

**FasTrak® Regional Customer Service Center RFP
Responses to Requests for Clarification – Set 1
Dated July 17, 2012**

Responses to a portion of the Questions and Requests for Clarification are provided below. BATA will issue a subsequent set of responses and an associated Addendum in the near future.

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#	RFP Section	Relevant Provision	Requested Action	Response
1.	Letter of Invitation	B. Evaluation Factors, 1. Price: 35 Points	Add sentence: Transition to New Contractor is not included as part of the Total Price for evaluation.	No.
2.	Appendix B Price Form	P7 Operations Commencement	Add a new item after P7 Operations Commencement: “Transition to New Contractor.” The “Transition to New Contractor” line item would identify those activities that are required for the new Contractor to assume operations from the incumbent. By calling out the price for these activities separately and eliminating them from the price Evaluation, will minimize the disadvantage of the proposers against the incumbent.	No.
3.	Appendix A: Scope of Work	1. General Description of Project Responsibilities	Who owns the existing systems and infrastructure? Is it possible to reuse any of the existing systems and infrastructure? Is the current Contractor required to propose replacement of the existing systems and infrastructure?	The existing system is owned by the current Contractor. In addition this RFP requires that the Contractor deliver a complete solution with hardware and software and all equipment and furnishings shall be new per SOW section 3.2.1.
4.	RFP Section 1B FasTrak® Operation p.2.	BATA has a current vendor providing the FasTrak® Regional CSC system and operations. The current contract will expire on June 30, 2014. All design, development, testing and account migration under this Contract must be completed by that date and start of operations must begin on	In order to allow proposers to develop a transition strategy that is consistent with the current vendor’s obligations, will BATA please provide the referenced succession plan?	The Succession Plan, v 1.0 dated February 2007 will be made available upon request to potential bidders. This document will be updated as necessary prior to transition.

		July 1, 2014. The current vendor will cooperate in the transition in accordance with their succession plan dated February 2007, updated as necessary.		
5.	RFP Section III. K. "Bid Guaranty" p.9 RFP Section V. C. "Binding Offer" p.12	III. K. "...in no event will Bidder's securities be held by BATA beyond one hundred eighty (180) days from the time set for receiving bids." V. C. "A signed proposal submitted to BATA in response to this RFP shall constitute a binding offer from Proposer to contract with BATA according to the terms of the proposal for a period of 120 days after the due date for submission of proposals to BATA."	If Proposal is only valid for 120 days, does BATA expect to have the right to call on the bid bond for the period of 120 to 180 days?	See Addendum No. 1.
6.	RFP, Section V.C. "Binding Offer" p.12	A signed proposal submitted to BATA in response to this RFP shall constitute a binding offer from Proposer to contract with BATA according to the terms of the proposal for a period of 120 days after the due date for submission of proposals to BATA.	This paragraph indicates that the contract will be in accordance with the terms of the proposal submitted by the selected Proposer. This indicates that any exceptions to the contract terms made by Proposer in its proposal will be incorporated into the final contract if that Proposer is selected. Question: Is Proposer allowed to take exceptions to the standard contract terms in its proposal, provided it has put BATA on notice of such exception prior to the deadline for making such requests, or will the final contract be the form of contract provided by BATA prior to the proposal date, presuming an amendment would be issued to indicate if BATA has accepted requests for changes made by Proposers prior to the proposal date and with ample time for Proposers to adjust their proposals accordingly?	See Addendum No. 1.
7.	Letter of Invitation - Contractor's Selection Timetable; p.3	Closing date and time for receipt of proposals is stated as 4:00 p.m., Friday, July 27, 2012	BATA is seeking to procure an extremely accurate and highly complex back-office system that incorporates extensive functionality. The RFP for this system and operation is quite extensive and with less than 5 weeks between BATA's responses to questions and the proposal due date, the schedule duration for proposers to develop offers is extremely aggressive. We believe BATA will be well served by providing additional time for proposers to:	The proposal due date has been extended. See Addendum No. 1.

			<p>1) examine and vet design alternatives that will increase system accuracy, reliability and auditability; and 2) identify cost saving efficiencies in the systems proposed; and 3) review and incorporate BATA's response to Proposer's request for clarification, exceptions or modifications.</p> <p>Further, we believe that an extension will result in BATA receiving well-conceived system designs that will lead to decreased overall system costs while simultaneously reducing the project-risk profile by mitigating and removing some of the challenges typically experienced with large-scale, complex system integration projects that are bid on short procurement cycles.</p> <p>Question: To ensure that BATA receives proposals that are all inclusive of the technical requirements and that are of acceptable quality, would BATA, please consider extending the proposal due date by 4 weeks to Monday, August 27, 2012?</p>	
8.	III. PROPOSAL FORM	G. Cost Proposal	Add sentence: Cost Proposal shall be submitted in a separate sealed envelope.	Price Proposals are not required to be submitted in a sealed envelope.
9.	Letter of Invitation	Contractor Selection Timetable	Request an extension of four (4) weeks from the time the final questions have been answered.	The proposal due date has been extended. See Addendum No. 1.
10.	N/A	Proposer respectfully requests a four week extension to the current proposal due date of July 27, 2012 in order to complete all efforts required to furnish BATA with the best possible proposal.		The proposal due date has been extended. See Addendum No. 1.
11.	Appendix B	The price forms clearly specify a line item to list the price of data migration. As the current RCSC contractor will not bear this cost, how does BATA ensure the total price will be fairly evaluated?		This Request for Proposal is not a low bid procurement and data migration is only a portion of the project development costs. BATA believes all potential bidders will need to perform data migration tasks.

12.		<p>The RCSC Specifications section, Section IV, p. 65 lists 2011 average monthly base CSR volumes of 51,807, or 621,684 annually. The BATA Annual RCSC Statistics section shows “Total Calls Offered to CSR Agents” in 2011 as 835,000. Which is correct?</p>		<p>BATA Annual RCSC Statistics are correct. Attachment B RCSC Specification document is included for informational purposes.</p>
13.		<p>Under the RCSC Specifications section, Section IV, p. 65, it is stated that the percentage of IVR calls that route to a CSR is 45%. Under the BATA Annual RCSC Statistics section, 2011 calls that were handled by the IVR are shown as 591,000 and calls-offered-to-CSRs as 835,000, for a total of 1,426,000 calls. This results in a calls-offered-to-CSRs percentage of 58.6%. The two previous years show similar percentages taken by CSRs. Are 45% of the calls handled by CSRs or is the percentage actually 58.6%?</p>		<p>BATA Annual RCSC Statistics are correct. Attachment B RCSC Specification document is included for informational purposes.</p>
14.		<p>In RCSC Specifications, Section IV, p. 65/66, Base CSR call volumes by day of the week are indicated. What call patterns exist for these additional periods:</p> <ol style="list-style-type: none"> a. Throughout each day (e.g. is volume heavily driven by commute hours or is there a more even, bell-shaped distribution) b. Throughout each month (e.g. is volume heavier at the beginning of the month, end of the month) c. Seasonally (e.g. are summer call volumes lower than spring. Which holidays have lower call volumes?) 		<p>BATA Annual RCSC Statistics are correct. Attachment B RCSC Specification document is included for informational purposes.</p>

15.		What are the call reasons and the ratio of the volume of each call reason against total CSR calls received (e.g. how many Violation calls are received, what is their length, and what is the ratio of Violation calls to total inbound calls?)		Account Update 32% Credit Card Update 31% Tag Request/Tag Related 5% New Account 4% Other 4% Violation 24%
16.		Does talk-time for the back-end support staff get added to total talk-time and, if so, how much does this add per call?		Call time includes the entire time from when the call is answered to when the call is ended.
17.		What is the daily/monthly volume of each of the following? a. Emails b. Faxes c. TTI inquiries d. Refund		Monthly volume a. Email - 1,432 b. Fax – Not available c. TTI – None d. Refund – 1,911
18.		What is the volume of outbound calls and what is the average talk-time per outbound call?		This information is not available.
19.		Is after-call work included in the average talk-time per call?		No.
20.		How many days does it take for Fastrak content training? How long does it take a CSR to be fully proficient with Fastrak content?		The amount of training is the result of the successful proponent's solutions and methods. As such, the current circumstance is not applicable to the future condition.
21.		In the ACD, when do abandons start to be measured (e.g. 10 seconds after the call enters the ACD)?		This information is not available. This will be agreed upon by BATA and Contractor during the design and development phase.
22.		Do customers have a voice mail option in the IVR which allows them to leave a message for a call back when the call center is busy? What is the volume of these calls?		This is not currently available.

23.		The Scope of Work, p. 31 lists “power dialing, predictive dialing” as two methods of outgoing communications. What functions are currently provided using these methods?		No functions are currently provided using these methods.
24.	Letter of Invitation	Page 3, Contractor Schedule	Would BATA consider providing a two-week extension on the proposal due date?	The proposal due date has been extended. See Addendum No. 1.
25.	SOW Section 3.2.2 #14	Walk-In service Provided	Who is responsible for facilitating administrative reviews? Can BATA expand on the administrative review process?	The BATA administrative review process is one in which the Contractor prepares a package of information/evidence and discusses the components of the toll violation transactions with BATA staff. This is done on a case-by-case basis for those customers who have unresolved toll violations that wish to further dispute the transactions with BATA. This administrative review process involves the customer discussing their circumstance with BATA staff (the Contractor staff may (or at BATA’s request may not) be present during those discussions.
26.	SOW Section 3.2.5	Special Event Support	Can BATA specific how many employees will be required to support special events?	The events will require staff coverage appropriate for the hours of the events. This staffing is intended to also provide answers to customer service questions through the use of a contractor provided computer (laptop or tablet could potentially suffice) and to disseminate information regarding the various account services.
27.	SOW Section 3.4.4	Interactive Voice Response	Is IVR required to support all languages in contract, English, Spanish, Cantonese and Vietnamese?	No, it is not required.
28.	SOW Section 3.3.1.8	Toll Tag Kit	Would BATA consider having postage as a pass-thru?	No.
29.	SOW Section 3.10.3	Credit Card and ACH Processing	Will BATA confirm who is responsible for the cost of credit card processing fees?	BATA will be responsible for credit card processing fees. Refer to page 9 of the Price Form under “BATA Provided Items”.

