

**FasTrak® Regional Customer Service Center RFP
Responses to Requests for Clarification – Set 4**

J:\CONTRACT\Procurements\Operations & Support Svcs\RFPs\BATA\RCSC 2012\RCSC Addendum 4\Set 4 - RCSC Q&As_final.doc

Responses to a portion of the Questions and Requests for Clarification submitted on August 3, 2012 are provided below. BATA will issue a subsequent set of responses for the remainder of the questions and an associated Addendum in the near future.

#	RFP Section	Relevant Provision	Requested Action	Response
1.	P2. of the Q&A released from the proposer conference	Pricing	BATA states that the contractor shall be responsible for the cost of the generator. Recognizing no space has been assigned for a contractor generator during the site tour, can this be a pass thru cost? Will BATA obtain all permits necessary for the installation of a generator?	There is an onsite generator that will provide emergency power to the building and to the computer room. The proposer should define what equipment in the tenant space (outside of what will reside in the server room), will require generator power.
2.	Pg. 31 (3.3.2.17)	Pricing	Can the SMS charge be a pass thru cost? It is not possible to estimate the volume of SMS messages with the information currently provided.	No, this cannot be a pass thru cost.
3.	E. Project Approach & Work Plan – 3, a, b, c	Page Count	Will the sample documents listed in E. 3, a, b, c be counted towards the page limit of 200? <u>E. 3. Project Approach & Work Plan</u> a. Data Migration Plan (sample) b. Quality Management Plan (sample) c. Transition and Implementation Plan	See Addendum #2.
4.	Appendix A (SOW), 4.3.9 Go-Live Plan and Initiation of Services, pg. 125 4.3.9.4) Roll Back Criteria and Procedures.	Approach	Is there a software system currently in place that will be available for Roll Back operations or will the software systems be completely unavailable after Go-Live? Does the 'Roll Back' refer to extending the existing operators' contracts until such time as 'Rolling Back' is not required?	This is a detail that will be agreed upon with BATA during the transition planning.
5.		Project Approach / Pricing	Will BATA please provide the floor plans of the building to be used?	See Addendum #2.

6.	Page 11, 3.2.1, 3rd paragraph	Facilities Build-out	Since the CSC contractor is required to use BATA's contractor for the TI renovations, can discussions be held with the contractor now related to potential budgets? Is so who is the contractors contact?	McCarthy Builders, Inc. is the selected construction manager at risk for 390 Main renovations. There is no requirement that the selected CSC Contractor must utilize McCarthy Builders and their sub-contractors. However, all TI contractors must comply with provisions of the Project Stabilization Agreement.
7.		Facilities Build-out / Pricing	Is there a Tenant Improvement (TI) allowance for the CSC building space required to be located at 390 Main St. in San Francisco?	At this time, there is no TI allowance.
8.	Q-12 Answer (from Q&A at Proposer Conference)	Facilities Build-out / Pricing	Since generator power will not be provided by the building, is there space for a generator? If so is it outside or inside the building? Is there propane or nature gas service available for the generator fuel?	See answer above.
9.		Facilities	Can BATA please provide any permitting and municipal codes required for the build-out?	Permits are provided by the City and County of San Francisco. All permits are the responsibility of the Contractor.
10.	RFP, Letter of Invitation, Contractor Selection Timetable	Closing date and time for receipt of proposals Page 3	Considering the number of Question/Answer to be taken into account, and taking also into consideration this second round of questions, we would like to ask BATA to postpone the submission date. We would, in this respect, require three additional weeks .	See Addendum #4.
11.	Appendix A, Scope of Work	3.2.4 Satellite Walk in facilities Page 13	Can BATA confirm that at the signature of the Contract and beginning of the project, there is no Satellite Walk-in Facilities to install?	Yes. Any satellite facility would begin no earlier than July 2014.
12.	Appendix A, Scope of Work	3.12.6.8 Invoice processing Page 62	Is BATA ready to authorize the Contractor to ask to the customers if they prefer receiving their invoice by email rather than mail, and act in accordance with the received answer? Is BATA ready (ex : ACH, check, cash sent by post), or authorize the Contractor to ask to the customers to change the frequency of invoice sending? and act in accordance with the received answers.	BATA is not ready to make these decisions at this time. Invoice processing shall be as described in the Scope of Work. However, Contract may include additional invoicing functionality such as ability to email or change invoice frequency that could be implemented at BATA's direction at a later time.

