Toll Revenue	Civil Penalty Surcharge	Fees & Penalties	Total Revenue
Jul-11	156,259	\$ 29,319.18	\$ -	\$ 241,198.54	\$ 270,517.72
Aug-11	269,489	\$ 53,557.88	\$ -	\$ 398,636.68	\$ 452,194.56
Sep-11	97,616	\$ 58,148.01	\$ -	\$ 422,900.11	\$ 481,048.12
Oct-11	150,923	\$ 55,483.11	\$ -	\$ 407,985.24	\$ 463,468.35
Nov-11	94,945	\$ 51,862.93	\$ -	\$ 349,867.77	\$ 401,730.70
Dec-11	87,493	\$ 43,168.66	\$ 5,283.25	\$ 285,727.22	\$ 334,179.13
Jan-12	69,652	\$ 46,054.06	\$ 16,840.70	\$ 300,057.48	\$ 362,952.24
Feb-12	75,859	\$ 41,723.08	\$ 17,508.15	\$ 293,770.20	\$ 353,001.43
Mar-12	90,522	\$ 46,839.99	\$ 16,403.35	\$ 364,323.15	\$ 427,566.49
Apr-12	90,246	\$ 38,639.57	\$ 14,344.40	\$ 279,037.27	\$ 332,021.24
May-12	132,862	\$ 42,669.17	\$ 16,465.10	\$ 314,571.15	\$ 373,705.42
Jun-12	162,255	\$ 41,494.51	\$ 17,632.11	\$ 278,720.52	\$ 337,847.14
Total	1,478,121	\$ 548,960.15	\$ 104,477.06	\$ 3,936,795.33	\$ 4,590,232.54

Performance Standards and Quality Assurance Measures

PERFORMANCE STANDARDS					
Item #	Function CSC	Description	Standard	Measurement Methodology	Measurement Period/Method and Reporting
1	CSC	Call Response Times	99% of all calls in queue will be answered within 3 “rings” or 15 seconds. Incidents are defined as performance events substandard to the mandated service levels.	ICD/VRU Reports	Monthly. Monthly Reporting.
2	CSC	Violation Quality Assurance	No more than one quarter of 1 percent of violation notices and/or warnings mailed are to Delaware E-ZPass customers in good standing at the date of the “customer account review”, as evaluated on a monthly basis	CSC monitors inbound violation disputes from Delaware customers.	Monthly. Monthly Reporting.
3	CSC	Toll Posting Quality Assurance	All E-ZPass accountholders whose monthly activity shows in excess of 10 V-Toll postings will be contacted by the SC.	CSC monitors V-Toll postings.	Monthly. Monthly Reporting.
4	CSC	Telephone Customer Service	99.5% of all customer telephone inquiries within the authority of the Vendor (inquiries given to DelDOT for resolution will not be included in this total) shall be resolved and concluded within 10 business days.	CSC monitors problem tracking system.	Monthly. Monthly Reporting.
5	CSC	Customer Service	99.5% of Delaware E-ZPass Customer or Delaware-based Vehicle Registered Owner inquiry response, request fulfillment, or issue (including all Service Center functions) resolution within the authority of the Vendor (inquiries, issues or requests given to DelDOT for resolution will not be included in this total) shall not exceed 10 business days.	CSC monitors problem tracking system.	Monthly. Monthly Reporting.

