



July 23, 2012

Addendum No. 2
to
REQUEST FOR PROPOSAL
for the FasTrak® Regional Customer Service Center
 Dated May 25, 2012

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 San Mateo County

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 San Francisco Mayor's Appointee

STEVE HEMINGER
 Executive Director

ANDREW B. FREMIER
 Deputy Executive Director

Dear Proposer:

This letter is Addendum No. 2 to the Request for Proposal for the FasTrak® Regional Customer Service Center dated May 25, 2012, as amended by Addendum #1 on July 10, 2012. Where text is revised, deleted text is shown in strike-through format; added text is *italicized*. The RFP is revised as follows:

Addendum Item	Reference	Change(s)	
1.	RFP, Letter of Invitation, <u>Contractor Selection Timetable</u> , Page 3	<i>Friday, August 3, 2012</i>	<i>Closing date for receipt of questions to guarantee response or consideration</i>
		4:00 p.m., Friday, August 24, 2012	Closing date and time for receipt of proposals
		Week of September 24, 2012	Interviews/discussions and system demonstrations, if held
		Week of October 8, 2012	Issue Request for Best and Final Offers, if requested
		4:00 p.m., Wednesday, October 24, 2012	Closing date/time for receipt of Best and Final Offers, if requested
2.	RFP, I. <u>Project Requirements And Resources</u> , C. <u>Project Description</u> , Page 2, 3 rd bullet	<ul style="list-style-type: none"> Extension Options – At BATA’s election, BATA may annually extend the maintenance and operations for up to five <i>ten (10)</i> years. 	
3.	RFP, I. <u>Project Requirements And Resources</u> , E. <u>Minimum Qualifications</u> , Page 3, 2 nd bullet	<ul style="list-style-type: none"> The Proposer shall have successfully installed at least two (2) CSC systems currently in operation, with at least one (1) <i>between 2009 and 2012, inclusive during the past three (3) years.</i> 	

Addendum Item	Reference	Change(s)
4.	RFP, III. <u>Proposal Form</u> , Page 5, 1 st Paragraph	Proposals must be typed with a minimum 12-point font and submitted on 8 ½” x 11” paper, using a single method of fastening. <i>Graphics such as charts or pictures may have a minimum 9-point font. Schedules may be submitted on 11”x17” paper.</i> Proposers are encouraged to print on double-sided paper. Proposals shall not exceed 200 pages, excluding proposal covers, the letter of transmittal, title page, table of contents, resumes, <i>tabs and dividers, references, sample plans under E.3</i> and required forms. Proposal content, completeness and demonstrated clear understanding of what is required for RCSC project are most important. Clarity is essential and will be considered in assessing the Proposer’s capabilities.
5.	RFP, III. <u>Proposal Form</u> , Page 9, Add Article N	<i>N. Iran Contracting Act Per AB 1650, Iran Contracting Act of 2010, which adds Sections 2200 et seq. to the California Public Contract Code, if the contract resulting from this RFP will equal or exceed one million dollars (\$1,000,000), Proposer must certify, at the time of proposal submission that proposer is not identified on a list created pursuant to subdivision (b) of Section 2203 as a person engaging in investment activities in Iran described in subdivision (a) of Section 2202.5, or as a person described in subdivision (b) of Section 2202.5, as applicable. Submit a signed Iran Contracting Act Document (Appendix H).</i>
6.	RFP, IV. <u>Proposal Evaluation</u> , B. <u>Evaluation Factors</u> , 2. Approach to Performance	Revise the following bullet: <ul style="list-style-type: none"> • Reasonable resource rates <i>and pricing for optional Toll Tag Replacement (T1).</i>
7.	RFP, Appendix B, <u>Price Form</u>	Appendix B, <u>Price Form</u> , is deleted in its entirety and replaced with Appendix B, <u>Price Form</u> , Revised July 23, 2012 attached.
8.	RFP, Add Appendix H, <u>Iran Contracting Act Document</u>	Appendix H, <u>Iran Contracting Act Document</u> , is added as attached. Return one signed original with proposal submission.
9.	RFP, Add Appendix I, <u>390 Main Street Term Sheet</u>	Appendix I, <u>390 Main Street Term Sheet</u> , is added as attached.