13.	Appendix A, Scope of Work	3.3.1.2 Account Opening Payment Options Page 17	Are the fees associated with different existing means of payment other than credit card also supported by BATA?	No.
14.	Appendix A, Scope of Work	3.3.1.8 Toll Tag kit Page 21 and answer #152 of the RCSC_QA set 2	Question 1: Could BATA confirm that the Toll Tag Kit provided by BATA includes the “Mylar bags”? Question 2: Could BATA confirm that the Toll Tag Kits are delivered free of charge at the address of the RCSC operation building (390 Main Street)?	Question 1) The Toll Tag Kit includes one mylar bag. Question 2) The Toll Tag Kits are assembled at the CSC by the Contractor, and are used to fulfill all new accounts orders or customer requests for additional or replacement toll tags. All contents of the Toll Tag Kits are provided by the Contractor, except the toll tag. BATA purchases the (non-retail) toll tags directly from the tag manufacturer, who delivers them to the CSC. Pre-packaged retail toll tags are purchased by BATA directly from the tag manufacturer, where they are assembled with all the appropriate contents for retail distribution (i.e., toll tag, Handbook, mylar bag, and registration instructions) and delivered to the CSC.
15.	Appendix A, Scope of Work	3.3.1.3 Account opening methods Page 15	Question: Do we have to keep a hard copy (paper printed) to all contracts received by mail or fax, or through the Walk-In Facility. Is it possible to scan these contracts and keep only the electronic version? For the subscription by email or phone, is it necessary to print the contract or can we only keep the electronic version? Same questions for all correspondences?	Q1: The scan (electronic copy) will suffice for enrollment forms. For electronic enrollments, there is no need to print the form, then scan it. Electronic enrollments are to be stored in the system. Q2: the nature of the correspondence will determine the method of retention. If the correspondence is related to contesting a toll violation, then the paper copy may be required until such time as the toll violation is cleared. Other non-contest communication could be stored via a scanned copy
16.	Appendix D, Terms Condition	General	Question: are the sets of “RSCSC Question and Answer” documents sent by BATA as part of the RFP process will be integrated as a contractual appendix to the Terms and Conditions?	No.

17.	Appendix B Pricing Form; Responses to Requests for Clarification – Set 1 #7	BATA is seeking additional system features and expects that all vendors will need to account for data migration costs.	Question 1: Would BATA consider an offer to upgrade or refurbish the current tolling system? Would BATA view that as a preferred approach to achieve its system requirements?	No, this is not possible.
18.	General	RFP response is due on August 24, 2012.	We expect that BATA will require a reasonable period of time to provide responses to questions posed up until August 3. As a result, this would leave a shortened window for vendors to assess those responses, make potential modifications to their proposal and seek appropriate internal approvals. Question 2: Would BATA consider a two week extension of the RFP due date to September 7, 2012.	See Addendum #4.
19.	RFP Letter of Invitation, page 3, Contractor Selection Timetable as amended by Addendum 1	Wednesday November 14, 2012 recommendation of award to BATA Oversight Committee; November 30, 2012 (Approximate), Contract Execution	Please confirm the recommendation of award date and approximate Contract Execution Date.	These are the current dates. However, all dates are subject to change at BATA’s discretion.
20.	Appendix A, Scope of Work, Section 3.10.2 Payment Types	The following forms of payment shall be accepted (in U.S. Currency) from all Contractor-operated Walk-in locations: Debit Card (with PIN)	As almost all bank debit cards issued today are branded with the Visa/Mastercard logo, and the Walk-in Center will not be giving cash back, please consider removing Debit Cards with PIN as a required form of payment in the Walk-in Facility. The limited and diminishing issuance of proprietary debit cards (PIN-based only) does not seem to warrant the equipment and development costs required for PIN validation.	BATA expect that with the start of video billing, there may be greater numbers of customers looking to pay for a trip using an unbranded debit card. BATA could be willing to consider the option of PIN-less debit transactions at the walk-in center for micro payments.
21.	Appendix A Scope of Work, Section 3.24.1 Key Performance Indicators, Table 12, Item G (p108)	Customer Satisfaction - Ongoing Operations Item g. 100% of all unpaid invoiced transactions are converted into violations accurately and at the point in time as defined by the	Please revise required performance to 98% of all unpaid invoiced transactions.	BATA does not agree to revise this KPI.

		business rules for the conversion of invoices to violations		
22.	Appendix A Scope of Work, Section 3.24.1 Key Performance Indicators, Table 12, Item G (p108)	20 points for each failure to convert a transaction correctly plus 10 additional points for each day out of compliance	Issues of this type generally occur with file processing, and one file can contain 1,000 transactions or more. Therefore, the Contractor could be assessed 20,000 non-compliance points based on not processing one file correctly. Please consider changing the KPI to assess points based on failure per event instead of per transaction.	The KPI is revised to: 20 points for each failure <u>event</u> , plus an additional 10 points for each day out of compliance. See Addendum #4.
23.	Appendix A Scope of Work, Section 3.24.1 Key Performance Indicators, Table 12, Item B (p109)	100% of all images identified for manual image review to be processed in 7 days of the transaction occurring in the lane	In accordance with the revision made to the First 90 Days in previous addendum, please revise the Ongoing Operations requirement to read: Required Performance: 100% of all images identified for manual image review to be processed in 7 days from the date the images are received at the RCSC.	Agreed.
24.	Appendix A, Scope of Work, Section 3.2.1, General Facility Requirements	A server room on a separate floor will be available	Please clarify the contiguous server room space to be provided. Will the Contractor's server room require costs to finish build-out, or will it be a sub-section of a main server room separated by a secure cage or some other structure?	Contractor's server room will be adjacent to the main BAHA server room and secured separately. HVAC, UPS, generator, and fire suppression will be shared between the BAHA main server room and the contractor server room. Contractor will need to provide all necessary server, telecom, or other cabinets. Wiring, ladder racks, or other build out within the space will be the contractor's responsibility.
25.	Appendix A, Scope of Work, Section 3.2.1, General Facility Requirements	A server room on a separate floor will be available.	Will the server room be available prior to January 1, 2014?	The server room will be available for build out on January 1, 2014.
26.	Appendix I, 390 Main Street Term Sheet	Operating Hours: Regular business operating hours will be from 7:00am to 7:00pm. Services, utilities and maintenance shall be provided	What is the anticipated overtime rate for HVAC and utilities beyond 7AM to 7PM M-F? The RFP requires Saturday hours from 9am to 1pm. Will BATA please confirm that there will be no utility surcharge for these Saturday hours?	If BATA is requiring the CSC to be operate on Saturdays from 9-1 p.m., there will be no utility surcharge for these hours.