30.	SOW Section 3.3.2.15	Toll Tag Fulfillment	Will BATA confirm the USPS class of service for mailing FasTrak® Tags?	USPS First Class.
31.	SOW Section 3.12.6.2	Image Review and Processing	Is it the intent of BATA to have the RCSC utilize OCR to read all license plates received from the lanes even if the in-lane OCR confidence level is achieved?	No, refer to Scope of Work Sections 3.12.6.1.1 (2 nd paragraph) and 3.12.6.1.2. See also Scope of Work Section 3.12.1.1, last paragraph.
32.	SOW Section 3.24.2	Key Performance Indicators – Operations, Table 11	Customer Service, Speed of answer, first 90 days and Ongoing. Please confirm this is a monthly measurement.	Yes, monthly.
33.	SOW Section 3.24.2	Key Performance Indicators – Operations, Table 11	Customer Service, Abandoned Rate, first 90 days and Ongoing. Please confirm this is a monthly measurement.	Yes, monthly.
34.	SOW Section 3.5.4	Programming	This section indicates that BATA may, in the future, purchase Toll Tags that will need to be programmed in the future. Should the proposer include the cost of tag programmers in its costs proposal or is it the intent to add this in the future through the Change Order or other approved process?	If programming of the Toll Tags is required of Contractor, a change order will be processed.
35.	Letter of Invitation, Page 3	Proposal due date 4:00pm Friday July 27, 2012	<u>Modification</u> : We would like to request an extension of the submission date for the proposal of four (4) to six (6) additional weeks so that the proposals can be optimized and offer better value for money. Could BATA please confirm that it will provide such an extension?	The proposal due date has been extended. See Addendum No. 1.
36.	Appendix A : Scope of work Chapter 2.4 paragraph 1. Page 5	Image review and processing	Is OCR part of the system that must be delivered by the Contractor? What about images that have not been recognized by the Toll Plaza LPR system?	A back office OCR engine, while highly useful in some approaches to reducing the cost of image review, is not a mandatory technology requirement. It is at the discretion of the Contractor.
37.	Appendix A : Scope of work Chapter 2.4 paragraph 4. Page 5	VehicleRegistered Owner Identification	“The Contractor needs to establish interface with the California Department of Motor Vehicle (DMV) and other out-of-state DMVs or third parties entities”. We understand that the Contractor will be in charge of interfacing the RCSC with other out-of-state DMVs. However, will the Contractor also be in charge of negotiating and signing the different contractual agreements with these entities? Has BATA already signed	See answer to Question 81.

			such an agreement? If yes, would it be possible for the BATA to provide an example of the contents of such an agreement?	
38.	Appendix A : Scope of work Chapter 3.1.2 Page 7	Data and financial security, integrity, and accountability	Do the Contractor need to install a Disaster Recovery outside the main facilities? If yes, will BATA provide the needed building?	As each Contractor's proposal will include a Disaster Recovery element whose approach is a strategic part of the proponent's solution, the cost is wholly the responsibility of the proponent. See SOW section 5.2.
39.	Appendix A : Scope of Work Chapter 3.3.1.3 Page 15	AccountOpening Methods	Should Saturday be considered as a business day?	No. Please refer to the definition in Attachment M (Definitions) of the Scope of Work.
40.	Appendix A : Scope of Work Chapter 3.3.2.10 Page 27	Issue Resolution	Would BATA allow third party arbitration as a possible last recourse?	No.
41.	Appendix A : Scope of Work Chapter 3.3.2.16 and 3.3.2.16.1 Page 30	Toll tag performance monitoring and resolution	On monitoring performance of toll tags to ensure these are being used correctly or to analyze toll tags not properly mounted: Since actual usage and mounting positions are influenced by customer behavior, could this aspect of toll tag performance monitoring be integrated into the system?	The intent of this section is to proactively manage Toll Tag read problems and the increased costs associated with them. The Contractor shall establish a program to achieve this intent.
42.	Appendix A : Scope of Work Chapter 3.3.2.16.3 Page 31	Toll tag replacement Program	Would BATA please provide some information on the size and warranty status of the entire inventory for replacement, including toll tags in circulation?	Quantity of tags currently in circulation: 2000 28,966 2001 48,859 2002 32,607 2003 35,622 2004 68,590 2005 105,677 2006 237,896 2007 275,835 2008 144,893 2009 152,927 2010 350,286 2011 267,185 2012 116,247

43.	Appendix A : Scope of Work Chapter 3.17 Page 88	Staff members: <i>"All staff members must understand, speak and write the English language and be a U.S. Citizen or possess an Alien Registration Card."</i>	Should this Alien Registration Card be obtained for the bid submission? Do we have to submit resumes of staff inside the proposal which already meet such criteria?	Requirement must be met upon execution of the contract for the RCSC.
44.		System Design	Is imaging for rear license plate only, or front and rear?	For the seven bay area bridges (which account for the predominance of BATA transactions), generally two images of the front and two images of the rear of the vehicle are provided; with the fifth image showing the vehicle license plate (the area of interest).
45.		System Design	Are we retaining images for 4.5 yrs for all transactions or only those that were not paid right away?	All transactions where images were sent.
46.	Appendix B	Pricing Approach	Would BATA consider the Operations & Maintenance pricing as combination of both fixed and variable prices? Items such as the cost of maintenance associated with the BOS software are generally fixed and volume of transactions has little impact on the amount of labor/support priced. By pricing this as a fixed component, it will help reduce the risk to both the Contractor and BATA as to any pricing variances if transactions are not within projected volumes.	No.
47.	N/A	System Design	What is the number of images taken per transaction?	Generally five images are presented, formatted per the ICD. See answer to Question 44.
48.	N/A	System Design	What is the size of each image?	Average approximately 85 KB per image.
49.	N/A	System Design	Are images taken of all transactions, particularly, those with transponders?	Images are captured and sent to the CSC for vehicles where no transponder is detected or vehicles which have transponders that are not valid in the lanes (such as lost, stolen, negative account balance, etc.)
50.	N/A	System Design	Will the data for migration be available? If so, when will that data be available?	Please refer to the succession plan. The Succession Plan, v 1.0 dated February 2007 will be made available upon request to potential bidders. This document will be updated as necessary prior to transition.

51.	N/A	System Design	Will the new vendor be able to get a copy of the data to aid in the migration?	Please refer to the succession plan. The Succession Plan, v 1.0 dated February 2007 will be made available upon request to potential bidders. This document will be updated as necessary prior to transition.
52.	N/A	System Design	What database is utilized to store the existing systems?	Please refer to the succession plan. The Succession Plan, v 1.0 dated February 2007 will be made available upon request to potential bidders. This document will be updated as necessary prior to transition.
53.	N/A	System Design	Is the database expected to change prior to the Notice to Proceed?	No.
54.	Attachment I: Statistics	Account Statistics	How are the statistics on number of accounts divided by each account type (as specified in Appendix A – 3.3.1.4)?	At this time, only FasTrak accounts are available. License Plate and limited term License Plate accounts will be available when GGB implements their AET program.
55.	Attachment I: Statistics	Violation Statistics	The RFP presents Statistics associated with the number of Violation Notices sent. However, the numbers of distinct Violation Accounts, which have one or more Violation Notices sent, is not presented. Please provide statistics for individual Violator Accounts.	This information is not available.
56.	Attachment I: Statistics	Image Review Statistics	What is the definition of “OCR Read Rate”? What is the rate of false positives generated by the OCR? We define a false positive as a license plate wrongly read by the OCR, but with a confidence level above the minimum threshold.	14: OCR read rate is the quantity of violation images that meet the confidence threshold and are currently not sent for manual review. 15: Less than 2%.
57.	Appendix A: Scope of Work 2.3 Reciprocity – 2) 3.1.8 CTOC Rules and Regulations	2.3 ... 2) CTOC Interface File Specifications – Create, receive, and process all files as specified in CTOC Technical Specifications	These paragraphs indicate that the Contractor will be deemed to accept the future version of the CTOC Technical Specification for Interagency Electronic Data Interchange, without evaluation of the impacts at this stage. Would BATA remove the requirement from the RFP, leaving eventual	Please see the list of revisions in the CTOC Technical Specification to get a sense of the types of change that have been made. These changes are required by all systems within California toll agencies, as such, the revisions tend to be minor small steps.

		<p>for Interagency Electronic Data Interchange (currently Rev. G.4.1) <u>or the current version at time of implementation.</u></p> <p>3.1.8 ... The Contractor shall keep current with the most recent published CTOC specifications to ensure full interoperability and reciprocity with all other CTOC member agencies, <u>at no additional cost to BATA...</u></p>	<p>needs to implement a new version of the specification to be done as part of the agreed to Change Control Process?</p>	
58.	<p>Appendix A: Scope of Work 3.6. Customer Service Web Services</p>	<p>3.6.1 General Requirements ... The Contractor shall perform an annual modernization of the website to capture advances in technology or adapt to changes in standard e-commerce practices. During the annual website review, the Contractor <u>shall solicit recommendations from BATA regarding any desired changes.</u></p>	<p>This paragraph suggests that the Contractor will be responsible to accommodate any BATA desired change to the website at no additional cost.</p> <p>Question: Would the BATA remove the requirement from the RFP requiring the need to implement BATA desired changes to the website and agree to leverage the agreed up on Change Control Process?</p>	<p>No, BATA will not remove the requirement to solicit recommendations from BATA regarding desired web changes. The Contractor shall work in partnership with BATA on these annual web modernization tasks.</p>
59.	<p>Appendix A: Scope of Work 3.24.3 DEDUCTION FOR NON-COMPLIANCE</p>	<p>In the event that the number of KPI non-compliance points assigned to the Contractor for any KPI Category exceeds the threshold for such KPI Category set out in Table 14 more than once during any rolling 12 month period, the number of KPI non-compliance points assigned by BATA will be multiplied by the number of Contractor payment periods within the previous 12 months in which such threshold has been exceeded. For example, if the Customer Service threshold was exceeded in January, June, and September, the penalties for June would be multiplied by two, and the penalties for September would be multiplied by three.</p>	<p>Taking corrective action to fix an issue can potentially take more than a month. A rushed fix could create unexpected consequences. As a result, penalizing a vendor more than once for a known issue, especially when the vendor is taking thoughtful corrective action based on guidance from BATA can drive inefficient approaches and strained commercial relations.</p> <p>Question: Would BATA consider removing the requirement to repeat the application of KPI non-compliance points in multiple months especially if the vendor is taking reasonable actions to correct the non-compliance issue?</p>	<p>No.</p>

60.			Can you identify which system interfaces to the third party agencies you currently have and which ones will be new to your operations?	All available ICD's have been provided.
61.	RFP pg. 5, III. Proposal Form	Proposals must be typed with a minimum 12-point font and submitted on 8 ½" x 11" paper, using a single method of fastening.	Is the 12-point font size requirement inclusive of graphics, or can graphics use a minimum 9-point font?	Yes, graphics may have a minimum 9-point font.
62.	RFP pg. 5, III. Proposal Form	Proposals must be typed with a minimum 12-point font and submitted on 8 ½" x 11" paper, using a single method of fastening.	Must the schedule also be provided on 8 ½" x 11" paper, or can it be provided on 11" x 17" paper?	Yes, 11x17 for schedules is acceptable.
63.	RFP pg. 5, III. Proposal Form	Proposals shall not exceed 200 pages, excluding proposal covers, the letter of transmittal, title page, table of contents, resumes and required forms.	Please confirm that Appendix G, Response Matrix is not included in the page count.	Correct.
64.	RFP pg. 5, III. Proposal Form	Proposals shall not exceed 200 pages, excluding proposal covers, the letter of transmittal, title page, table of contents, resumes and required forms.	Please confirm that tabs/section dividers are not included in the page count.	Correct.
65.	RFP pg. 8, Appendix B Price Form	Appendix B Price Form	Can BATA please provide the Appendix B, Price Form and Appendix B-1, Bill of Materials in Excel format?	BATA will provide the Price Form in Excel.
66.	SOW 3.3.2.4 Automatic Replenishments	The Contractor shall provide the interface to the BATA designated credit card processor and prepare all files sent to the BATA credit card processor in accordance with the requirements of the credit card processor and PCI.	Can you please identify your credit card processor?	Bank of America.
67.	SOW 3.3.2.16.2 Aging Toll Tag Program and 3.3.2.16.3 Toll Tag Replacement Program	Aging Toll Tag Program and Toll Tag Replacement Program	Please confirm that the Toll Replacement Price Per Toll Tag (schedule T1 in the Price Forms) will be used both for individual aging replacements as well as a complete replacement if requested.	No, the Toll Tag Replacement Price (T1) in the Price Form is for a complete inventory replacement. The cost of routine replacements, including Mylar bag and mounting strips, is to be included in Contractor's O&M price. In all instance, BATA provides the actual transponders.