PERFORMANCE STANDARDS

Item #	Function CSC	Description	Standard	Measurement Methodology	Measurement Period/Method and Reporting
6	CSC	Non Walk-In Private and Commercial Account Application Processing – Time to open, fully process, and assign, issue, and mail transponder(s)	<p>For all enrollments except those occurring via the SC walk-in center, maximum fulfillment time not to exceed 5 business days.</p> <p>For all enrollments except those occurring via the SC walk-in center, incomplete applications shall be completely processed with 3 business days of receipt of the application as follows: The SC may either mail the incomplete application back to the applicant along with an explanatory letter or, alternatively, a Customer Service Representative (CSR) may telephone the applicant to complete the application if the incomplete information is obtainable via telephone.</p>	<p>Total days to open all completed application accounts during a calendar month <i>divided by</i> total new accounts opened during that same calendar month</p> <p><u>Definitions:</u> “Total days to open account” = “Date account opened” minus “Date Complete Account Application Received” “Date account opened” = Date of completed application processing signified by the mailing of the transponder to the customer. “Date Complete Account Application Received” = a) By Mail, receipt date of the application via mail at the CSC; b) By Web site, date received assigned by system at time of customer submission. c) By Telephone, date received assigned by system or the CSR. d) By Fax, date received as printed on fax header.</p>	<p>Monthly. Monthly summary of average and max for each method of enrollment.</p>
7	CSC	IAG File Activity	<p>a) Verify receipt of IAG ITAG Files (continue as was prior to March 17, 2002). b) Verify that ITAG file(s) are sent daily to the DelDOT Host.</p>	<p>a) Report to TOLLOPS as soon as identified. b) The CSC will then take appropriate action to retransmit and confirm receipt of any missing ITAG file(s).</p>	<p>Exception Reporting</p>

PERFORMANCE STANDARDS

Item #	Function CSC	Description	Standard	Measurement Methodology	Measurement Period/Method and Reporting
8	CSC	IAG Reconciliation	a) Away Agency Transaction file (IAG ICTX files) transmitted no later than 2 calendar days from receipt of transaction files from DelDOT Host. b) b) Away Agency Reconciliation files (IAG ICRX files) transmitted to Away Agencies within 4 calendar days of the ICTX ACK file date. c) c) Transmit reconciliation reports to DelDOT and Away Agencies’ Host no later than 3:00 p.m. on each business day, and by 3:00 p.m. of the next business day for weekend and holiday transactions: - E-ZPass Reconciliation - Transaction Adjustment - Agency Adjustment d) Inter-Agency Settlement Reports shall be transmitted according to the settlement schedule established by the IAG.	Monthly Exception Reporting to verify that the CSC is adhering to the IAG rules pertaining to reconciliation and acknowledgments.	Monthly Exception Reporting
9	CSC	Report Accuracy	All financial, management, and operational reports shall be accurate and complete.	Prior to submission to TOLLS OPS or DMV, the CSC will verify that all reports are complete and reasonably appear accurate.	Various Report Submission Dates

PERFORMANCE STANDARDS

Item #	Function CSC	Description	Standard	Measurement Methodology	Measurement Period/Method and Reporting
10	CSC	Payment Posting and Deposits	<ul style="list-style-type: none"> a) 99% of identified payments are posted to the respective CSC Account or Violator Record no later than 1 business day from date of receipt. b) 100% of identified payments shall be posted within 2 business days from date of receipt. c) All unidentified/unallocated funds will be fully researched and accounted for via reporting to the DMV. d) 100% of funds received at the SC will be deposited with 1 business day 	At the start of four randomly selected business days during the month, review the queue of mailed-in, unprocessed payments and the queue of unposted payments to determine that the current date <i>minus</i> the date of receipt of the payment does not exceed 1 business day, and that such payments have been posted to the respective account/violator record within 2 business days of receipt of the payment.	<p style="text-align: center;">Monthly Unidentified/ Unallocated Funds Report And Monthly Payment Posting Exception Reporting</p>
11	CSC	Reconciliation	<ul style="list-style-type: none"> a) Provide within 30 calendar days of month's end close a closing package including: month end trial balance and supporting GL documentation and details of any unusual P&L activity. b) Provide within 30 calendar days of month's end a reconciliation package that reconciles all GL accts. to VPC Bank/Credit Card Statements. c) Provide within 120 days of fiscal year-end, a single consolidated closing package containing all monthly closing and reconciliation information provided in monthly reconciliation. d) Provide appropriate reconciliation documents and information to support the financial audits as required by the DMV, the timeline therefore to be determined each year, such that the final report of the audit can be issued in time to be included in the DMV's annual audit of the Transportation Trust Fund. 	Appropriate package submitted to TOLLOPS by the indicated date.	<p style="text-align: center;">Various Report Submission Dates</p>