10.	Appendix A, <u>Scope of Work</u> , Section 1, <u>General Description of Project Responsibilities</u> , Page 1, 5 th Paragraph	Add the following sentence: <i>All operations services shall be provided within the 390 Main Street building, except third party financial services, printing and mailing services, and software development and helpdesk services which may be provided at alternate location or at the 390 Main Street building.</i>
11.	Appendix A, Scope of Work, Section, 3.1.8, CTOC Rules and Regulations, Page 10, 2 nd Paragraph	The Contractor shall keep current with the most recent published CTOC specifications to ensure full interoperability and reciprocity with all other CTOC member agencies, at no additional cost to BATA (the most recent CTOC Technical Specifications for Interagency Electronic Data Interchange is currently Rev. G.4.1 G.4.4). The System shall include an interface with a reciprocity server to send and receive valid FasTrak® transactions, Pay-by-Plate transactions, Tag Status Files and License Plate Files to and from CTOC member agencies at configurable time intervals.
12.	Appendix A, <u>Scope of Work</u> , Section, 3.2.1, <u>General Facility Requirements</u> , Page 10, 3 rd & 4 th Paragraph	The following sentences are revised as follows: Table 11, Item I, The Contractor shall compensate BATA <i>BAHA</i> monthly for facility space at the 390 Main Street building at a price to be determined by <i>BAHA</i> prior to contract execution. The compensation shall be a separate line item <i>Contractor shall include the lease costs in the Operations and Maintenance Price line items.</i> It is anticipated that the Contractor will be able to occupy the space in Fall 2013 <i>January 2014</i> to begin any tenant improvements.
13.	Appendix A, <u>Scope of Work</u> , Section, 3.2.1, <u>General Facility Requirements</u> , Page 10	The following sentence is added: <i>Contractor is responsible for establishing services with USPS for delivery and pickup of customer, violator and other operations mail.</i>
14.	Appendix A, <u>Scope of Work</u> , Section 3.12.6.2, <u>Image Review and Processing</u> , Page 58, 4 th Sentence	The Contractor's image review processes shall include procedures that result in the level of accuracy required by the Key Performance Indicators (KPIs), such as blind reviews, quality checks, and escalation procedures.

15.	Appendix A, <u>Scope of Work</u> , Section 3.12.6.8, <u>Invoice Processing</u> , Page 62	The following requirement is added to the section: <i>The System shall support customer-provided corrections to registered vehicle owner information.</i>
16.	Appendix A, <u>Scope of Work</u> , Section 3.13.1, <u>General Requirements</u> , Page 67, Items #8 & 9	The following items are revised: 8) Respond to requested changes in BATA accounting policies, procedures, and treatment immediately, adjusting and reclassifying activity as necessary <i>agreed upon by BATA</i> . 9) Resolve any reconciling differences immediately upon discovery <i>and correct within month or day of discovery or following month if agreed upon by BATA</i> .
17.	Appendix A, <u>Scope of Work</u> , Section 3.18, <u>Training</u> , Page 89, 2 nd Paragraph	Second paragraph is revised as follows: The Contractor shall present a training plan to BATA no later than 120 (one hundred twenty) days prior to implementation of the Contractor RCSC and System. BATA may review the staffing <i>training</i> plan and reserves the right to request modifications to the plan. The Contractor shall obtain BATA approval of the plan 30 (thirty) days prior to implementation of the Contractor's RCSC. The plan shall address the Contractor's training philosophy, ramp up training, new hire training, ongoing refresher training, and remedial training. The plan shall detail the training topics, schedule and training tools for each training phase by staff role.
18.	Appendix A, <u>Scope of Work</u> , Section 3.24.1, <u>Key Performance Indicators-System</u> , Page 102, Table 11, Item H	Required Performance is revised to the following: 100% <i>99.9% of transactions are processed correctly and within 24 hours from the point at which the transaction is received by the back office systems for posting.</i>
19.	Appendix A, <u>Scope of Work</u> , Section 3.24.1, <u>Key Performance Indicators-System</u> , Page 103, Table 11, Item I	Required Performance is revised to the following: 100% <i>99.9% of all file transfers are assembled and transmitted, or received and processed, correctly and on time.</i>