68.	SOW 3.5.1 General Requirements	BATA offers Title 21 Toll Tags under its current account policies; however, BATA may also offer a different Toll Tag type during the term of this Contract.	Can BATA confirm that any potential variations in Toll Tags offered will be consistent with the technical specifications and interface control documents provided in the RFP? Please clarify the other toll tag types that BATA may offer.	BATA's intent would be to minimize any changes to the ICD when introducing new tags. New tags types may include technology to reduce tag costs, support Express Lanes, or to comply with changes to Title 21.
69.	SOW 3.13.1 General Requirements, pg. 67	19. Paragraph 3 states, "The RSCS shall produce a trial balance, financial statements, and journal entries to be posted directly to the BATA enterprise ledger and primary general ledger."	Can BATA clarify if proposers should assume that an interface from the RCSC system to the BATA general ledger system will be required, in addition to the required financial reporting? Please specify which general ledger system is used by BATA.	No interface is required. BATA's financial system is Sungard One Solution version 7.7.2 (formerly IFAS).
70.	SOW 3.24.2 Key Performance Indicators - Operations	23. Statements, Bills, and Notices – First 90 Days of Operations Item a. 100% of statements, invoices, and Violation Notices mailed or emailed within 5 days of the due date (as set out by BATA for issuing the statement, invoice, or Violation Notice)	Regarding invoices and violations, within how many business days of the transaction date can we assume all images and associated transaction files will be received?	Generally within 24 hours, but in unusual situations may take up to 5 days.
71.	SOW 3.24.3 Deduction For Non-Compliance	24. Table 13: Deduction for Non-Compliance	Please confirm that Table 13 applies to the ongoing operations period and not the acceptance criteria measurement in the 90 day period.	Table 13 applies to <u>both</u> the First 90 Days of Operations and Ongoing Operations.
72.	Appendix B Price Form, pg. 1	25. Contractor's price shall include... postage increases	Will BATA consider removing this clause since postage increases cannot be predicted and permit adjustment to the variable prices as required? Additionally, would BATA consider paying postage as a pass-through?	No.
73.	Appendix B Price Form, Table 2: RCSC Operations and Maintenance Price Table	28. First Violation Notices – Excludes notices that post to customer FasTrak® or Pay-by-Plate accounts or One-Time Payments.	Please confirm this exclusion applies only to postings which occur prior to printing and mailing of the first violation notice.	No, this exclusion includes first violation notices that are mailed and subsequently post to FasTrak, Pay-by-Plate or One-Time Payment account.
74.	Appendix B Price Form, Table 2: RCSC Operations and Maintenance Price Table	29. First Violation Notices – First violation notices sent during the month where the notice was sent within 21 days of the toll evasion.	The price form indicates that only notices mailed within 21 days can be billed. Should Proposers assume that BATA does not intend to mail notices that exceed 21 days?	The RFP requires all first notices to be sent within 21 days of the toll evasion SOW section 3.12.6.9. The contractor shall be required to pay for tolls and KPI penalties associated with the failure of this RFP and contractual provision.
75.	Appendix B Price Form, Table 2: RCSC Operations and	30. Monthly Variable Fees	For the tiered pricing, will BATA please confirm that Unit Prices are applied incrementally to each tier (i.e., only those transactions falling into each specific tier are multiplied by that tier's unit price)?	Yes, this is correct.

	Maintenance Price Table			
76.	Attachment D – BATA-TCA CSC-RCS Interface Specifications	33. Attachment D – BATA-TCA CSC-RCS Interface Specifications	Attachment D is referenced in the SOW as “San Francisco Airport (SFO) Parking Facilities Interface Control Document.” However, the document provided as Attachment D is “BATA-TCA CSC-RCS Interface Specifications.” Please provide the SFO Parking Facilities Interface Control Document, and confirm that the BATA-TCA CSC-RCS Interface Specifications document is not applicable to this RFP and should be deleted as an attachment to the RFP package.	Please see the contents of Attachment D, as it contains to the SFO ICD.
77.	Letter of Invitation	Proposal Due Date	Given the comprehensive nature of the RFP, we respectfully request a four week extension of the proposal due date.	The proposal due date has been extended. See Addendum No. 1.
78.	RFP, page 2, section B, last	Current Vendor Succession Plan	Please provide a copy of the current vendor’s succession plan, dated February 2007, or updated as available.	Please refer to the succession plan. The Succession Plan, v 1.0 dated February 2007 will be made available upon request to potential bidders. This document will be updated as necessary prior to transition.
79.	Appendix A, SOW, section 2.1, #12	Cash Payment Network	Please provide a copy of the current cash payment network vendor’s agreement with the agency and the current system interface document.	The agreement is currently being finalized with Blackstone; as such, it is not currently available.
80.	Appendix A, SOW, section 2.4, #3	Rental Cars	Please provide a copy of the rental car agency(ies) agreement(s) with the agency.	These will be made available upon request by potential bidders.
81.	Appendix A, SOW, section 2.4, #4	Other DMVs	Please provide a list of all other state DMVs or 3 rd party entities other than the CA DMV that either BATA already has contact with or wishes to establish contact with. Please provide ICDs for currently established interfaces.	There are several entities/companies that provide these license plate look-up services. It is the responsibility of the respondents (successful proponent) to propose their specific team and include those costs in their overall price.
82.	Appendix A, SOW, section 2.4, #9	Administrative Hearing Officer	Does BATA currently use the services of an Administrative Hearing Officer? If so, will that continue during this project?	See answer to Question 25.

83.	Appendix A, SOW, section 3.2.1.1	Hours of Operation	Please confirm that any change (i.e. increase) in the Hours of Operation will result in a Change Order issued in accordance with Appendix D, Article 12.	See answer to Question 177.
84.	Appendix A, SOW, section 3.3.1.8	Toll Tag Kits	Please provide a sample of all toll tag kits so mailing materials and postage can properly be estimated. It should be noted that if BATA adds marketing or other material to the mailings thereby increasing the postage or size of mailing materials, then BATA shall be charged for the extra cost.	A sample is not available.
85.	Appendix A, SOW, section 3.3.2.17.1	Account Bulletin	Please provide an example of an Account Bulletin.	An Account Bulletin is a short message that appears on a customer's account when they log in via the website.
86.	Appendix A, SOW, section 3.7.1	Retailer Agreements	Do new retailer agreements need to be executed or can contractor assume existing agreements?	The contracts are between the current contractor and the retailer. We expect new contracts will need to be executed depending on retailer requirements, however we expect them to be substantially the same.
87.	Appendix B, Price Forms, page 7	Price Item Definitions	Does BATA anticipate sending 2 nd notices for violations and, if so, how does that become a pay item?	Yes, it is intended that all payment for violation processing is included in the first notice price item, including but not limited to issuing delinquent notices (2nd notices) and resending or transferring 1st notices.
88.	Appendix G, Response Matrix	Response Matrix	Please describe how the response matrix factors into the evaluation process and point structure.	The Response Matrix is used by BATA to ensure compliance with the Scope of Work requirements and is evaluated under Approach to Performance.
89.	Attachment I, Statistics	Total FasTrak Transactions	What is this total composed of?	Tagged transactions.
90.	Attachment I, Statistics	Toll Violation Notices Mailed	There appears to be a typo for FY 2008 & FY 2010. FY 2008 – Please confirm Toll Violation Notices mailed for FY 2008 should be 2,791,000. FY 2010 – Please confirm: Caltrans 1st & 2nd Notices total should be 2,636,000 Toll Violation Notices Mailed should be 2,959,000	Yes, these were typos.

91.	Attachment I, Statistics		Will BATA please provide historical data for the number of "License Plate Postpaid (Invoice) Transactions"?	This is not in operation yet.
92.	Attachment I, Statistics		Within the "Image Review Statistics" section of the table, there is a row entry labeled "OCR Read Rate" – can BATA please clarify whether this rate indicates the percentage of image-based transactions that bypass human review and are processed automatically by the system?	Yes.
93.	Attachment I, Statistics	We acknowledge that there is language in Section I - D. Additional Information of the main RFP document stating that proposers are to independently evaluate growth characteristics; however, we are assuming that BATA and GGBHTD have both analyzed potential changes in image-based and AVI rates due to a conversion to All-Electronic Tolling and requesting any information available would be part of our independent analysis.	With the Golden Gate Bridge transitioning to All-Electronic Tolling by the end of 2013, can BATA provide any expected statistics for video toll transactions and changes to percentages for image-based transactions, number of accounts, number of transponders, number of out-of-state registered owner look-ups, etc. as a result of the transition?	See statistics posted on web – AET Traffic Forecast.
94.	Attachment I, Statistics		Can BATA provide a breakout (by percent) of the reasons for calls to the CSC, i.e. credit card update, add/remove vehicle to account, inquiry regarding account balance, open/close account, complaint, etc.?	Account Update 32% Credit Card Update 31% Tag Request/Tag Related 5% New Account 4% Other 4% Violation 24%
95.	Attachment I, Statistics		Can BATA clarify whether "Other Account Notifications" must always be mailed and emailed even if the customer's preferred contact method is email? The statistics seem to indicate that this is the case.	Yes, both email and hardcopy are sent for critical notifications about the account. See SOW 3.3.2.17.
96.	Appendix A, Section 4.6.1.6, p. 137 or 169	This section states "Acceptance Testing shall be performed under live conditions, using actual production data where practical, for a period of ninety (90) Calendar Days after the Go-Live date."	Can the 90 calendar day Acceptance Test period be scheduled to occur outside of the Project Completion date of 6/30/2014; whereby assuming the initial contract period of 19 months ends at the "Go-Live Readiness Assessment" date?	Yes. System Acceptance is expected to occur after Operations Commencement on July 1, 2014.