PERFORMANCE STANDARDS

Item #	Function CSC	Description	Standard	Measurement Methodology	Measurement Period/Method and Reporting
12	CSC	Revenue Transfers	<ul style="list-style-type: none"> a) Transmitted to DelDOT’s specified bank account no later than 3:00 p.m. on each business day, and by 3:00 p.m. of the next business day for weekend and holiday transactions. b) Bank Deposit Wire Files and additional files as required by ICDs transmitted to Agency Hosts no later than 3:00 p.m. each day. c) Settlement funds transferred to Away Agencies within 2 days of transmission of IAG Settlement Report. 	<ul style="list-style-type: none"> a) CSC produces revenue transfer “receipts” to demonstrate that revenue transfers to the DMV’s appropriate bank account have been completed by 3:00 p.m. each business day. b) Verify that the CSC is adhering to the IAG rules pertaining to revenue transfers and acknowledgments. 	Monthly Exception Reporting
13	CSC	System Maintenance Notification	<ul style="list-style-type: none"> a) Regular System Maintenance shall be scheduled with DelDOT no later than 10 calendar days before the maintenance procedure is to occur. b) DelDOT shall be alerted within 1 business day of the occurrence of all unanticipated maintenance. 	Notification to the DMV and/or TOLLOPS for regularly scheduled system maintenance and emergency maintenance.	Monthly Exception Reporting
14	CSC	CSC Information Accessibility	<ul style="list-style-type: none"> a) VRU Availability- When the VRU is implemented, VRU availability will be 99% 24 hours/day, 7 days/week excluding scheduled maintenance. b) VRU Response Time- Average VRU Response time for Account Activity for the last 5 transactions, or for last payment, or for account balance will be 5 seconds or less. c) The E-ZPass DE website shall be available for customer usage at least 99% of the time on a monthly basis excluding scheduled maintenance. 	<ul style="list-style-type: none"> a) The CSC will monitor VRU reports and demonstrate to the DMV that the VRU availability rate has been achieved. b) The CSC will check a minimum of 10 accounts per week and then average the response time for each account. Response Time = Number of seconds elapsed from the start time/appropriate VRU menu number selection until the end time/VRU starts to “speak.” c) Web Site Availability Time = Total amount of actual up-time for the month divided by the total amount of scheduled up-time for the month. Multiply this number by 100. The resulting number should not be less than 99. 	Monthly Exception Reporting

PERFORMANCE STANDARDS

Item #	Function CSC	Description	Standard	Measurement Methodology	Measurement Period/Method and Reporting
15	CSC	CSC Statistics Summary	Service Center Activity Report (as defined in Agreement will be produced monthly).	Track data and produce report monthly.	Monthly
16	VPC	Image Transmission	Monitor violation system transmissions to determine date of last violation transaction received by lane and alert DeIDOT if the transaction date is equal to or greater than 4 days.	Daily check the date of the oldest images in queue by lane reporting exceptions to TOLLSOPS that are over four days old from the date of the image to the date of review.	Daily
17	VPC	Image Quality	Monitor VES image quality for potential necessary maintenance.	Notify TOLLOPS should VES maintenance be required from the review of image quality.	Daily
18	VPC	Promptness of Dispute Resolution	<p>Within the authority of the Vendor, disputes given to TOLLOPS will not be included in this total:</p> <ul style="list-style-type: none"> a) Disputes will be suspended in the VPS within one day of receipt. b) 99% of payment disputes will be resolved within 5 business days. c) 100% of disputes will be resolved within 10 business days. d) The files of all Home Agency E-ZPass customers identified via the dispute process shall be updated with license plate information obtained via the dispute process, with the customer's <u>permission</u>. 	<ul style="list-style-type: none"> a) The oldest dispute for suspension is recorded daily. b) & c) The oldest dispute receipt date in the queue is checked daily. 	Monthly Exception Reporting
19	CSC	Call rollover to VRU notification	Department will be notified no later than the next business day of any occurrence when a call is answered by the Voice Response Unit.	VRU/ACD Report	Exception Reporting