<p>20.</p>	<p>Appendix A, <u>Scope of Work</u>, Section 3.24.2, <u>Key Performance Indicators- Operations</u>, Pages 104-111, Table 12</p>	<p>The following KPIs are revised:</p> <p>Customer Satisfaction – First 90 Days of Operation</p> <p>a. Measurement: Monthly customer service satisfaction survey rating of at least 80% satisfactory or equivalent for each <i>cumulative</i> Customer contact points (survey results).</p> <p>d. Required Performance: 90% of complaints, Toll and Toll Violation 1st and 2nd Notice disputes are resolved within 3 days <i>from the logging of the complaint</i> (excludes DMV and Collections referred transactions). <i>Resolution is defined as performance consistent with the business rule.</i></p> <p>e. Required Performance: All Toll and Toll Violation 1st and 2nd Notice complaints and disputes are resolved within 10 days (excludes DMV and Collections referred transactions). <i>Resolution is defined as performance consistent with the business rule.</i></p> <p>Image Review – First 90 Days of Operation</p> <p>b. Required Performance: 100% of all images identified for manual image review to be processed in 15 days of the transaction occurring in the lane <i>from the date the images are received at the RCSC.</i></p> <p>Reports and Reconciliation – First 90 Days of Operation</p> <p>j. Required Performance: Monthly reconciliation between bank statements, system, and trial balance shall be provided within 7 <i>10</i> days of the calendar month end.</p> <p>k. Required Performance: Monthly reconciliation of all general ledger accounts on the trial balance shall be provided within 7 <i>10</i> days of the calendar month end.</p> <p>l. Required Performance: Monthly reconciliation of accounts receivable aging, trial balance, and account balances shall be provided within 7 <i>10</i> days of the calendar month end.</p>
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		<p>m. Required Performance: Monthly reconciliation of settlement to agencies shall be provided within 7 10 days of the calendar month end.</p> <p>Customer Satisfaction – Ongoing Operations</p> <p>a. Measurement: Monthly customer service satisfaction survey rating of at least 85% satisfactory or equivalent for each <i>cumulative</i> Customer contact points (survey results).</p> <p>d. Required Performance: 95% of complaints, Toll and Toll Violation 1st and 2nd Notice disputes are resolved within 3 days (excludes DMV Hold and Collections referred transactions). <i>Resolution is defined as performance consistent with the business rule.</i></p> <p>e. Required Performance: All Toll and Toll Violation 1st and 2nd Notice complaints and disputes are resolved within 5 days (excludes DMV and Collections referred transactions). <i>Resolution is defined as performance consistent with the business rule.</i></p> <p>Reports and Reconciliation – Ongoing Operations</p> <p>f. Required Performance: 100% of the operational reports are accurately submitted to BATA within 24 hours 1 day of period end.</p> <p>Other Compliance – Ongoing Operations</p> <p>e. Required Performance: Zero violations of operational policies and procedures and internal controls as identified in the standard operating procedures and internal controls documentation.</p> <p>e. KPI Non Compliance Points: 450 25 points each verified violation.</p>
21.	<p>Appendix A, <u>Scope of Work</u>, Section 4.2.3, <u>Document Delivery and Control</u>, Page 121, 3rd Paragraph</p>	<p>The 3rd paragraph is revised as follows:</p> <p>The Contractor shall be responsible for ensuring that the documents are distributed electronically and can be accessible through an electronic document storage facility. This shall include all reports required under the Reporting Requirements. All information (documents and communications) related to the Project shall be kept on a secure, dedicated FTP site held by the Contractor. The</p>