97.	Appendix A, Section 4.1.2.2	The Project Manager, Maintenance Manager, Customer Service Center Operations Manager and Financial Manager “shall be located on-site for the entire duration of the Project.”	We understand the need for some of these positions to be filled by on-site staff. Can BATA consider modifying this requirement to state that the Project Manager be available on-site as-needed? Furthermore, can BATA clarify whether it is expected that the Project Manager will continue in that role once the system has been accepted and fully transitioned to the Operations & Maintenance phase?	BATA expects a dedicated project manager onsite for the duration of the project during all phases (including mobilization, development, and operations and maintenance.). BATA understands this role might not be fulfilled by the same person for the entire duration of the project.
98.	Appendix A, Section 4.6.2	The statement “Each test activity/plan shall include the following:” on page 139 seems to indicate that BATA expects a separate document to be prepared for each of the test activities. However, the statement “For each test activity the Contractor shall include...” that begins on page 138 implies that this documentation is expected to be included as part of the Master Test Plan.	Can BATA please clarify documentation requirements for each test activity/plan?	The Master Test Plan is inclusive of the Test Plan and Test Case documents for each phase of testing.
99.	Appendix A, Section 4.6.1.2	On page 136, this section states “Additionally, Integration and Commissioning Testing shall not be used to regression test or address any punch list items identified during Initial System Testing.”	Does BATA expect a formal demonstration of issues discovered during Initial System Testing before Integration and Commissioning Testing begins?	Yes.
100.	Attachment I, Statistics	Image Processing	Does the "Total Violation Transactions sent from Lanes" include Pay-by-Plate Transactions?	Yes.
101.	Appendix A, Section 3.12.3 Appendix A, Section 3.8	Section 3.12.3 states that the System shall be capable of interfacing with BATA’s cash payment network. Section 3.8 states “Contractor shall maintain existing Cash Payment Network services through transition from the current customer service center.” Section 3.8 also states that “Contractor shall continue to provide services through the existing Cash Payment Network for the	Can BATA please provide all relevant information relating to the current Cash Payment Network, such as data exchange/interface requirements, current fees / fee structure, contact information for the technical contact with the Cash Payment Network Provider, etc.?	The Cash Payment Network ICD is not available.

		term of the contract...” These sections imply that there is an existing Cash Payment Network that the Contractor will need to use.		
102.	Appendix A, Section 3.3.2.19.2		Can BATA please provide its current document archival policy?	Archival and data retention shall comply with BATA’s privacy policy, BATA Resolution No. 96.
103.	Appendix A, 3.4.1		Can BATA please provide all-time peak call volume for both daily and hourly intervals?	This data is not available.
104.	Appendix A, 3.4.1		Can BATA please provide the maximum number of concurrent calls received by the CSC?	This data is not available.
105.	Attachment I, Statistics		Can BATA provide walk-in customer volumes served at the current walk-in facility?	100 customers per day.
106.	III. (page 5)	“Proposals must be typed with a minimum 12-point font and submitted on 8 ½” x 11” paper, using a single method of fastening.”	Request allowance of up to 10 pages sized 11” x 17”.	Yes, this is agreeable for schedules, graphics, and charts only.
107.	General Scope of Work	General Scope of Work Comment: has a concept of operations been developed for this system?	Please provide the concept of operations.	No separate concept of operations document is available. The concept of operations is fully described in the Scope of Work and accompanying documents of this RFP.
108.	2.1 Item 4 (p. 3)	Account Management “Customer Applications and User Guides – Provide the ability to download Applications and user guides for personal and commercial Customers from the Web.”	Please further explain or detail which type of information is to be included in the User guides. Is this related to how to use the web in connection with tolling services operations available on the web?	Customer user guides include such things as license agreement, mounting instructions, how to pay for tolls, the AET program, the cash payment network, how to pay for SFO parking with FasTrak, how to maintain your FasTrak account, promotions, where to buy a FasTrak Toll Tag (retail programs), etc. These user guides should help customers understand the FasTrak and tolling systems used throughout the 9-county Bay Area. The current Application and Customer Handbook can be found online at http://www.bayareafastrak.org/static/forms/index.shtml

109.	2.5 (page 6)	System Interfaces “The System shall include, at a minimum, the following functions associated with the various system interfaces.”	Please provide access to existing interfaces defined in interface control documents.	Interfaces that are not proprietary to the current Contractor have been provided.
110.	2.5 Item 6 (p.6)	System Interfaces “Interface to DMVs – Through the BATA network connection to the California DMV, obtain registered owner’s name and mailing address for image-based transactions from the California DMV and out-of-state DMVs or an appropriate third-party entity or entities to obtain out-of-state registered owner’s name and mailing address.”	Please clarify how many DMVs are to be considered. This is important to know as it will provide information on how many interfaces the system will have to support in terms of the vehicle registration database.	All 50 states and British Columbia, CA. Also see answer to Question 81.
111.	3.1.7 (page 9)	Reconciliation “Deposits made to BATA’s bank by operations staff and electronically by the credit card processing companies shall be reconciled with counted and verified cash and credit card receipts.”	Please provide the scope of work for BATA’s bank/merchant card services vendor.	The request is not related to the scope.
112.	3.1.9 (page 10) and 3.3.2.18 (page 34)	Data Storage & Account Statements (Web) Section 3.1.9 states that: “All customers shall be able to get the previous twelve months of account activity on the web.” While Section 3.3.2.18 mentions for the Web: “The system shall provide on demand statements with up to three years of data. Customers shall be able to download such statements from the web.” Comment: These two requirements may be contradictory unless "account activity" is referring to something else rather than account statements.	Please clarify.	The access to account statements refers to the monthly statements sent to account holders (both e-statements/invoices and printed statements/invoices). Account activity is broader and refers to all account activity (payments, credits, promotions, and transactions) in more detail.
113.	3.2.1.1 (page 11)	Hours of Operation “The RCSC shall operate from 8:30 AM to 5:30 PM, Monday through Friday, and have necessary staff available to support the Walk-In Center and Call Center during	What is the current foot-traffic volume (by persons or transactions) in the walk-in facility?	100 walk-in customers per day.

		additional hours of operation.”		
114.	3.2.5 (page 13)	Special Event Support “The Contractor shall staff up to four (4) one-day special events per year at the direction of BATA with capabilities to allow online account sign up.”	Will BATA’s insurer be providing event venue/event sponsor-required certificates of insurance coverage? Is BATA or Contractor responsible for non-labor costs related to booth space, tabling, etc. for participating in such events?	The Contractor is not responsible for the cost of the booth or event participation fees. The Contractor is responsible for all other costs (transportation to and from event, insurance, staff safety, etc.).
115.	3.3.1.4 (p.16)	Account Types Comment: One of the account types is Non-Revenue specified facilities. We assume it is an exempt account for some specific facilities.	Please provide more detailed business rules for this product.	Non-revenue (and discount revenue) plans provide free/reduced toll rates for passage for specific vehicles traveling on specific facilities. Some examples include: <ul style="list-style-type: none"> • Caltrans: non-revenue on all Bay Area toll facilities • Golden Gate Bridge District Vehicles: non-revenue on the Golden Gate Bridge only Additionally, Golden Gate has a discount Persons with Disabilities (PWD) program that provides a discount toll for qualified individuals. BATA is seeking the option for this to be an account-based or transponder-based plan.
116.	3.3.1.6.1 (page 17)	FasTrak® Account Opening Payment Amounts “The System shall be configurable to allow for the direct sale of individual Toll Tags to Customers.”	Does this requirement refer to the ability by the Retailers to sell anonymous tags which are to be activated subsequently by the user in a Walk-in facility, by web or through the Call Center? Please clarify.	This requirement shall allow BATA to change policies in the future to sell tags rather than collect a refundable deposit.
117.	3.3.2.7.1 (page 25)	FasTrak® Account Status “The System shall have the ability to assess additional collection fees, as designated by BATA for accounts sent to collections.”	Is there already more information on these collection fees, which type and how many are envisaged? Please clarify.	Additional fees may include additional percentage of total owed or additional fixed fees for multiple violations up to the maximum allowed by law.
118.	3.3.2.15 (page 29)	Toll Tag Fulfillment “The Contractor shall mail a replacement Toll Tag, additional Toll Tag, Mylar bag, or mounting strips at the account holder's request...”	What is the volume of replacement toll tags mailed per month? Is a replacement toll tag mailed or is a complete Toll Tag Kit to be mailed when a replacement tag is being mailed?	BATA does not have an ongoing tag replacement program. Likely just the toll tag and appropriate correspondence would be mailed for replacement toll tag.

119.	3.3.2.19.2 (page 35)	Processing “The Contractor shall adhere to BATA’s document archival policy.”	Please provide a copy of BATA’s document archival policy.	Archival and data retention shall comply with BATA’s privacy policy.
120.	3.4.3 (page 37)	Languages Serviced “The Contractor shall provide call center services in English, Spanish, Cantonese, and Vietnamese both conversationally and with written forms and other Customer service material.”	Is federal Title 6 compliance expected or required? If so, is BATA or contractor responsible for a compliance audit and how often?	Title 6 compliance is not required nor are compliance audits.
121.	3.4.4 (page 37)	“The Contractor shall develop the call routing tree and recorded messages for submittal to BATA for review and approval at least 90 days prior to implementation.”	Please provide the current call routing tree and recorded messages.	BATA’s intent is for the Contractor to develop the best IVR solution and IVR tree for the new operation.
122.	3.5.7 (page 40)	Returns “The Contractor shall designate returned Toll Tags (that are older than four years old from time of receipt from the supplier) as out-of-service and properly dispose of them consistent with BATA business rules regarding Toll Tag destruction or recycling of e-waste.”	Please provide a copy of “...BATA business rules regarding Toll Tag destruction or recycling of e-waste.”	Contractor shall be responsible for disposing of e-waste in accordance with California laws.
123.	3.6.1 (page 41)	Customer Services Web Services “Authorized BATA staff shall be able to independently and directly update the website by way of a Web Content Management System”.	Please clarify the current protocols.	Current protocols do not exist. Protocols will be defined during the design and development phase of the project.
124.	3.10.3, 3.12.3, and 3.23.6 (page 50, 55 and 99)	ACH Processing, Cash Payment Network and Credit Card Processing “The Contractor shall process and reconcile all credit card and ACH transactions...” “BATA shall provide the bank credit card processor which will process Visa...” “The RCSC shall provide an interface to BATA’s designated bank credit/debit card processor...”	What is BATA’s current ACH and CPN mechanism/vendor and can the documentation (scope of work, standard operating procedures, etc.) related to the required technical/software interfaces be made available? What equipment, if any, (e.g., credit card scanning terminals, point-of-sale terminals) is BATA or its vendor/s providing?	CPN has not been implemented yet. BATA will not provide any equipment to satisfy CPN or ACH requirements.

		“The Contractor shall use point-of-sale credit card and check scanning-terminals at all Walk-in Facilities.”		
125.	3.12.1.5 (p.55)	<p>Congestion Pricing “The existing BATA and GGB toll collection systems and existing Express Lanes systems have the ability to process congestion pricing transactions. To support congestion-pricing programs, the RCSC System shall be capable of processing the dynamic, real-time congestion pricing of current and future planned electronic toll transactions. The RCSC system shall generate or retrieve variable congestion pricing toll schedules by time and date in order to support customer account management functions.”</p> <p>Comment: If we assume that transactions are sent to the RCSC already rated (with the toll fare amount posted), what is expected to be done at RCSC with congestion pricing toll schedules?</p>	Please clarify how they are handled at RCSC level.	Referring to the last sentence of Scope of Work Section 3.12.1.5, customers may call the RCSC enquiring about a variable toll rate that was applied to their transaction. The CSR should be able to look up the applicable rate table for the date and time on that facility to verify the correct toll rate, explain when the toll rate changed, and possibly (subject to the business rules) adjust the toll rate, if, for example, the transaction time was close to the time of a toll rate change.
126.	3.12.6.1.1 (page 57/58)	<p>Caltrans Facilities “At the RCSC, images that exceed a pre-determined OCR confidence level are processed against the License Plates for valid FasTrak® Customers or License Plate Accounts. Images that do not meet the pre-determined OCR confidence level or images that do not pass through the OCR process shall be manually reviewed then processed against License Plates of valid FasTrak® Customer or License Plate Accounts.”</p>	<p>What is the business rule for the OCR confidence level for:</p> <ul style="list-style-type: none"> • Automatic statement/violation generation • Requiring a manual review • Number of manual reviews of images falling out of the confidence level <p>Caltrans facilities are not noted under the Image Review Statistics in Attachment I - What is the history of the monthly volumes of the above?</p>	<ul style="list-style-type: none"> • Automatic statement/violation generation is available for images with OCR above the BATA/GGB determined confidence level. • Below the confidence level must be manually reviewed. • Per Appendix I, 43% require manual review for BATA and GGB combined.
127.	3.12.6.5 (p.60)	<p>Vehicle Registered Owner Identification “The Contractor shall establish an interface with individual states or a third party out-of-state processor on behalf of BATA.”</p>	Which states’ DMVs does BATA and/or its contractor currently have agreements with? Which states’ DMV does BATA and or its contractor use a third-party vendor? Please clarify how many DMVs are to be considered.	All 50 states and British Columbia, CA.