		daily, except Saturday, Sundays and building holidays.		
27.	Appendix I, 390 Main Street Term Sheet	Lease Price, \$38 to \$50 per square foot	We understand that the exact rental price has yet to be determined. However, to assure that BATA receives comparable bids from all competitors, can BATA please provide a single square foot rate, rather than a range? What should bidders use for the annual rent escalation (ex. 3.0%) over the five (5) years?	For bid purposes, use \$55 SF annual, with an annual 3% escalation starting in year 2. Note that the final rental price is subject to final negotiations. See Addendum #4.
28.	Appendix I, 390 Main Street Term Sheet	Security systems (i.e. building card/key access, CCTV video monitoring) will be installed and maintained by Lessor. Floor access via elevators will also be controlled points of access. Lessee will have option to integrate building card/key access security measures within leased space. Enhanced security measures will be included as part of the established rental rates.	How many CCTV cameras are planned for the RCSC-rented square footage and/or will the lessee have input to the locations and number of cameras? Will the lessee have 24/7 access to camera recordings? For how long will the recordings be maintained on file? Will the security system for the walk-in include panic buttons for the tellers?	The security measures described in the Term Sheet will be provided for the entrances/exits to the building and in the common areas. Additional security measures within the leased space for the CSC operation is the responsibility of the tenant. When possible the Lessee will have the option to integrate within building wide systems. More specifically, CCTV cameras within the tenant space are the responsibility of the Lessee.
29.	Appendix B, Price Form	First Violation Notices - Excludes notices that post to a customer FasTrak or Pay-by Plate accounts or One-time payments. Notices that post to FasTrak, Pay-by- Plate, or One-Time Payment accounts shall be compensated at those respective prices.	What is the current percentage of violation first and second notices that post to a customer FasTrak account? What is the expected number of violation first and second notices that will post to a Pay-by-Plate or One-Time payment account?	Current percentage of violation notices that post to customer FasTrak accounts is 65%. Anticipated volume of violation notices that post to a Pay-by-Plate account are incorporated in the figure above. A violation notice posting to a One-Time Payment account is an exception case.
30.	Appendix B, Price Form	First Violation Notices - Excludes notices that post to a customer FasTrak or Pay-by	Will BATA please confirm the following with respect to monthly invoicing for transactions: Total first violations will be invoiced when sent and then a credit shall be	Yes, that is correct.

		Plate accounts or One-time payments. Notices that post to FasTrak, Pay-by- Plate, or One-Time Payment accounts shall be compensated at those respective prices.	applied in subsequent months if those first violations notices post to a customer FasTrak account, Pay-by Plate or One- Time payment account. In the month of credit, invoicing would take place at the FasTrak account, Pay-by-Plate or One-Time payment account rate.	
31.	Appendix B, Price Form	Monthly Variable Fee- First Violation Notices, Tier 1 400,000	The evaluated volume provided by BATA for First Violation Notices is 400,000. The RFP volumes indicate approximately 250,000 per month, which would then be further reduced for those posting to FasTrak and License Plate accounts. In order to provide BATA the most accurate pricing information, would BATA consider adjusting the evaluated volume downward?	No.
32.	Answer to Question 66, 2nd Set of Answers	Answer: Price sheets will be provided in Excel format.	The amended form in Addendum #2 was in PDF format. Will BATA please provide Appendix B Price Forms in Excel format?	The Price Form in Addendum #2 is a pdf form. Price items can be entered into the document.
33.	Appendix A, SOW, section 3.3.1.3	Account Opening Methods	<p>The RFP document indicates that for accounts opened via mail, phone, website or fax, the requested number of Toll Tags shall be mailed by the close of business on the following business day.</p> <p>However on Section 3.24.2 Key Performance Indicators – Operations – the requirement for Fulfillment of toll tags reads:</p> <ul style="list-style-type: none"> • First 90 days - 100% of Customer tag orders for the month are sent within 10 days of receipt of the order • Ongoing Operations - 100% of Customer tag orders for the month are sent within 2 days of receipt of the order. <p>There seems to be a contradiction between these two sections. <i>Please clarify which of the two is correct, tag requests are to be mailed within 2 days of receipt of the order or tag requests are to be mailed by the close of business on the following business day.</i></p>	Tags should be mailed no later than 2 business days from the day the order is received.