Quality Assurance Measures

Item #	Function CSC	Description	Measure
1	CSC	Customer Statements	<p>For accountholders with valid email addresses, account statements will be e-mailed to new private accountholders upon completion of one month of the anniversary date of the account opening, and thereafter will be e-mailed on a quarterly basis. Account statements will be e-mailed to commercial accountholders on a monthly basis. All customers may see their pertinent account information, including transaction details, on the website at any time.</p> <p>All account statements will be e-mailed within 7 Business Days from monthly anniversary date of customer's account opening.</p> <p>Customer statements will identify all V-Tolls posted, including a statement message reminding the customer to properly mount the transponder in the vehicle and call the CSC if further assistance is needed to assess if there is a transponder problem.</p>
2	CSC	Refunds and Account Closings	All appropriate refunds will be issued according to the DMV's business rules, and will be mailed within 65 calendar days of E-ZPass account closing or, with respect to violations, within 5 calendar days of violation overpayment receipt or violation dispute resolution completion.
3	CSC	Report Delivery	<p>All Reports specified in this RFP including Attachments C and D of this RFP and provided to TOLLOPS and/or DMV as per the following schedule:</p> <p style="text-align: center;">Daily Reports – within 1 business day after report date Weekly Reports – within 3 business days after report date Monthly Reports – within 5 business days after report date.</p>
4	VPC	Image-Transaction Matching	The image to transaction matching process will occur on a daily basis.
5	VPC	Delaware E-ZPass Accountholder Screening	All DMV lookup results will result in a search against the SC customer database to identify existing Home Agency E-ZPass Customers to prevent the issuance of a violation to that customer in good standing. A V-Toll will be posted against the customer's account, and the license plate number will be added to the customer's account record.
6	VPC	Violation Warning/Notice Issuance	<p>100% of all violations received at the VPC shall be fully processed, including DMV lookups, with resulting violation warnings or notices mailed within 30 days of the violation date.</p> <p>All open violation notices requiring issuance of a second notice shall be mailed within 45 days of the date of the issuance of the first violation notice.</p>
7	VPC	Accuracy of Notices	A minimum of 99% of all violation notices mailed are completely accurate and mailed to the registered owner as identified by the respective DMVs.

Quality Assurance Measures

Item #	Function CSC	Description	Measure
9	CSC	Data Entry Accuracy	The accuracy rate of CSR data entry associated with all systems postings, including account maintenance, license plate updates, and payments, shall exceed 99%. This includes the accuracy rate of data entry associated with all image reviews, including image rejection categorization.
10	CSC	Walk-In and Telephone Customer Inquiries, Requests, and Issue Resolution	CSC walk-in and telephone customer inquiries, requests, or issues will be resolved prior to the customer's departure from the SC or conclusion of the telephone call. In those cases where resolution cannot be accomplished within 10 minutes, and/or input from the DMV is required for resolution, the customer will be so-advised and will be provided with a resolution date prior to the customer's departure from the SC or the conclusion of the respective telephone call.
11	CSC	Average wait time to speak with a CSR on a phone	Average wait time to speak with a CSR via the telephone shall be less than 60 seconds. In no event shall any individual wait time exceed 3 minutes. Should the VRU indicate that call wait times are exceeding 5 minutes during any particular point in time; the CSC will immediately alert TOLLSOPS or DMVAs to the problem and its proposed resolution.
12	CSC	Abandoned Calls	Number of calls abandoned after 30 seconds shall be 1.75% or less of total call volume
13	CSC	Returned Mail	All returned mail will be processed and researched within 5 business days of receipt at the CSC, and the appropriate customer/violator records updated. If a forwarding address is provided, the customer/violator record will be updated with the new address, and the document will be reissued and mailed to the new address within 8 business days of receipt at the CSC.
14	CSC	CSC Walk-in Center Wait Time	No more than 1 incident per day in which a Service Center walk-in customer's total transaction time, including "wait-in-line" time, exceeds 20 minutes.