128.	3.12.6.5 (p.61)	<p>Vehicle Registered Owner Identification “The Contractor shall investigate and implement strategies that will improve the DMV hit rates and allow for enhanced vehicle ownership identification capabilities, while maintaining compliance with state statutes. This may include the use of third party data suppliers and/or using or providing additional registration attributes as a part of the registered owner query.”</p> <p>Comment: This is hard to assess at this stage using third party data suppliers to enhance / improve vehicle identification capabilities maintaining compliance with state statutes.</p>	Please confirm this will be handled as a Change Request during project execution.	No, this will be assumed to be part of Contractor’s responsibilities.
129.	3.12.6.8 (p.63) and 3.12.6.10 (p.65)	<p>Invoice Processing and Disputes and Contests The requirement in both sections states: “The System shall provide a configurable set of invoice dismissal or reduction codes as defined by BATA’s business rules.”</p>	Please clarify what is meant by reduction codes.	<p>Reduction codes are a set of configurable codes which can be applied to an individual image based transaction for the purpose of reducing the amount due and tracking the reason for doing so. For example:</p> <ul style="list-style-type: none"> • Reducing a full fare FasTrak toll to a reduced carpool toll (all bridges) • Reducing a full fare FasTrak toll to a reduced Persons with Disabilities toll (Golden Gate Bridge only) <p>Final codes and business rules will be developed during design and development phase.</p>
130.	3.12.6.12 (p.66)	<p>Third Party Collection “The Contractor shall provide an aging of accounts forwarded to collections and shall also provide other reports and queries as required by BATA regarding the collections activity.”</p>	Please provide further detail or specify which kind of other reports and queries are to be expected.	Maintain a list and history of all violations and negative accounts placed with the collection agency.

131.	3.12.6.9	Violations Processing	Please clarify Contractor's role in the Adjudication process regarding preparing Evidence Packages and Courtroom Presence. Please clarify Contractor's role in overseeing any Administrative Law process (e.g. Hearing Officers, Courtroom requisition, security).	The Contractor will be responsible for providing the BATA hearing officer with the customer's request for an administrative review and the details supporting the violation or violations in question. BATA will coordinate the hearing with the customer and provide the Contractor with the outcome for updating in the Contractor provided system. The Contractor will not be responsible for the hearing process aside from providing the supporting documentation. See also answer to question 25.
132.	3.13.1 (p.66)	Financial Accounting - General Requirements "The System shall be easily configurable to add new transaction types with proper accounting treatment." Comment: What does the term "transaction" refer to in this case? Capability to add new concepts that the system requires to manage (i.e., toll, statement fee); or possibility to add new concepts from the financial point of view (i.e., adding a new journal code, modifying the chart of accounts)?	Please clarify.	This may include a new type of toll scheme (e.g., pre-pay or post-paid), new facilities (Express lanes, additional airports), toll rates for different time schedules, etc.
133.	3.13.2 (p.68)	Financial Functions The requirement states: 6) Post the entries to appropriate general ledger accounts based on one or more chart of accounts and user configurable processing rules.	Please further clarify what is implied in this particular case by "user configurable processing rules?"	User configurable processing rules refer to BATA's business requirements such as requiring new account numbers, new facilities, new funds. toll increases, and new programs such as Express lanes
134.	3.13.2 (p.68)	Financial Functions The requirement states: 7) Include the ability to have multiple self-balancing funds based on user configurable rules.	Would you further clarify what is implied in this particular case by "user configurable processing rules?"	User configurable processing rules refer to BATA's business requirements such as requiring new account numbers, new facilities, new funds. toll increases, and new programs such as Express lanes.

135.	3.21.1 (page 90)	General Website Requirements “The website shall provide general tolling information and account services as defined by BATA. At a minimum, this information shall be provided in English, Spanish, Chinese, and Vietnamese.”	For languages other than English, are auto-translators such as those deployed on other MTC-sponsored Websites allowable?	No.
136.	3.21.6.2 (page 95)	Mobile User Applications “At a minimum the mobile application shall support standard functionality as would be experienced on the website including...”	Please confirm that the functionality listed is to be delivered through an app and not a mobile Web site. If an app is to be developed, has BATA already created the data feed? If so, please provide a copy of the documentation and/or information to access the data feed.	Functionality shall be delivered through an app. BATA has not created a data feed; this would be the responsibility of the Contractor.
137.	3.23.7 (page 99)	Lockbox Service “If the Contractor elects, or if BATA directs the Contractor, to use a Lockbox service to assist in processing account replenishment payments...”	Is BATA’s expectation that the contractor will open banking accounts to handle cash management products and/or a lockbox, or will BATA be providing contractor access to BATA’s accounts provided by BATA’s banking vendor in order to perform this function?	BATA will provide the bank and specific bank accounts. See Scope of Work Section 3.14.4 for more information.
13	4.3.9	The Contractor shall develop a Go-Live Plan.	Please provide copies of previous transition and/or cut over plans.	BATA will provide the current succession plan upon request by potential bidders.
139.	General Rating	We are assuming that all transactions from the 7 Bridges hosts, from the GGB and from SFO parking are sent to the RCSC already rated (i.e., with the toll fare amount) as can be inferred from the ICDs.	Please clarify who is charge of the rating functionality? Could you please confirm our assumption?	Transactions are sent to the CSC with the toll amount as established by the toll or fare policies of each agency (BATA, GGB, Express Lanes, SFO). However, the system shall have the ability to support toll adjustments in support of discount plans, SOW section 3.3.2.9 and congestion pricing, SOW section 3.12.1.5. For instance, for transponder-based discount toll plans (e.g., Golden Gate Bridge discount Persons with Disabilities toll), the RCSC shall have the ability to apply the discount at the back office.
140.	General - Rating & Image Review Process	As said above, we assume that transactions either from CALTRANS facilities (7 bridges), GGB and SFO parking are rated at the Host levels by each facility and sent already rated to the RCSC. At the same time, the Image Review and Processing (Validation) module is performed by the RCSC, and by this module a vehicle class	Please clarify.	The successful bidder should be able to change the rates as necessary when lane-based errors are detected to comply with the rate setting policies (such as classification based) within the RCSC. These changes should be reported as part of the toll revenue and transaction reconciliation process. The toll adjustment policies and reconciliation process shall be finalized during the design and development phase per SOW

		<p>discrepancy found in an image can be corrected and updated by a Manual Image Reviewing agent. Therefore, upon a vehicle class discrepancy, the toll rate for that vehicle could be different (i.e., lower or higher).</p> <p>In that case, how is the rating of the toll transaction corrected if the rating functionality is not in the RCSC scope but instead is done on each Host level of the toll facilities? Otherwise should we assume that the RCSC also performs rating functionality?</p>		4.4.1.
141.	General - Standard Billing	<p>We were not able to find any requirement as to standard Billing for post-paid accounts. Are there invoicing cycles and sending of bills (invoices) considered for post-paid account users? The SOW mentions the invoice accounts, but this is mainly for unregistered users, or users with an invalid tag at the time of the tag transaction (as a first notice).</p>	Please clarify.	Refer to Scope of Work section 3.12.6.8 Invoice Processing.
142.	General - Images	<p>We assume that the RCSC receives 3 types of transactions:</p> <ul style="list-style-type: none"> • Pay-by-plate • Tag • Violations <p>In the case of a tag transaction with a valid tag, is the image captured by the lane discarded at the Host level or is it transferred anyhow to the RCSC?</p>	Please clarify.	Please see response to Question 49.
143.		<p>General</p> <p>Document seems to be incomplete. The table of contents lists 99 pages but only pages 1-60 were provided. Please note that the Bank Interface and IFAS interface specifications are missing.</p>	Please provide remainder of document for analysis.	The missing sections were intentionally deleted as they are not relevant to the scope of work.

144.	RFP I.B	BATA has a current vendor providing the FasTrak® Regional CSC system and operations. The current contract will expire on June 30, 2014. All design, development, testing and account migration under this Contract must be completed by that date and start of operations must begin on July 1, 2014. The current vendor will cooperate in the transition in accordance with their succession plan dated February 2007, updated as necessary.	<p>Q. Does BATA have an agreement with the current vendor that the transition plan will be followed?</p> <p>Q. Will the current vendor and the successful proposer enter into a contract to guarantee that transition plan will be followed?</p> <p>Q. Can proposers receive a copy of the transition plan dated February 2007 and any relevant updates?</p>	<p>The Succession Plan, v 1.0 dated February 2007 will be made available upon request to potential bidders. This document will be updated as necessary prior to transition.</p> <p>No contract is required with the current vendor; however, if the successful proposer desires such assurance to meet the contractual deadline, then it is agreeable with BATA.</p>
145.	Letter of Invitation: Site visits (page 3)	Staff	<p>What is the count number of staff per activity:</p> <ul style="list-style-type: none"> • Call center: is it carried out in-house or outsourced. If outsourced is it done in the operation center or somewhere else? Number of CSRs handling calls? • CSRs dealing with emails • Agents doing Image Review • Agents in charge of refunds, operational financial issues with Customer fleet / business CSRs • Number of staff in the walk in center: • Number of staff in finance department 	<p>It is intended that the Contractor will develop their required staffing (independently from the existing staffing levels used by the existing contractor) within all functions of the Scope of Work such that the successful proponent is able to meet or exceed the expected performance metrics described in the RFP, contract and KPI.</p>
146.	Letter of Invitation: Site visits (page 3)	Service	<p>Why the OCR read rate is so low (57%)?</p> <p>What are the make/models of these OCR?</p> <p>Is the image review module provided under this contract or under the roadside contract?</p> <p>How long does it take to one agent to do one Image Review?</p> <p>How does BATA get such a high level number of calls treated automatically through the IVR?</p> <p>Do we have to double check image in case of notification?</p>	<p>Image review is included under this RFP.</p> <p>The amount of time to perform image review would be dependent upon the image review solution provided by the successful respondent.</p> <p>The methods used by the current contractor for IVR penetration is unavailable for distribution.</p> <p>See SOW section 3.12.6.2 for image review requirements.</p>
147.	Letter of Invitation: Site visits (page 3)	Equipment	<p>Who provided roadside equipment on the 8 bridges? On the express lanes?</p> <p>Are some expressed lanes equipped with barriers?</p> <p>Is printing house done in house or subcontracted?</p> <p>Idem tag logistics and encoding? Where is tag in a bag logistics and encoding managed?</p>	<p>Roadside equipment is supplied as follows:</p> <p>7 BATA bridges – TransCore</p> <p>GGB – TRMI</p> <p>I-680 Express Lane – ETCC</p> <p>SR 237 Express Lane - TransCore</p> <p>The solution for printing (in house or subcontract or other) is included in the scope of this RFP and is at the discretion of the successful respondent.</p>