34.	Appendix D 5.1.3 2 Ownership of Work Products		Please add the following ¶ to this Section: <u>“Notwithstanding anything else to the contrary herein, BATA hereby grants Contractor a nonexclusive, royalty-free, irrevocable, perpetual, assignable license to use, copy, modify, create derivative works, publish or disclose any “Work Product” developed hereunder.”</u>	No.
35.	RFP, Section V.C. “Binding Offer” p.12 and RFP Letter of Invitation Page 3 General Conditions.	Q&A #6 Set 1 does not specifically answer the question asked. Section V.C. says the binding offer is predicated upon the Proposers ‘terms of the proposal’ whereas RFP Letter of Invitation Page 3 General Conditions states “Any objections to the contract terms and conditions must be brought to the attention of the Project Manager on or before the date and time established above for receipt of requests for clarification/exceptions; otherwise compliance with the agreement will be assumed” Q&A #6 Set 2: BATA’s response: The Proposer may not take exceptions in its proposal. The final contract will be the form of contract provided by BATA prior to the proposal date, or, if discussions are held, as may be changed by amendment along with a request for best and final offers.	The RFP appears to have conflicting statements and neither Addendum 1, Addendum 2, or Addendum 3 plus their Q&As sufficiently clarified BATA’s position. Please answer the following with a “yes” or “no” response: Can a proposer include in its proposal exceptions to the standard contract terms and still be considered for award?	No.

36.	Appendix I & Set 2 - RCSC_Q_As_final	Appendix_I Operating Costs & Answer #33	<p>Appendix I states that “BATA will provide for the maintenance and repair of the building HVAC and MEP system, cleaning of exterior windows, janitorial for common areas, common area landscaping, pest control, and all utilities necessary for tenant operations associated costs will be included as part of the negotiated leased rates.”</p> <p>Answer #33 states that “Question 2: Power will be submetered. Tenants will be responsible for the power supply subscription and usage.”</p> <p>Who is responsible for the cost of utilities? Is the cost included in the lease price estimate (\$38-\$50 sq. ft.)?</p>	For comparison purposes, utilities will be a separate cost from the lease/rental rate.
37.	Appendix D. Rev 7-27-2012 4.1 PERFORMANCE AND PAYMENT BONDS Q&A Set 3 #21	<p>Q. We request clarification that either a performance bond or a LOC are required, but not both.</p> <p>A. That is correct. However, prior to the commencement of the operations phase, a letter of credit will also be required. Also, see Addendum 3.</p>	Please confirm that once the Letter of Credit has been put in place and upon commencement of the M&O, the Performance and Payment Bonds required in Section 4.1 can be released. If not, when can such bonds be released? There are significant additional costs to be incurred if BATA requires that all 3 instruments be in effect concurrently.	<p>The performance and payment bonds are specifically tied to individual components of the overall contract. Once those identified components are complete and accepted the bonds are exonerated. BATA will, as part of the normal progress payment procedure, indicate the status of each component which can then be relayed to the surety so that they can properly close the bonds in their system.</p> <p>Because the bonds are exonerated when the bonded obligation is complete BATA will not be returning original bonds, and will instead rely on the progress payment process to define exoneration to the surety.</p>
38.	Responses to Requests for Clarification – Set 2 –Response 19.	<p>The vendor will be responsible for printing and distributing the following:</p> <p>1. FasTrak® Customer Handbook (8”H x 4”W, color, double-sided) – to be printed and included as part of online enrollment Toll Tag Kits, or upon customer requests. Estimated usage is approximately 13,000 per month.</p>	<p>Question a) Does the statement “estimated usage is approximately 13,000 per month” indicate that 13,000 handbooks must be printed by the vendor each month?</p> <p>Question b) If that is the case and the handbooks are for web enrollments, the revised statistics page shows 33,000 new accounts opened in 2012 via the web which is less than 3,000 per month. Will BATA please explain what the additional 10,000 handbooks per month are for and how they are distributed?</p>	<p>Question a) Approximately 13,000 Handbooks are provided to customers each month. It is the vendor’s responsibility to determine the most cost-effective printing option for providing these Handbooks, i.e., either print large quantities in advance or print on an as-needed basis – keeping in mind that revisions to the Handbooks may occur occasionally.</p> <p>Question b) Handbooks are included with all Toll Tag Kits, and Toll Tag Kits are sent out to any customer requesting a toll tag, including all new accounts opened or requests for additional or replacement toll tags. The historical quantities of Toll Tag Kits sent can be found in the revised statistics.</p>