VIOLATION PROCESSING – REQUIRED REPORTS

(Note: All Reports that are not date range-able are indicated by an asterisk (*).)

Administrative Reports:

- User Registry Report *
- Daily Processing Statistics Report
- VESC Status Report *
- Violation Status Statistics Report
- Violation Status Summary Report
- Void Category Report
- Void Detail Report

Mailing Reports:

- Mailing Report
- Correspondence Detail Report
- Correspondence Summary Report

Financial Reports:

- Notice Detail Report
- Overpayment Detail Report
- Overpayment Summary Report
- Pending Notices Report
- Ready for Refund Report
- Unallocated/Unidentified SC Funds Report (spreadsheet covering both CSC & VPC funds)

Violation Report:

- Customer Service Center Match Report
- Plaza Violation Summary
- Top Violators
- Violation History Report

Appeal Processing Reports:

- Appeal Statistic Summary Report
- Appeal Reason Summary Report

Audit Reports:

- Cash-Out Status Report
- ETC Customer Violation Report (Only DeIDOT roads)
- General Ledger Activity Detail Report
- General Ledger Activity Summary Report
- Journal
- Revenue Report
- Transaction Type Report
- Transaction Type Report by Category

Reports from Inquiry and Audit Screen:

- Violator History Report
- Violation Information Report
- Violator Image Report *

Receipts:

- Payment Receipt *
- Adjustment Receipt *
- Deposit Receipt *
- Verification Count Receipt *
- Deposit Reconciliation Receipt *
- Bank Deposit Receipt

Reports from Screen:

- Violation Comments Report *
- Deposit Comments Report *

CSC OPERATIONS – REQUIRED REPORTS

LIST OF CSC OPERATIONAL REPORTS			
#	REPORT NAME	FREQUENCY	DESCRIPTION
1	Commercial Usage Report	MONTHLY	Detailed Monthly Listing of all commercial accounts by account # names, account balance, # of active tags and monthly usage
2	Individual Usage Report	MONTHLY	Detailed Monthly Listing of all individual accounts by account # names, account balance, # of active tags and monthly usage
3	Number of accounts by account status	MONTHLY	EOM snapshot Commercial vs. Individual
4	Number of accounts closed	MONTHLY	Monthly Summary - Commercial vs. Individual
5	Number of accounts opened by channel	MONTHLY	Monthly summary report broken down by Web, Walk-in or Phone; Commercial vs. Individual
6	Number of Tags by status	MONTHLY	EOM snapshot by Commercial vs. Individual
7	V-Tolls by Plaza and Lane	MONTHLY	Lists each Plaza/Lane combination where at least one V-tolls transaction has been recorded for the specified monthly period. Shows the number P by P transactions for each applicable lane. Subtotals by Plaza and Overall total number of V-tolls.