				Title 21 tags are provided to the Contractor. See SOW Section 3.5 for tag distribution requirements.
148.	Appendix A 2.2	Financial Management	Account Mapping- What is BATA's Financial System (custom or COTS)?	BATA's financial system is Sungard One Solution version 7.7.2 (formerly IFAS).
149.	Appendix A 2.5	System Interfaces	What vendor provides the existing cash payment network?	Currently being developed with Blackstone.
150.	Appendix A 2.5	System Interfaces	What is the existing Credit Card Clearing house vendor?	Existing credit card clearinghouse vendor is Clear Commerce. Vendor may use another clearinghouse acceptable to Bank of America.
151.	Appendix A 2.5	System Interfaces	What is the existing bank?	Bank of America.
152.	Appendix A 3.3.2.15	The Contractor shall mail a replacement Toll Tag, additional Toll tag, Mylar bag or mounting strips ...	We understand the price for a new Toll Tag (additional or replaced) is paid under Price T1. How is paid the Contractor for mailing Mylar bag or mounting strips?	The Toll Tag Replacement Price (T1) in the Price Form is for a complete inventory replacement. The cost of routine replacements, including Mylar bag and mounting strips, is to be included in Contractor's O&M price.
153.	Appendix A 3.5.7	... and properly dispose of them consistent with BATA business rules regarding Toll Tag destruction or recycling of e-waste.	Can you indicate if BATA will pay the costs including taxes for the Toll Tag destruction or recycling, as owner of the Toll Tags?	The Contractor will be responsible for the cost of disposal. Refer to page 8 of the Price Form under Toll Tag Replacement Price.
154.	Appendix A 3.24.1	Table 11 h.	Can you delete the reference to "actual tolls lost and costs incurred"?	No.
155.	Appendix A 3.24.1	Table 11 i.	Can you delete the reference to "actual tolls lost and costs incurred"?	No.
156.	Appendix A 3.22.2	Data Retention	Please confirm that all tag status files and transactions are retained for 4.5 years.	Confirmed.

157.	Appendix A Operation	Invoices	Does a customer pay extra for paper invoices (post pay) sent? What is the average size and weight of an invoice and what size envelope does it fit into?	No. Information on invoice is not available as the program has not been implemented yet.
158.	Appendix A 3.3.2.3	Credit card fees	Are all credit card fees paid by BATA?	Yes.
159.	Appendix A 3.6	Web site	How is programmatic content of the web site (e.g. FasTrak news) provided to the contractor?	BATA will provide this content to the Contractor.
160.	Appendix A 3.10.2 PAYMENT TYPES	Currencies	Does the system need to support more than one currency?	No, U.S. currency only.
161.	Appendix A 3.12.6.2	Image Review	What percentage of plate typing review is expected for the image review process?	Per Appendix I, approximately 57% of images meet the OCR confidence threshold. 43% do not and require manual image review.
162.	Appendix A 3.12.6.2	Image Review	What is the current rate of transactions moving to the image review?	Per Appendix I, approximately 57% of images meet the OCR confidence threshold. 43% do not and require manual image review.
163.	Appendix A 3.10.3	Bank and Credit Card vendors	Is the new contractor required to use the existing banking and credit card clearinghouse vendors?	Contractor shall use BATA provided bank which is currently Bank of America. Contractor shall provide credit card clearinghouse. The clearinghouse must be acceptable to BATA's bank.
164.	Appendix A 4.2.1	All major document deliverables require an outline, a draft, a final draft and a final submission with time (minimum 10 Business days	Can you delete the word "minimal"?	No, it is anticipated that some documents may be very large and require more than 10 days to review.
165.	Appendix A 4.2.1	All major document deliverables require an outline, a draft, a final draft and a final submission	Can you adapt the sentence as: "All major document deliverables require an outline, a draft, a final draft and a final submission, if needed, ..."?	No, a final submission will be required in most cases unless the BATA Project Manager agrees to forego this submission.
166.	Appendix A 4.3.6	If agreements are proposed to be modified from the existing RCSC contracts, ...	Can you indicate all the existing contracts with the following details: <ul style="list-style-type: none"> • Name and address of the Contractor, Nature of the Goods or Services, • Star date of the Contract, • Ending date of the Contract, 	This information is not available. This is part of transition planning and tasks.

			<ul style="list-style-type: none"> • Amount of the Contract, • Price escalation formula? 	
167.	Appendix A 5.2.2	Disaster Recovery	Does the disaster recovery site need full functionality, or can some functions (e.g. data warehouse capabilities) be only present at the primary processing site?	Please refer to the second paragraph of Scope of Work Section 5.2.2 and see also 5.2.3.
168.	Appendix B Price T1	Total Lease Price	Do you expect that the price for Toll Tag Replacement is bidding as it is written in Appendix A that “The Contractor shall provide a cost estimate as part of this submittal”?	Yes. Please keep in mind that BATA provides the actual transponders.
169.	Table C: RCSC Operations and Maintenance Price Table	No Pass Through Costs (page 9 of 10)	<p>Q Does BATA would reconsider its position on Postage Costs? Those Postage Costs represent a significant percentage of the bidder’s cost and are beyond the bidder’s control.</p> <p>Q Is there an estimate of the current Postage Costs paid by the current vendor?</p>	<p>BATA will not consider postage as a pass through.</p> <p>Current postage is approximately \$230,000 per month.</p>
170.	Table C: RCSC Operations and Maintenance Price Table	BATA provided Items (page 9 of 10)	<p>Q. Does the bidder have to quote the following items?</p> <ul style="list-style-type: none"> -Retailers distribution fees (Walgreens, etc.) -Any operational fees related to the settlement with other operators -Any fees related to the access to the License Plate Data Base -Any fees related to CVSE (commercial vehicles) -Any fees related to the access to other States’ Licence Plate Data Base -Any costs related to ATI 	<p>BATA pays costs of retailer distribution fees. BATA currently does not have any fees related to settlement with other operators.</p> <p>Contractor will pay all other fees and the fees shall be included in the price per transaction provided by the contractor. They will not be paid separately by BATA.</p>
171.	Appendix A: Scope of Work	Various references to PII policies.	Question: Will BATA please provide the Personally Identifiable Information (PII) policies?	Contractor shall comply with Appendix D, Terms and Conditions, Article 5.3 and with BATA Resolution 96, Privacy Policy.
172.	Appendix A: Scope of Work Section 2.4; “Vehicle Registered Owner Identification” p. 5	<p>4) Identify the vehicle’s registered owner’s name and address for all License Plate transactions not posted as a Pay-by-Plate transaction.</p> <p>Establish interface with the California Department of Motor Vehicles (DMV) and other out-of-state DMVs or third party entities.</p>	Question: Is it required that Contractor interface to all 50 state DMV’s or have access to a third party provider capable of searching all DMV’s?	<p>Yes, all 50 states and British Columbia, CA</p> <p>Also see answer to Question 81.</p>

173.	Appendix A: Scope of Work Section 2.4; "California Vehicle Registration Holds" p. 5	10) Establish an agreement and interface with the California DMV for the processing of vehicle registration holds and releases.	Question 1: Is there an existing agreement? Question2: If yes, will BATA please provide a copy of the existing agreement? Question 3: Is it expected that the Contractor will be charged for either the DMV lookup or the registration hold services?	See answer to Question 81.
174.	Appendix A: Scope of Work Section 3.1.7 "Reconciliation" p.9	... Deposits made to BATA's bank by operations staff and electronically by the credit card processing companies shall be reconciled with counted and verified cash and credit card receipts.	Question: Will the contractor have read only access to bank accounts to accommodate the required reconciliation process with the deposits to the bank?	Yes.
175.	Appendix A: Scope of Work Section 3.2.1 "General Facility Requirements" p.11	BATA shall have the option to retain ownership of all assets at the end of the Contract or have the Contractor dispose of the assets at BATA's direction.	It is not possible for a proposer to accurately price this item without knowing BATA's intention. Question: Will BATA please provide an assumption to be used for pricing purposes to ensure consistency in pricing between proposers?	BATA shall own all assets. BATA may ask the Contractor to dispose of the assets at the end of the contract. As is the case with this new contract, BATA would most likely ask any successor contractor to provide new furnishings, equipment and software. However, the decision to reuse or replace will be determined at the conclusion of this contract.
176.	Appendix A: Scope of Work Section 3.2.1 "General Facility Requirements" p.11	BATA shall be entitled to rescind previously granted decisions regarding off-site services with 30 days notice to the Contractor at any time during the Contract.	Question: Will BATA please confirm that any Contractor cost implications associated with a BATA decision to rescind off-site services will be reimbursed to Contractor?	Each circumstance is unique with regard to the basis for this type of decision. As such, that blanket assurance cannot be given.
177.	Appendix A: Scope of Work Section 3.2.1.1 "Hours of Operation" p.12	BATA, in its sole discretion, may change hours of operation and observed holidays.	Pricing for the scope of work during the operations period is volume driven. If BATA were to extend the hours of operation, it will impact the Contractors cost. Question: Will BATA please confirm that a change that impacts Contractor cost will be negotiated in good faith?	Yes, the cost may be negotiated upward or downward, but evidence of any cost impact must be statistically proven. In most cases, BATA would expect a working dialog with the Contractor in advance of the decision to change hours.
178.	Appendix A: Scope of Work Section 3.2.3.2 "Daily Reconciliation and Deposit" p.13	The Contractor shall enter into an agreement with a BATA-approved armored service to pick-up daily deposits from all facilities for delivery to BATA's bank and deposit into BATA-designated accounts.	Question: If additional facilities require armored car service (beyond the RCSC and walk-in center), will BATA please provide the location of each facility and requested frequency of pick-up?	The locations beyond the RCSC and the walk-in center are currently unknown and could be dependent upon the solutions provided by the successful proponent.