39.	Responses to Requests for Clarification – Set 2 –Response 79.	The response to question 79 indicates that no tenant parking is available, but the 390 Main Street Term Sheet indicates that “Limited tenant parking will be available in the building for tenants and will be included as part of the negotiated lease rates.”	<p>Question a) Will BATA please clarify which statement is correct?</p> <p>Question b) If parking is available to tenants, will BATA please provide an estimated number of spaces that will be available?</p> <p>Question c) At minimum, will construction craft employees be able to use available building parking during construction of the facility?</p>	<p>For bid purposes, assume that no tenant parking is available.</p> <p>The Project Stabilization Agreement also promotes a transit first policy for construction craft employees.</p> <p>During construction, loading/unloading will be available, as needed for materials, special equipment and vehicles.</p>
40.	Responses to Requests for Clarification – Set 2 –Response 80 – First bullet.	CSC server room will be adjacent to the BAHA computer room but secured separately. UPS, HVAC, generator power will be provided to the server room. Contractor will be responsible for any desk side UPS in the tenant area. Use of commercial grade UPS in the tenant space must be disclosed and approved before installation.	<p>Question a) Will BATA please confirm that the BAHA computer room is on the second floor as indicated in the 390 Main Street Term Sheet?</p> <p>Question b) Will BATA please confirm the reserved space for the vendor’s call center is on the second floor?</p>	<p>a) Yes</p> <p>b) The call center is to reside within the 3rd floor tenant spaces.</p>
41.	Responses to Requests for Clarification – Set 2 –Response 80 – Last bullet.	Fire suppression will be provided for server room equipment in the CSC server room which will be adjacent to the agency server room.	<p>Question a) Will BATA please confirm fire suppression will be provided by BATA?</p> <p>Question b) What type of fire suppression is contemplated, i.e. halon, CO, dry?</p>	Computer room fire suppression will be FM200 system along with 1 portable Class A&C CO2 extinguisher per 200 sq. ft.
42.	Appendix I – 390 Main Street Term Sheet -Lease Price	“...pricing will be approximately \$38-50 SF depending upon square footage and other lease terms – to be negotiated.”	<p>Without a defined per square foot price, vendor pricing to BATA for the lease could vary significantly. A vendor that bids low will have a price advantage but potentially risk a five year loss on this price item.</p> <p>Question a) In order standardize vendor bids, will BATA please provide a more defined per SF price assumption to use in the vendor price?</p> <p>Question b) Will BATA please confirm that the successful vendor will not incur lease costs until fully operational on July 1, 2014?</p> <p>Question c) If that is not the case, will BATA please</p>	<p>Question a) – See above.</p> <p>Questions b) - For bid purposes, assume vendor will not incur lease costs until July 1, 2014. However, this is subject to final negotiations of the lease price and other terms and conditions.</p>

			provide a date for when the charge for rent will begin?	
43.	Responses to Requests for Clarification – Set 2 –Response 115	The response indicates that 30-60 calls are received each month using the language line service	Will BATA please provide the name of the current language line service provider?	The current CSC contractor has an agreement with Language Link.
44.	Responses to Requests for Clarification – Set 1 –Response 42	Quantity of tags currently in circulation...	The sum of the quantity of tags in circulation is 1,865,000. The revised statistics sheet provided by BATA indicates that 1,764,000 tags were in circulation at the end of the 2012 fiscal year. Will BATA please explain the 101,000 transponder discrepancy?	The difference are tags in inventory that have not yet been issued to customers.
45.	Responses to Requests for Clarification – Set 1 –Response 67 SOW Section 3.3.1.8 p.21	Response to Q67 reads as follows: “The cost of routine replacements, including Mylar bag and mounting strips, is to be included in Contractor’s O&M price.” Section 3.3.1.8 of the SOW states: “The Contractor shall provide all Toll Tag Kit materials with the exception of the following items, which BATA will provide to the Contractor: retail packaging, Toll Tags, and Mylar Bags.”	Will BATA please confirm that mylar bags are provided by BATA?	See Addendum #4. Contractor shall provide mylar bags for inclusion in Toll Tag Kits.
46.	Responses to Requests for Clarification – Set 1 –Response 126 – Third bullet	“Per Appendix I, 43% require manual review for BATA and GGB combined.”	Will BATA please provide OCR rates for the GGB and BATA facilities separately?	BATA: 56% OCR rate GGB: 64% OCR rate
47.	SOW Section 3.24.3 “Deduction for Non-Compliance Item 1) p.112	“1) The KPI non-compliance deductions listed in Table 13: Deduction for Non-Compliance are additive such that total	In reviewing Table 13 the maximum deduction appears to be 2.50% for points in excess of 100. However, if the percentage deductions reflected in Table 13 are truly additive as indicated in the cited provision, that would	The performance is measured in each category and the points assessed for each category. All of the assessed points are added up to total assessed points for the month. For the total points assessed, using Table 13, the correlating Non-