CSC OPERATIONS – REQUIRED REPORTS

LIST OF CSC FINANCIAL REPORTS			
#	REPORT NAME	FREQUENCY	DESCRIPTION
1	Balance Sheet	MONTHLY	Month-end summary of assets, liabilities, equity
2	CC Equity Reciprocity	QUARTERLY	Breakdown of cc reciprocity owed to DeIDOT and owed by DeIDOT, per month and per agency
3	CC Home	QUARTERLY	Breakdown of cc fees owed by DeIDOT for "home" customers, by month
4	CCREC-Bank	MONTHLY	Monthly summary of daily banking activity used to update GL
5	Customer SR1 Discount	ANNUALLY	Annual summary of SR1 E-ZPass commercial and distance discounts.
6	Daily Summary Report	DAILY	High level recap of CSC activities
7	DDA Detail of Selected transactions	DAILY	Detailed breakdown of daily bank activity
8	DDA List of Selected transactions	DAILY	Summary of daily banking activity
9	IAG-6 Adjustments	MONTHLY	Agency Adjustment Report of unresolved/unpaid AWAY transactions
10	Matching Acct Balance Report	MONTHLY	Breakdown, balances and reconciliation of operating acct by type of funds; i.e.: Escheat balance, Tag Sales balance, Prepaid balance, etc
11	Non-Revenue Reports	MONTHLY	Monthly listing of Non-Revenue tags by respective account, listing usage per transponder by number of transactions, and the amount of funds the non-revenue transactions would equate to
12	Statement of Operations	MONTHLY	Monthly period to date summary of income and expense items
13	Violations Revenue Reconciliation Report	MONTHLY	Detailed reconciliation of all funds and transactions for the violations bank acct.

CSC OPERATIONS – REQUIRED REPORTS

LIST OF CSC FINANCIAL REPORTS			
#	REPORT NAME	FREQUENCY	DESCRIPTION
14	EZPG/IAG Data Request Form	MONTHLY	E-ZPass accts, transactions & settlement, by month transaction occurred during.
15	Gross Violations in Lanes	MONTHLY	Total Gross Violations in Lanes
16	Rptmtranrecdepsmy	DAILY	Transaction Reconciliation DEPOSIT SUMMARY for DeIDOT
17	Rptmtranrecdtl	DAILY	Transaction Reconciliation DETAILS for DeIDOT
18	Rptmtranrecrevdatesmy	DAILY	Transaction Reconciliation REVENUE DATE SUMMARY for DeIDOT
19	Rptmtranrectrxdatesmy	DAILY	Transaction Reconciliation TRANS. DATE SUMMARY for DeIDOT
20	Total ETC Transactions	MONTHLY	Posted Transactions by Revenue Day
21	Total ETC Transactions	MONTHLY	Posted Transactions by Deposit
22	EOD - 5 Pivot Table Verification	DAILY	Deposit and transaction information for each agency pulled from CAMS system and provided in a spreadsheet that can be manipulated to verify a specific agencies transactions and deposits.
23	EOD1 – 2	DAILY	ETC TRANSACTION RECONCILIATION AWAY AND NOT POSTED REPORT
24	EOD1_3	DAILY	ETC TRANSACTION RECONCILIATION HOME EXCEPTION REPORT
25	EOD1-4	DAILY	ETC TRANSACTION RECONCILIATION AWAY EXCEPTION REPORT
26	EOD1-5	DAILY	ETC TRANSACTION RECONCILIATION RECIPROCITY POSTED REPORT
27	EOD1-6	DAILY	ETC TRANSACTION RECONCILIATION RECIPROCITY NOT POSTED REPORT
28	EOD5 Payments to DeIDOT	DAILY	Detailed breakdown of daily wire
29	HOMEPOST	DAILY	ETC TRANSACTION RECONCILIATION HOME AND POSTED REPORT

CSC OPERATIONS – REQUIRED REPORTS

LIST OF CSC FINANCIAL REPORTS			
#	REPORT NAME	FREQUENCY	DESCRIPTION
30	IAG2_XXXXXXXX_013_013	Daily, or as activity occurs	DelDOT to away agency = PBA
31	IAG2_XXXXXXXX_005_008	Daily, or as activity occurs	DelDOT to away agency = PANYNJ
32	IAG2_XXXXXXXX_006_006	Daily, or as activity occurs	DelDOT to away agency = PTC
33	IAG2_XXXXXXXX_008_008	Daily, or as activity occurs	DelDOT to away agency = MTA B and T
34	IAG2_XXXXXXXX_009_009	Daily, or as activity occurs	DelDOT to away agency = DRPA might be included in 32
35	IAG2_XXXXXXXX_010_010	Daily, or as activity occurs	DelDOT to away agency = VDOT
36	IAG2_XXXXXXXX_015_015	Daily, or as activity occurs	DelDOT to away agency = ISHTA
37	IAG2_XXXXXXXX_025_025	Daily, or as activity occurs	DelDOT to away agency = DRBA might be included in 32
38	IAG2_XXXXXXXX_026_026	Daily, or as activity occurs	DelDOT to away agency = NHDOT