179.	Appendix A: Scope of Work Section 3.2.5 “Special Event Support” p.13	The Contractor shall staff up to four (4) one-day special events per year at the direction of BATA with capabilities to allow online account sign up.	<p>Question: Will BATA please confirm that it is BATA’s intent to have Proposers include four special events per year in their volume pricing?</p> <p>Suggestion: To ensure BATA doesn’t pay for any special events that do not occur in a given year, these events could be excluded from the volume pricing and reimbursed at the hourly unit rates provided for “Additional Services Price” within the table on page 8 of 10 in Appendix B.</p>	It is BATA’s intent to have the staffing for the special events included in the overall price for the RCSC operations.
180.	Appendix A: Scope of Work Section 3.3.1.6.1 “FasTrak Account Opening Payment Amounts” p.18	In the event that BATA sells Toll Tags to Customers in the future, the Contractor shall provide all information necessary for BATA to file the necessary sales tax returns prescribed by then current law.	<p>Future changes in law could require system changes that cannot be foreseen at this time.</p> <p>Question: Will BATA please confirm cost incurred to satisfy this requirement will be reimbursable under the change process?</p>	This requirement can be satisfied by applying current law. If a change in law imposes a material increase in cost on the Contractor, this will be addressed in a change order.
181.	Appendix A: Scope of Work Section 3.3.1.7 “Account Information Required” Table 4 p.19	Vehicle Information (may change to conform with California codes)	<p>The items included in this section, i.e. Vehicle License Plate, Make/Model, etc. are all listed as optional. It would seem the information would be required to efficiently apply image tolls.</p> <p>Question: Will BATA please explain why vehicle information such as plate number is optional when setting up a FasTrak account?</p>	BATA does not require customers to provide a license plate on their FasTrak account. This information is provided by the customer at their option. However, the system must be able to capture, store and process this information.
182.	Appendix A: Scope of Work Section 3.3.1.7 “Account Information Required” Table 5 p.20	Credit Card Accounts – Primary Credit Card	<p>Question: Will BATA please explain why credit card information is not required for a pre-paid account?</p>	BATA does not require a credit card to open a pre-paid License Plate accounts. Prepaid License Plate accounts may be funded with checks, cash payment network, or one-time payments.
183.	Appendix B – Price Proposal p.1 and “Price All Inclusive – No Pass Through Costs” p.9	Unless specifically stated otherwise in the RFP, Contractor’s Price shall include all connections, consumables, deliverables, equipment, fees (including registered owner name and address look up), furnishings, furniture, hardware, insurance, labor, leases, licenses, materials, permits, personnel, postage, postage increases,...	<p>Outgoing mail expenses such as postage can be an extremely high risk area of expense for an operator. There are multiple items that can affect this cost that are completely outside an operator’s control. Business policies and changes in business policies such as required frequency of invoicing, frequency of mailings and potential limitations on the number of transactions contained on an invoice have a continual, direct impact on expenses incurred. In order for an operator to ensure it doesn’t experience a loss on an annuity basis, it must be conservative in its estimates for these types of expenses which in the long run could mean BATA pays significantly more than it should for an expense that an operator would not typically charge a markup.</p> <p>Question: To minimize BATA expense, will the BATA please consider making outgoing mail expenses a pass-thru cost with no</p>	No.

			markup?	
184.	Appendix A: Scope of Work Section 3.3.2.7.1 “FasTrak® Account Status” p.25	The Contractor shall email (or USPS first class mail where email is not available or valid) and make an outbound phone call to cash account holders whose account balance becomes low.	<p>This section (which requires email AND phone call) seems to be in conflict with Section 3.3.2.5 which states “When accounts replenished by cash or check reach a low balance, the System shall notify the account holder of the need for replenishment by phone, email, OR USPS first-class mail.”</p> <p>Question 1: Will BATA please confirm that the requirement should be email/mail OR outbound phone call?</p> <p>Question 2: Will BATA please provide the number of cash account holders?</p>	<p>Question 1: The requirement is by phone and by email or USPS first-class mail.</p> <p>Question 2: See Appendix I.</p>
185.	Appendix A: Scope of Work Section 3.3.2.7.1 “FasTrak® Account Status” p.25	General Reference: There are multiple requirements within this section where the Contractor must make an outbound call.	Question: Will BATA please provide historical outbound calling data for the previous 12 month period?	This information is not available.
186.	Appendix A: Scope of Work Section 3.3.2.12 “Refunds” p.28	General Reference: There are multiple requirements within this section where the Contractor must issue refunds to account holders.	Question: Will these refunds be drawn upon a BATA bank account?	Yes. There will be a separate refund account in BATA’s name.
187.	Appendix A: Scope of Work Section 3.3.2.13 “Toll Tag Customer Management” p.29	The Contractor shall allow account holders to make Toll Tag requests by USPS or courier, phone, fax, email, SMS text message, in-person, or over the Web.	Question: Will the BATA please describe the process envisioned for providing toll tags for Toll Tag Requests received via SMS text message?	This is to be established during design; however, customer would initiate the request via SMS text message and the System would confirm identity and intent of the account holder before issuing a replacement Toll Tag, perhaps through a series of text messages.
188.	Appendix A: Scope of Work Section 3.3.2.15 “Toll Tag Fulfillment” p.29	The Contractor shall include a self-addressed postage-paid business reply envelope when a replacement Toll Tag is mailed, or if requested at a Walk-in or Satellite Location.	Question: Will the BATA please consider making the self-addressed postage-paid envelope a pass-thru cost with no markup?	No. Postage is not a pass-through cost.

189.	Appendix A: Scope of Work Section 3.3.2.16.2 "Aging Toll Tag Program" p.30 And Attachment I - Statistics	The Contractor shall mail replacement Toll Tag(s) to all accounts with a Toll Tag that has had an average of three reads or more a month prior to the end of that Toll Tag's five year life. The Contractor shall send appropriate notifications about replacement tags and properly dispose of any returned tags.	<p>Question 1: Will BATA please provide current aging for all transponders in circulation to allow the proposers to accurately estimate the forecasted cost of routine replacements under the Aging Toll Tag Program?</p> <p>Question 2: Assuming that Total Tags Returned on the table in Attachment I includes both Account Closing returned tags as well as replacement tags and understanding that the associated level of effort and cost to the Contractor is different for each scenario, will BATA please provide a break out of each type of return?</p> <p>Question 3: Will the BATA please describe the current prescribed method of disposal for returned tags?</p>	<p>Question 1:</p> <table border="0"> <tr><td>2000</td><td>28,966</td></tr> <tr><td>2001</td><td>48,859</td></tr> <tr><td>2002</td><td>32,607</td></tr> <tr><td>2003</td><td>35,622</td></tr> <tr><td>2004</td><td>68,590</td></tr> <tr><td>2005</td><td>105,677</td></tr> <tr><td>2006</td><td>237,896</td></tr> <tr><td>2007</td><td>275,835</td></tr> <tr><td>2008</td><td>144,893</td></tr> <tr><td>2009</td><td>152,927</td></tr> <tr><td>2010</td><td>350,286</td></tr> <tr><td>2011</td><td>267,185</td></tr> <tr><td>2012</td><td>116,247</td></tr> </table> <p>Question 2: This information is not available. However, in the first half of 2011, BATA implemented an initial tag replacement program and replaced the following quantity of tags:</p> <table border="0"> <tr><td>2001</td><td>9,344</td></tr> <tr><td>2002</td><td>9,340</td></tr> <tr><td>2003</td><td>6,046</td></tr> <tr><td>2004</td><td>6,596</td></tr> <tr><td>2005</td><td>12,642</td></tr> </table> <p>Question 3: Contractor is required to dispose of tags or secure services to dispose of tags in conformance with California requirements for e-waste.</p>	2000	28,966	2001	48,859	2002	32,607	2003	35,622	2004	68,590	2005	105,677	2006	237,896	2007	275,835	2008	144,893	2009	152,927	2010	350,286	2011	267,185	2012	116,247	2001	9,344	2002	9,340	2003	6,046	2004	6,596	2005	12,642
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190.	Appendix A: Scope of Work Section 3.3.2.16.1 "Performance Analysis" p.30	<p>The Contractor shall regularly analyze accounts on the Toll Tag Performance Issue report to determine if Customers have potentially bad Toll Tags or Toll Tags which are not properly mounted.</p> <p>The Contractor shall place a flag on accounts identified with a potential Toll Tag failure issue to alert CSR's of the pending</p>	Question: Will BATA please provide the historical toll tag replacement rate for transponders identified as having issues or problems under the Performance Analysis section?	BATA does not currently have a proactive tag replacement program. Current data on toll tag performance issues is not available.																																				

		<p>issue and post a message on the Customer's online account and statement.</p> <p>The Contractor shall make two attempts, within 30 days of identification, to contact the Customer by phone, email, or mail to resolve the Pay-by-Plate anomalies.</p> <p>Where deemed necessary, the Contractor shall mail the Customer a replacement Toll Tag with a self-addressed postage-paid return envelope and instruction for Toll Tag replacement.</p>		
191.	Appendix A: Scope of Work Section 3.3.2.18 "Account Statements" p.34	The Contractor shall include BATA-provided messages in email correspondence and printed statements as statement stuffers at the request of BATA.	Question: Will BATA please provide historical information regarding how often this occurs and number of sheets that might be included in a typical special insert?	This occurs several times per year. Statement stuffers are 1/3 sheets.
192.	Appendix A: Scope of Work Section 3.3.2.18 "Account Statements" p.34	The statement shall include the most current BATA FasTrak® Terms and Conditions and contact information for the RCSC.	The FasTrak Terms and Conditions is approximately two pages long which adds significant expense to include in every statement sent via USPS. Will BATA please consider only requiring Terms and Conditions be included when a change is made?	No. We believe it can be formatted to fit on the reverse of a statement.
193.	Appendix A: Scope of Work Section 3.3.2.19.3 "Return Mail Processing" p.35	The Contractor shall process returned mail within three business days of receipt.	<p>Question 1: Will BATA please provide historical data for total returned mail by year?</p> <p>Question 2: Will BATA please provide historical data for successful skip trace attempts?</p>	<p>Question 1: Approximately 150,000 per year however we expect the Contractor will provide methods to improve upon this.</p> <p>Question 2: No skip tracing is currently performed.</p>
194.	Appendix A: Scope of Work Section 3.3.2.20 Complaint Tracking and Resolution; p 35	"The Contractor's reporting shall allow BATA to track Customer complaints by specific departments, facilities, plazas, time-of-day, or subject matter."	Question: Will BATA please provide customer complaint data for FY 2008 through FY 2011?	This data is not tracked.
195.	Appendix A: Scope of Work Section 3.4.2 Phone Number p 37	If the use of existing numbers requires calls to be routed to the Contractor's RCSC, the Contractor shall be responsible for providing such service.	Question: Will BATA please confirm that BATA is providing the required phone lines and Contractor is only responsible for routing calls if required?	Contractor provides phone lines per SOW 3.2.1.