		deduction percentage is the sum of previous deduction level.”	seem to indicate the maximum deduction for one month (excluding any applicable multiplier for previous months) would be 4.00% calculated as follows: (.25%+.50%+.75%+2.50% = 4.00%). Question a) Will BATA please clearly define the maximum percentage deduction that can occur in one month? Question b) Will BATA please describe how the deductions are calculated on an additive basis?	Compliance deduction percentage is determined.
48.	SOW Section 3.2.2 Walk-In Services Provided – Number 12)	12) Contest a toll violation, invoice, parking fee, License Plate transaction, or FasTrak Languages Services.	Will BATA please clarify what is meant by contest FasTrak Language Services?	It should read,...FasTrak transaction.
49.	Appendix B Price Form BATA Provided Items p9.	2) Toll Tag testing equipment for RCSC facility	It is indicated that toll tag testing equipment will be provided by BATA. Will the testing equipment come with application software or will the contractor have to write a GUI Interface?	The current tag tester is a standalone system. If the intent of the contractor is to integrate it into other systems, the cost and risk of that integration is the responsibility of the contractor
50.	SOW Section 3.12.6.1.2 Golden Gate Bridge p58	...If a match is not found or payment is not received within the configurable grace period, then the registered owner is sent an invoice.	Question a) How many transactions are included on one invoice on average? Question b) On the statistics page under violation statistics for GGBHTD, are 1 st Notices the first invoice sent prior to escalation to a violation? Question c) If the answer to question b is no, will BATA please provide the number of invoices mailed for GGB?	a) Anticipate 1.5 transactions per invoice on average. b) The current statistics are for 1 st violation notices. AET and invoicing have not yet been implemented. c) Invoicing for GGB violations will be implemented in 2013. For forecasted invoice volumes see AET_Traffic_Forecast.pdf posted on the contracts website.
51.	3.12.6 Image Based Transaction Processing	These functions include:... 8) Invoice Processing 9) Violation Processing	Does BATA require color print on invoices or violation notices or is black and white acceptable?	No. Black and white images are acceptable.
52.	BATA Annual Regional CSC Statistics	BATA and GGB Violations sent from Lane	It is pretty typical of most toll systems (especially where the tag is removable from the vehicle) to have a high percentage of images that relate to valid customer accounts in good standing in which case the toll is charged to the customer account via an image toll or I-toll. Question: Of the images sent from the BATA and GGB lanes, what is the percentage of I-toll images?	Statistics on Attachment I indicate the quantity of violations that posted to customer accounts as Image Tolls.

53.	SOW Section 3.5 Toll Tag Inventory Management; 3.5.7 Returns; p40.	The Contractor shall designate returned toll tags that are older than 4 years old from time of receipt from the supplier as out-of-service properly dispose,” The Contractor shall clean, attach new mounting strips and place back in inventory toll tags that are less than 3 years old.”	What is expected to happen with tags that are greater than 3 years old but less than 4 years old?	For customer-initiated tag returns, tags that are less than 4 years and 0 months should be cleaned and placed back into the tag inventory.
54.	SOW 3.5.8 Tag Replacement; p41.	The Contractor shall provide an ongoing Toll Tag replacement program to remove failing or aging Toll Tags from the inventory issued to Customers	If the toll tag is working properly, at what age is BATA expecting the Contractor to replace the tag?	For the BATA-initiated Tag Replacement Program, regardless of the age of the tag, only tags that meet the criteria defined in Section 3.3.2.16.1 should be replaced (i.e., more than a configurable percent of the Transactions being processed as Pay-by-Plate and/or greater than a configurable number of Pay-by-Plates in a configurable period of time).
55.	SOW 3.24.2 Key Performance Indicators – Operations	Customer Satisfaction – First 90 Days of Operations (d); p 104: “90% of complaints, Toll and Toll Violation 1 st and 2 nd Notice disputes are resolved within 3 days <u>from the logging of the complaint</u> (excludes.....” (per Addendum 2, #20) Customer Satisfaction – Ongoing Operations (d); p108: “95% of complaints, Toll and Toll Violation 1 st and 2 nd Notice disputes are resolved within 3 days (excludes”	Comparing the 2 requirements, will BATA please clarify if the 2 nd statement should read as follows: “95% of complaints, Toll and Toll Violation 1 st and 2 nd Notice disputes are resolved within 3 <u>days from the logging of the complaint</u> (excludes.....”?	Yes. The KPI will be revised. See Addendum #4.
56.	Appendix I	Appendix I states that Tenant is to tap into the existing HVAC system by installing VAV’s and ductwork to distribute air into	Question a) Will BATA please confirm that the existing building A/C system is adequate to cool the space without any supplemental air conditioning? Question b) If not, what are the bidder’s options that can	Yes for tenant office spaces.