CSC OPERATIONS – REQUIRED REPORTS

LIST OF CSC FINANCIAL REPORTS			
39	IAG2_XXXXXXXX_028_028	Daily, or as activity occurs	DeIDOT to away agency = MeTA
40	IAG2_XXXXXXXX_029_029	Daily, or as activity occurs	DeIDOT to away agency = DRJTBC
41	IAG2_XXXXXXXX_030_030	Daily, or as activity occurs	DeIDOT to away agency = ITRCC
42	IAG2_XXXXXXXX_031_031	Daily, or as activity occurs	DeIDOT to away agency = OTC
43	IAG2_XXXXXXXX_032_032	Daily, or as activity occurs	DeIDOT to away agency = RITBA
44	IAG2_XXXXXXXX_004_008	Daily, or as activity occurs	DeIDOT to away agency = NYSTA
45	IAG2_XXXXXXXX_016_016	Daily, or as activity occurs	DeIDOT to away agency = MdTA
46	IAG2_XXXXXXXX_018_008	Daily, or as activity occurs	DeIDOT to away agency = NYSBA
47	IAG2_XXXXXXXX_021_021	Daily, or as activity occurs	DeIDOT to away agency = Mass Trunpike
48	IAG2_XXXXXXXX_022_022	Daily, or as activity occurs	DeIDOT to away agency = RCOM

CSC OPERATIONS – REQUIRED REPORTS

LIST OF CSC FINANCIAL REPORTS			
49	IAG2_XXXXXXXX_024_024	Daily, or as activity occurs	DeLDOT to away agency = WEST Virginia Parkway Authority
50	IAG2A_XXXXXXXX_013_013	Daily, or as activity occurs	PBA to Home Agency: DELDOT Authority
51	IAG2A_XXXXXXXX_005_008	Daily, or as activity occurs	PANYNJ to Home Agency: DELDOT Authority
52	IAG2A_XXXXXXXX_006_006	Daily, or as activity occurs	PTC to Home Agency: DELDOT Authority
53	IAG2A_XXXXXXXX_008_008_	Daily, or as activity occurs	MTA B and T to Home Agency: DELDOT Authority
54	IAG2A_XXXXXXXX_009_009_	Daily, or as activity occurs	DRPA to Home Agency: DELDOT Authority
55	IAG2A_XXXXXXXX_010_010	Daily, or as activity occurs	VDOT to Home Agency: DELDOT Authority
56	IAG2A_XXXXXXXX_015_015	Daily, or as activity occurs	ISHTA to Home Agency: DELDOT Authority
57	IAG2A_XXXXXXXX_025_025	Daily, or as activity occurs	DRBA to Home Agency: DELDOT Authority
58	IAG2A_XXXXXXXX_026_026	Daily, or as activity occurs	NHDOT to Home Agency: DELDOT Authority