196.	Appendix A: Scope of Work Section 3.5.4 “Programming” p.39	Currently, all Toll Tags arrive pre-programmed from the Toll Tag supplier, but in the future, BATA may purchase Toll Tags that require programming by the Contractor. The Contractor shall program the Toll Tags consistent with the specifications described in Title 21 of the California Code of Regulations.	Programming the toll tags requires a much higher level of effort than simple testing. Question: Given the uncertainty of when or if this will occur, will BATA please confirm that Contractor will be provided a change in compensation at the appropriate time?	If programming of the Toll Tags is required of Contractor, a change order will be processed.
197.	Appendix A: Scope of Work Section 3.6.1 “General Requirements” p.41	The Contractor shall make regular updates to the website at the direction and approval of BATA. In addition, authorized BATA staff shall be able to independently and directly update the website by way of a Web Content Management System.	Question: Will BATA provide the Web Content Management System for its own use?	No, Contractor shall provide this capability.
198.	Appendix A: Scope of Work Section 3.7.2 “Order Fulfillment” p.45	The Contractor shall process retailer payments. The Contractor shall send delinquent notices for orders that remain unpaid 30 days after delivery and initiate a collection process for unpaid balances.	Question 1: Please confirm the collection process described is performed by the BATA designated collection agency. Question 2: Will BATA please provide historical data for retailer payment delinquency?	Yes, collection is to be performed by the BATA-designated collection agency. Retailer payment delinquency is a rare occurrence.
199.	Appendix A: Scope of Work Section 3.7.6 “Toll Tag Sales at Plaza Buildings” p.46	At the direction of BATA, the Contractor shall include certain toll plaza locations as retail outlets for Toll Tags The Contractor shall coordinate the pick-up of funds (cash only sales) related to Toll Tag sales upon notification by BATA. The Contractor shall apply the retail Toll Tag business rules to those sold at the BATA designated toll plazas.	Question: Will BATA please confirm that the Contractor will be provided compensation under the change provisions for the required pick up of funds from these facilities via armored courier or other means?	If BATA directs Contractor to pick up fund from these locations, a change order will be processed; however, Contractor’s System is expected to accommodate this functionality within the original pricing.
200.	Appendix A: Scope of Work Section 3.8 “Cash Payment Network” p.47	“The Contractor shall be responsible for all fees and processing charges associated with the transfer of funds into customer of BATA.”	Question: Based on the information available, it will not be possible for Proposer’s to estimate the potential cost for this service with any confidence. In order to ensure Proposer’s are able to accurately price this task, will BATA please provide detail information regarding the existing Cash Payment Network such as:	<ul style="list-style-type: none"> ▪ Current agreement with Blackstone is not available ▪ At least 150 locations in the Golden Gate Bridge service area (San Francisco, Marin, Sonoma, Napa Counties) ▪ CPN user fees by type:

		<p>and</p> <p>“The Contractor shall be responsible for all user fees or costs not passed directly to the Customer using the Cash Payment Network service.”</p> <p>and</p> <p>“The Contractor shall continue to provide services through the existing Cash Payment Network for the term of the contract or, subject to BATA’s approval, shall provide services through an equivalent network.”</p>	<ul style="list-style-type: none"> ▪ Copies of agreements ▪ List of vendors ▪ Number of locations ▪ Current cost ▪ Current fees and processing charges associated with transfers, etc? 	<ul style="list-style-type: none"> ○ Invoice payment: \$1.00/invoice ○ Account replenishment: \$1.95/transaction ○ Violation payment: \$2.95/violation
201.	Appendix A: Scope of Work Section 3.10.3 “Credit Card and ACH Processing” p.50	The Contractor shall adhere to all requirements set forth by the credit card processor, bank, PCI, NACHA and any new regulator or processing standard. BATA maintains a PCI Data Security Standards rating under the Level II category to which the Contractor is required to support and comply.	<p>Proposers have no ability to anticipate the level of effort to comply with any new regulations or processing standard at this time and will be unable to accurately price any cost impacts that result from a new regulation or standard.</p> <p>Question: Will BATA please confirm that if there is a material increase in cost to satisfy this requirement, it will be reimbursable under the change process?</p>	Contractor is responsible for the costs under the contract.
202.	Appendix A: Scope of Work Section 3.10.6 “Lockbox” p.51	BATA may direct Contractor to use a Lockbox at any time during the contract at no cost to BATA, with any associated labor savings to be passed on to BATA.	<p>Proposer understands BATA can require that Contractor use a lockbox. However based on the method of pricing for this procurement, it will not be possible to break out associated labor savings from any contract pricing.</p> <p>Question: Will the BATA please remove “with any associated labor savings to be passed on to BATA” from this section?</p>	No. If BATA directs Contractor to use a Lockbox, a change order will be processed to identify any change in pricing.
203.	Appendix A: Scope of Work Section 3.12.6.1.1 “Caltrans Facilities” p.57	At the RCSC, images that exceed a pre-determined OCR confidence level are processed against the License Plates for valid FasTrak® Customers or License Plate Accounts. Images that do not meet the pre-determined OCR confidence level or images that do not pass through the OCR process shall be manually reviewed...	<p>Question 1: Under what circumstances would an image not pass through the OCR process?</p> <p>Question 2: How often does this occur?</p> <p>Question 3: What is the predetermined confidence level?</p>	<p>Question 1: All images pass thru the OCR process</p> <p>Question 2: Never</p> <p>Question 3: BATA and GGB set their confidence levels. Currently 57% of images meet the confidence level per Appendix I.</p>

204.	Appendix A: Scope of Work Section 3.12.6.7 “One Time Payment (Customer Initiated)” p.61	General	Question: Will the BATA please provide historical data regarding customer initiated one time payments?	This is a new feature; no historical data exists.
205.	Appendix A: Scope of Work Section 3.12.6.9 “Violations Processing” p.63	The Contractor shall be responsible for all aspects of the violation processing and related collection activity.	In the following sections (minimally): 2.4 Item 11 2.5 Item 7 3.3.2.7.1 3.12.6.12 the collection agency is listed as BATA designated. Question: Will BATA please confirm that BATA is responsible for providing the collection agency?	BATA will provide the collection agency. The Contractor will be responsible for interfacing with the collection agency for the purpose of providing files for collection and maintaining a list and history of all violations and negative accounts placed with the collection agency.
206.	Appendix A: Scope of Work Section 3.15 “Audit” p.79	The Contractor shall employ an authorized independent auditor to conduct a service audit in compliance with Statement on Standards for Attestation Engagements 16 (SSAE 16) prior to June 30th of the first fiscal year of operation. The Contractor shall obtain an SSAE 16 annually or as required by BATA's auditors.	Question: Will BATA please confirm that Contractor will be reimbursed for the cost of SSAE audits should they be required by “BATA’s auditors” more than once annually?	BATA will pay for such audits or agreed upon procedures required by BATA. However, if such an audit produces significant negative findings, BATA may seek reimbursement for the audit as damages under the contract.
207.	Attachment I - Statistics	Account Statistics; “New Accounts Opened by Year by Method”	The statistics for “Walk-in” and “Phone Enrollment” remain static for FY 2008 through 2011. In addition, the statistics for “Mail Processing Center” remain static for FY 2010 and 2011. Question: Will BATA please clarify if these statistics are correct?	Statistics were rounded.
208.	Attachment I - Statistics	New Account Payment Type Statistics	The statistics for “Check” payments remain static for FY 2008 through 2011. Question: Will BATA please clarify if these statistics are correct?	Statistics were rounded.

209.	Attachment I - Statistics	Image Review Statistics	The OCR Read Rate is stated as 57%. Question: Does this mean that no human intervention is required for 57% of the images sent from the lanes?	Yes.
210.	Attachment I - Statistics	Outgoing Customer Correspondence; "Other Account Notifications"	Question: Will BATA please identify the specific account notifications that are considered "other"?	Credit Card Expiration, Credit Card Decline, Negative Account, Account Revocation Warning, Account Revocation This is not intended to prevent the contractor from additional outgoing correspondence as a strategy to provide the services under this RFP. All automated outgoing correspondence must meet the approval of BATA as described in this RFP.
211.	Attachment I - Statistics	Outgoing Customer Correspondence; "Other Account Notification"	Both the mailed and e-mailed quantities are the same for the category "Other Account Notification". Given that the "Customer Statements" category indicates that customers significantly prefer e-mailed statements over mailed statements, it would seem that this same trend would be seen in "Other Account Notifications". Question: Will BATA please clarify if these statistics are correct?	BATA sends email and mail correspondence for critical account notifications. For statements, BATA sends by the customer's preferred method – email, mail or CD.
212.	Attachment I - Statistics	Image Review Statistics; "Registered Owner Look-Ups"	The number of registered look-ups for "other states" is the same for FY 2010 and FY 2011. Question: Will BATA please clarify if these statistics are correct?	Statistics were rounded.
213.	Appendix B – Price Form "Operations and Maintenance Price" p.5	General	The Contractor will incur certain costs that will not vary significantly during the Operations and Maintenance phase i.e. required key staff, system maintenance, insurance, bond, letter of credit, etc. Question: Will BATA please consider also including a single fixed monthly guaranteed minimum price or conversely a guaranteed minimum quantity?	No.
214.	Appendix A: Scope of Work Section 3.2.1 "General Facilities Requirements" p11	The Contractor shall perform all necessary tenant improvements with BATA's approval.	Will BATA please clarify if these costs are to be considered a pass thru and not included in the original price proposal?	No, these costs are not a pass through. These costs are at the responsibility of the Contractor. Refer to SOW, Section 3.2.1 and to Price Form page 1, paragraph 2.

215.	Appendix A: Scope of Work Section 3.2.5 “Special Event Support” p13	The Contractor shall staff up to four (4) one-day special events per year at the direction of BATA with capabilities to allow online account sign up.	Question 1: Will the subject special events be planned on holidays and weekends? Question 2: How many personnel does BATA require at each event?	As these events are currently undetermined, the dates are unknown. The events will require staff coverage appropriate for the hours of the events. This staffing is intended to also provide answers to customer service questions through the use of a contractor provided computer (laptop or tablet could potentially suffice) and to disseminate information regarding the various account services.
216.	Appendix A: Scope of Work Section 3.3.2.19.2 “Processing” p35	The Contractor shall adhere to BATA’s document archival policy.	Will BATA please provide your document archival policy?	Archival and data retention shall comply with BATA’s privacy policy.
217.	Appendix A: Scope of Work Section 3.2.1 “General Facilities Requirements” p11	The Contractor shall procure all assets on behalf of BATA.	Is a tax exemption certificate available to such purchases?	BATA is not exempt from sales tax for purchases.
218.	Appendix A: Scope of Work Section 3.3.1.5 “Account Opening Payment Options” p17	The Contractor shall make available the payment options shown in Table 2’’: Method –Mail, Cash - No	Question 1: Is the Contractor expected to return all cash payments to customers attempting establish accounts? Question 2: If so, is there a specific method of return that is required by BATA?	No, if Contractor receives cash via mail and can complete the opening of an account (i.e., has sufficient account holder information and sufficient funds), then Contractor shall complete the process as if it were a Walk-in. However, Contractor shall not promote or encourage receiving cash by mail. If Contractor can’t complete the opening of an account, Contractor shall deposit the funds and issue a refund by check. The specific processes will be determined in development of the business rules.
219.	Appendix A: Scope of Work Section 3.14.74 “Financial Institutions” p74	The Contractor shall establish, operate, and maintain automated reconciliations with the Bank and processors for cash, check, electronic funds transfer, ACH, credit card, branded debit card, and any other activity for cash equivalents and related instruments daily with a monthly recap.	Question 1: Is this currently provided in an “automated” manner by the existing Contractor and Bank? Question 2: Will historical detail and completed daily/monthly reconciliations be available to the new Contractor?	Question 1. Yes, there is an automated interface between the existing Contractor’s third party service and the bank. Question 2. The last month reconciliation will be provided to the new Contractor. This will provide the balance forward detail.
220.	Appendix A: Scope of Work Section 3.24.3 “Deduction for Non-Compliance”	General Observation There are multiple KPI’s where the points assessed appear to be excessive. That combined with the payment reduction	Will BATA please reconsider the manner in which points are assessed and eliminate the compounding methodology?	No.

		percentages and the thresholds identified in Table 14 and the compounding manner it appears Contractor's payment is subject to reduction (penalized for all instances in a category for a rolling 12 month period) is excessive and can have a significant financial impact upon the Contractor. This impact may not be commensurate with the actual effect of not meeting the KPI.		
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