		the Tenant's space.	be priced now ensure adequate cooling?	
57.	Appendix I	General Facility	<p>In order to provide power for the Tenant's space a new electrical distribution panel will likely be required to serve power outlets and new lighting. In order to price that work with any degree of accuracy it is important for vendors to know the location of the nearest available electrical closets to get power.</p> <p>Will BATA please provide a new floor plan drawing that includes the electrical closets or at minimum provide a detailed narrative describing the location of the closets?</p>	The electrical distribution panel locations design is in progress and there are no updated drawing plans available at this time. The proposer should include any specific requirements and assumptions in their proposal and clearly identify them.
58.	Appendix I	General Facility	<p>The new space will have break rooms that will require water and sewer. In order to price that work we need to know the distance to the nearest location to tap into the hot and cold water lines and sewer lines.</p> <p>Will BATA please provide a new floor plan drawing that includes the location where water and sewer can be tapped into or at minimum provide a detailed narrative describing the location?</p>	The final location for water and sewer design is in progress and there are no updated drawing plans available at this time. The proposers should clearly specify any requirements or assumptions in their proposal.
59.	Appendix I	General Facility	Please confirm that there is no work to be done by Tenant on the Fire Alarm System.	Confirmed – none to be done by tenant.
60.	Responses to Requests for Clarification – Set 2 –Response 33.	<p>Response to question 3. Contractor is responsible for obtaining their own telecom provider and data communication to their work space. Conduit will be provided between the MPoE and the server room and tenant floor. Contractor is responsible for all wiring in the work space.</p>	<p>In order to price this work with any degree of accuracy bidders must understand the distance between the MPOE, the server room and the tenant floor.</p> <p>Question a) Will BATA please provide the length of the conduit that will be provided between the MPOE and the server room?</p> <p>Question b) Will BATA please provide the distance between the server room and the tenant space?</p> <p>Question c) Will BATA please provide the intended</p>	The final design for the data cabling and pathway design is in progress, therefore; the requested detail is not available at this time. There will be an IDF closet on the 2nd floor for CSC use. The computer room will be located on the 3rd floor. Further data path details is still under design. The proposer should include an estimate for all anticipated cable runs and identify the cable type, estimated linear square ft. needed and cost.

			location of the riser space between tenant floor and the server floor?	
61.	Appendix I	General Facility	Is there space on site for a dumpster to use during construction	The proposer should include their specific needs for on-site disposal in their proposal.
62.	Appendix I	General Facility	Can the existing loading docks be used to off-load construction materials?	Yes.
63.	Responses to Requests for Clarification – Set 2 –Response 54	Response to all three items	<p>Item 1 indicates that BATA prints the full brochure w/ application and provides to Contractor. Question a) Is it then the Contractor’s responsibility to deliver to the toll plazas and other locations? Is that the only Contractor responsibility? Item 2 indicates that BATA prints the mini-brochure and provides them to Caltrans, Bay Crossing, and other outlets. Question b) Will BATA please confirm that the Contractor has no responsibility related to delivery of the mini-brochures? Item 3 indicates the application portion only is available online in all three languages in PDF format. Question c) Will BATA please confirm that Contractor has no responsibility related to delivery of the application only portion?</p>	<p>Question a) BATA is responsible for printing the full brochure with application and distributing appropriate quantities to the CSC, toll plazas, and other locations.</p> <p>Question b) The Contractor has no responsibilities related to the delivery of the mini-brochures.</p> <p>Question c) While the application-only is posted online for customers to download, there may be occasions when a customer may request to have the application-only sent in the mail, at which point the Contractor can either print out the application-only and send it to the customer, or send a full brochure with application attached.</p>
64.	Regional Customer Service Center Specifications – Golden Gate Bridge All Electronic Tolling & Regional Video Tolling Section I Number 3 “Fastrak” p4. First Sentence	The business rules and functional requirements for FasTrak tagged accounts remain unchanged and are not specified in this document.	To assist with system design, development and overall pricing, will BATA please provide the business rule document for FasTrak tagged accounts as they exist today?	See BATA Resolution No. 52, Revised, FasTrak Regional Customer Service Center Policies posted on the contract website.
65.	BATA Annual Regional CSC Statistics Forecast BATA	Total paid vehicles	<p>Question a) Please confirm that total paid vehicles includes cash vehicles. Question b) Please confirm that Total paid vehicles less Electronic Transactions equals cash paid vehicles.</p>	<p>a) Yes. b) Yes. c) Yes, BATA bridges only. d) After 2013, GGB does not expect to have any cash</p>

	Transactions		<p>Question c) Please confirm that these statistics are for BATA bridges only and exclude GGB, SFO parking and all other interoperable transactions.</p> <p>Question d) Will BATA please provide statistics for the number of cash paying vehicles for the last 5 years on the Golden Gate Bridge?</p>	transactions. See AET_Traffic_Forecast.pdf on the contract website for forecast volumes on GGB.
66.	Letter of Invitation – Contractor’s Selection Timetable; p3	Closing date and time for receipt of proposals is stated as 4:00pm, Friday, 08/24/2012	<p>Proposer believes it would be in the best interest of BATA and all proposers to adjust the proposal submittal date. Listed below are a number of concerns regarding the current bid schedule and the basis for our request:</p> <ol style="list-style-type: none"> 1) There have been a significant number of questions and responses. Without an extension of time bidders may not be afforded an adequate opportunity to consider all information provided by BATA via responses to questions and addenda and incorporate responses into their technical and price proposals. 2) The short duration (21 calendar days) between proposer submittal of the final round of questions and the proposal due date will likely not allow sufficient time for both BATA to provide responses and proposers to properly analyze BATA’s responses and incorporate any necessary modifications into their technical and price proposals. 3) The level of complex technology and functionality desired by BATA and the amount of system design required to develop an adequate solution coupled with the time it takes for bidders to accurately and fairly price the solution requires a significant amount of time and effort. We believe that if BATA provides bidders more time to analyze the requirements, it will significantly improve the quality of all bidders proposals and will help ensure that the final solution selected by BATA is well-conceived and fulfills BATA’s requirements. 	See Addendum #4.