CSC OPERATIONS – REQUIRED REPORTS

LIST OF CSC FINANCIAL REPORTS			
59	IAG2A_XXXXXXXX_028_028	Daily, or as activity occurs	MeTA to Home Agency: DELDOT Authority
60	IAG2A_XXXXXXXX_029_029	Daily, or as activity occurs	DRJTBC to Home Agency: DELDOT Authority
61	IAG2A_XXXXXXXX_030_030	Daily, or as activity occurs	ITRCC to Home Agency: DELDOT Authority
62	IAG2A_XXXXXXXX_031_031	Daily, or as activity occurs	OTC to Home Agency: DELDOT Authority
63	IAG2A_XXXXXXXX_032_032	Daily, or as activity occurs	RITBA to Home Agency: DELDOT Authority
64	IAG2A_XXXXXXXX_004_008	Daily, or as activity occurs	NYSTA to Home Agency: DELDOT Authority
65	IAG2A_XXXXXXXX_016_016	Daily, or as activity occurs	MdTA to Home Agency: DELDOT Authority
66	IAG2A_XXXXXXXX_018_008	Daily, or as activity occurs	NYS Bridge Authority to Home Agency: DELDOT Authority
67	IAG2A_XXXXXXXX_021_021	Daily, or as activity occurs	Mass Turnpike to Home Agency: DELDOT Authority
68	IAG2A_XXXXXXXX_022_022	Daily, or as activity occurs	RCOM to Home Agency: DELDOT Authority
69	IAG2A_XXXXXXXX_024_024	Daily, or as activity occurs	West Virginia Parkway Authority to Home Agency: DELDOT Authority
70	PROOF 1	DAILY	Summary of all financial transactions
71	PROOF 2	DAILY	Summary of all toll transactions by agencies

DMV Call Summary for 2011

ATTACHMENT E

Department	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Dealers Dover	258	273	357	252	328	357	271	306	324	327	310	360	3,723
Dealers Wilmington	106	101	33	5	41	109	122	104	103	104	90	90	1,008
Dealers Georgetown	17	9	7	4	4	41	34	43	49	62	50	57	377
DL Helpdesk*	0	0	0	0	0	965	2,420	2,574	2,494	2,567	2,254	3,020	16,294
Data Mgmt	19	27	21	10	23	23	28	29	17	16	10	13	236
Fuel Tax	147	75	82	96	75	63	82	48	57	103	67	58	953
Fuel Tax Audit	15	22	18	16	11	16	14	18	6	13	15	18	182
Hauling Permits	327	330	388	354	370	469	343	406	320	302	353	333	4,295
Inspection Lane	1,690	1,660	1,883	1,682	1,794	1,837	2,045	2,046	1,833	1,801	1,661	1,677	21,609
IRP / IFTA	282	332	339	325	307	394	359	334	304	415	276	291	3,958
License & ID	7,023	7,105	7,769	6,308	6,929	6,812	4,572	4,720	4,265	4,458	3,965	4,060	67,986
Medical	354	366	450	336	363	336	341	437	462	431	390	436	4,702
Public Carrier	66	58	76	52	51	57	65	57	52	29	42	40	645
Refunds	59	61	85	86	85	98	72	87	105	79	72	76	965
Reg. Correspondence	341	367	302	267	333	492	256	318	268	254	303	296	3,797
Retail Gas Sales	13	22	31	26	20	25	19	15	19	14	11	19	234
Returned Checks	55	100	65	77	98	129	91	116	121	93	111	113	1,169
Revocations	4,491	4,710	4,978	3,955	4,134	4,591	4,413	4,994	4,821	4,574	4,265	4,539	54,465
Suspensions	19	31	35	45	203	35	30	55	29	44	20	13	559
Titles & Reg.	2,981	3,179	3,811	3,054	3,540	8,540	9,163	9,646	8,843	8,150	7,985	7,879	76,771
Titles Dover	121	106	137	111	115	278	225	279	215	181	153	204	2,125
Titles Georgetown	32	27	12	22	23	103	82	75	85	61	76	60	658
Titles New Castle	16	29	17	9	30	78	81	119	147	119	84	89	818
Titles Wilmington	18	14	8	1	15	63	66	65	66	66	64	59	505
Uninsured Motorists	3,619	4,128	4,148	3,525	4,054	3,987	3,632	3,967	3,731	3,653	3,698	4,011	46,153
Totals	22,069	23,132	25,052	20,618	22,946	29,898	28,826	30,858	28,736	27,916	26,325	27,811	314,187

*Help Desk option was not created until June 2011

EZPass Projected Calls for 2012	280,463
DMV calls for 2011	314,187
Total Calls per year	594,650

Average calls per month	49,554
Average calls per week	22,871
Average calls per day**	2,278

**Based on 5 day work week