		Contractor shall be responsible for administering the FTP-site and providing access to parties approved by BATA. <i>The document storage method shall be subject to BATA's approval.</i>
22.	Appendix A, <u>Scope of Work</u> , Section 4.6.1.3, <u>Data Migration Testing</u> , Page 137	The Contractor shall perform Data Migration Testing following Integration and Commissioning Testing. The intent of Data Migration Testing shall be to validate the migration processes as well as to verify the integrity of the legacy data and its ability to be stored and processed throughout the new system. Data Migration Testing shall be performed in accordance with the approved Data Migration Plan. Data Migration Testing has been defined in Section 4.4 System Design and Development 4.5 <i>Data Migration</i> .
23.	Appendix A, <u>Scope of Work</u> , Attachment I, <u>Monthly Traffic Reports for 2011 (Statistics)</u>	Attachment I, <u>Statistics</u> , is deleted in its entirety and replaced with Attachment I, <u>Statistics</u> , Revised July 23, 2012.

The remaining provisions of the RFP, dated May 25, 2012, as amended by Addendum #1 on July 10, 2012 remain unchanged. In the event of a conflict between this addendum and the previous version(s), this addendum shall take precedence.

Any questions concerning this addendum to the RFP should be directed to Beth Zelinski, Project Manager, at (510) 817-5715 or bzelinski@mtc.ca.gov.

Sincerely,



Andrew B. Fremier
Deputy Executive Director

AF: bz

APPENDIX H, IRAN CONTRACTING ACT
(Public Contract Code sections 2202-2208)

Prior to bidding on, submitting a proposal or executing a contract or renewal for a BATA contract for goods or services of \$1,000,000 or more, a Proposer must either: a) certify it is not on the current list of persons engaged in investment activities in Iran created by the California Department of General Services (“DGS”) pursuant to Public Contract Code section 2203(b) and is not a financial institution extending twenty million dollars (\$20,000,000) or more in credit to another person, for 45 days or more, if that other person will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS; or b) demonstrate it has been exempted from the certification requirement for that solicitation or contract pursuant to Public Contract Code section 2203(c) or (d).

To comply with this requirement, please insert your Proposer or financial institution name and Federal ID Number (if available) and complete one of the options below. Please note: California law establishes penalties for providing false certifications, including civil penalties equal to the greater of \$250,000 or twice the amount of the contract for which the false certification was made; contract termination; and three-year ineligibility to bid on contracts. (Public Contract Code section 2205.)

OPTION #1 - CERTIFICATION

I, the official named below, certify I am duly authorized to execute this certification on behalf of the vendor/financial institution identified below, and the vendor/financial institution identified below is not on the current list of persons engaged in investment activities in Iran created by DGS and is not a financial institution extending twenty million dollars (\$20,000,000) or more in credit to another person/vendor, for 45 days or more, if that other person/vendor will use the credit to provide goods or services in the energy sector in Iran and is identified on the current list of persons engaged in investment activities in Iran created by DGS.

<i>Proposer Name/Financial Institution (Printed)</i>		<i>Federal ID Number (or n/a)</i>
<i>By (Authorized Signature)</i>		
<i>Printed Name and Title of Person Signing</i>		
<i>Date Executed</i>	<i>Executed in</i>	

OPTION #2 – EXEMPTION

Pursuant to Public Contract Code sections 2203(c) and (d), a public entity may permit a Proposer/financial institution engaged in investment activities in Iran, on a case-by-case basis, to be eligible for, or to bid on, submit a proposal for, or enters into or renews, a contract for goods and services.

If you have obtained an exemption from the certification requirement under the Iran Contracting Act, please fill out the information below, and attach documentation demonstrating the exemption approval.

<i>Proposer Name/Financial Institution (Printed)</i>	<i>Federal ID Number (or N/A)</i>
<i>By (Authorized Signature)</i>	
<i>Printed Name and Title of Person Signing</i>	<i>Date Executed</i>