			Based upon the concerns listed above will BATA please consider extending the proposal due date from the current due date of August 24, 2012 to September 14, 2012?	
67.	Appendix A: Scope of Work Section 3.12.1.1 “BATA/Caltrans Facilities” p.54	Each of the seven Caltrans toll facilities transmits their Toll Tag and image-based transactions to the BATA host computer which will combine them and forward a single transaction file onto the RCSC for processing. The System shall receive and process these transactions. For image-based transactions, License Plate images captured at the lane level are processed through an Optical Character Recognition (OCR) engine. These images are compressed at the lane level for transfer due to current bandwidth issues.	Understanding that BATA is installing a new in-lane toll collection system – ATCAS II, will BATA please provide the following: 1) ATCAS II design specifications specific to lane level OCR capabilities? 2) ATCAS II Transponder read rate accuracy requirements? 3) ATCAS II Vehicle classification accuracy requirements?	1) The VES shall have License Plate Recognition (LPR) capability. The LPR shall have the capability of determining plate number and state. The LPR system shall perform such that a minimum of 80 % of the LPR-able images shall bypass human review with a maximum LPR False Positive Rate of 2%. 2) AVI performance - The error rate for each lane is no more than 5 in 1000 tags passing through the lane per day. 3) AVC performance - The error rate for each lane is no more than 5 in 1000 vehicles passing through the lane per day.
68.	Appendix D, Terms and Conditions	Section 11.2, Indemnification	Please provide Attachment E referenced in Section 11.2, Indemnification, or revise the section to include the list of additional insureds.	See 4.3.16 Additional Insureds of Appendix D.
69.	Appendix D, Terms and Conditions	Section 4.2, Letter of Credit	As a reminder, please provide the form of the Letter of Credit as soon as practicable.	BATA will not be providing a form of the Letter of Credit and we regret any inconvenience attributed to BATA’s previous response. As long as a Letter of Credit is compliant with Section 4.2, it should be acceptable.
70.	Appendix D, Terms and Conditions	Section 3.2, Maximum Payment	More than one bidder has pointed out that the language in Section 3.2 is not applicable to the unit-rate pricing scheme for the Maintenance and Operations Phase. If the contract is to contain a maximum amount paid under the agreement, the term of the contract would have to terminate when the number of transactions during the Operations and Maintenance Phase reached the amount	The maximum payment is subject to amendment. If more funding is needed, staff will request additional funds from BATA. If the request is granted, the contract will be amended to add the funds.

			<p>causing the total amount of the contract to be exceeded. We do not believe that this is the intent of BATA and we are confident BATA does not intend to put the risk of the number of transactions on the Contractor. We respectfully request that BATA review section 3.2 and modify it to reflect that the fixed price is applicable to the Implementation Phase, and that the Operations and Maintenance Phase will be priced in accordance with the applicable unit rates subject to an overall maximum amount which may be amended should actual values result in the upset limit being reached prior to the end of the Contract Term.</p>	
71.	<p>Appendix A: Scope of Work Section 3.2.2 “Walk-In Services Provided” p.12</p>	<p>14) Provide a secure area to hold administrative reviews</p>	<p>In order to price this requirement accurately, bidders must understand how much square footage is required to hold an administrative review. At minimum bidders need to understand the estimated attendee count per hearing (i.e. one person, ten, or fifty). Question - In order to 1) ensure proposers reserve enough space to hold administrative reviews and 2) ensure contractors are consistent in estimating the amount of space required for administrative reviews, will BATA please set a minimum square footage requirement for the administrative hearing room?</p>	<p>See Responses to Clarifications – Set 1. The administrative reviews are one-on-one hearings between the review officer and the customer. No more than one administrative review is conducted at a time. Currently 5-10 administrative reviews are conducted per month.</p>
72.	<p>Responses to Requests for Clarification – Set 2 –Response 1 & RFP III. G. Cost Proposal p.8</p>	<p>Response to question 1 Set 2</p>	<p>Although we are confident BATA fully intends to conduct a fair procurement, we are concerned that evaluators having access to the price proposal prior to performing their technical review could inadvertently influence the technical scores. Will BATA please reconsider the response to question 1 in Set 2 and require Proposers to submit Pricing in a sealed package separate from the technical response to only be opened after technical scores have been determined?</p>	<p>No, price proposals do not need to be sealed.</p>