RFP Questions and Answers
MnPASS Operations Contract for Back Office System Support and Customer Service Center Support
Questions and Answers

1. **Question:** Proposers' questions, MnDOT's anticipated response, and proposal due dates are presented in the RFP as follows:

   - Questions are due Friday, July 8, 2019
   - MnDOT anticipates posting responses on Friday, July 15, 2019
   - Proposals are due Friday, July 29, 2019

   However, these dates fall on a Monday and not a Friday.

   **Answer:**
   - Questions regarding this RFP must be received by MnDOT no later than 1:00 p.m. Central Daylight Time on Monday, July 8, 2019.
   - MnDOT anticipates posting answers to such questions no later than 1:00 p.m. Central Daylight Time on Monday, July 15, 2019.
   - All proposals must be received no later 1:00 p.m. Central Daylight Time on Monday, July 29, 2019.

   An addendum was issued 6/27/19.

   All proposals must be received no later 1:00 p.m. Central Daylight Time on **Monday, August 26, 2019**.
   An addendum was issued 7/24/19.

2. **Question:** In light of the July 4th holiday, and in order to prepare a complete and thorough proposal response, (Company) respectfully requests a two-week extension to the questions submittal and proposal submittal deadlines for the Minnesota Department of Transportation (MnDOT) MnPASS Back Office System and Customer Service Center Request for Proposals (RFP).

   The extended deadlines we’re requesting are as follows:
   - Monday 7/22: Questions due
   - Monday 8/12: Proposals due

   **Answer:**
   - Questions regarding this RFP must be received by MnDOT no later than 1:00 p.m. Central Daylight Time on Monday, July 15, 2019.
   - MnDOT anticipates posting answers to such questions no later than 1:00 p.m. Central Daylight Time on Monday, July 22, 2019.
   - All proposals must be received no later 1:00 p.m. Central Daylight Time on Monday, August 5, 2019.

   An addendum was issued 7/2/19.

   - All proposals must be received no later 1:00 p.m. Central Daylight Time on **Monday, August 26, 2019**.
   An addendum was issued 7/24/19.

3. **Question:** (General) Due to the short response timeframe, would the State please consider extending the question period?
4. **Question:** (General) Due to the short response timeframe, would the State please consider and two-week extension?

**Answer:** Proposal due date is now August 26, 2019. See Addendum #3 issued 7/24/19.

5. **Question:** (Proposal Content – RFP page 2) May we include a Proposal Cover, title page, and Table of Contents? If so, please confirm that these documents will not count towards the 75 page limit.

**Answer:** Per the RFP on page 7, Cover Letter and required forms are not part of the page limit. The proposal cover, title page and table of contents will not count towards the 75 page limit for this RFP.

6. **Question:** (RFP Reference - Section 7. Cost proposal, page 5)
Section 7. Cost proposal, page 5, states:
“Whether proposing a cost plus fixed fee (profit), fixed hourly rate, unit rate or lump sum budget, responders must include a breakdown (labor, overhead, profit and expenses) showing how the rate was derived. Additionally, if proposing a cost plus fixed fee (profit) budget, responder's must utilize their current MnDOT approved Overhead rate, but it may not exceed 170%. For the purposes of this cost proposal, responders should utilize a fixed fee (profit) of 10%. Actual fixed fee (profit) will be determined/calculated by MnDOT upon selection.” And on page 7 “Cost details of Lump Sum amounts must be provided if chosen as successful bidder.”

Would the State please confirm, for lump sum responders, that these breakdowns/cost details are for informational purposes only to assist in proposal evaluation and in no way create a cost plus offer, require responders to provide actual cost data, or limit the profit of the proposer?

**Answer:** If chosen, the successful responder will be required to submit the pre-award audit to which cost details of Lump Sum amounts must be provided. The information provided for the pre-award audit will be used by Audit to review the documentation and make recommendations regarding how to structure the consultant’s budget for the contract.

**Pre-Award Audit Requirement**
The successful responder will be required to submit pre-award audit information and comply with audit standards. Failure to do so may result in disqualification. Successful responder will be required to submit the MnDOT Audit Pre-Award Audit Information Package. See Exhibit G.

7. **Question:** (Page Limits – RFP pg. 7) May we use a smaller, but legible font for headers, footers, tables and graphics?

**Answer:** Yes.

8. **Question:** (Page Limits – RFP pg. 7) Do resumes count towards the 75-page limit? May vendors include resumes in an Appendix?

**Answer:** All resumes will count towards the 75 page limit and cannot be included in an appendix.

9. **Question:** (Page Limits – RFP pg. 7) Page Limits state that the Quality Management Plan should be submitted as a separate document. Would the State please confirm that vendors are to supply One Hard Copy of three volumes – Volume 1, Technical Proposal; Volume 2, Cost Proposal; and Volume 3 Quality Management Plan? Additionally, would the State please confirm that you would like a single USB with all three volumes or if you would like a USB for EACH volume?

**Answer:** Yes vendors must submit a hard copy of the Technical Proposal, Cost Proposal, Quality Management Plan and All Required Signed Forms. A single USB with a copy of the Technical Proposal, Cost Proposal, QMP and Signed forms is required. All documents should be separate on the USB.
10. **Question:** (Insurance Requirements – RFP Pg. 13) Would the State please confirm that our review/exceptions to Insurance requirements should be included with Proposal Section 7: Forms, Documents and Certifications?

   **Answer:** See Insurance Requirements on page 13 of the RFP: A responder’s proposal must clearly note any exceptions desired to insurance requirements, or the responder will be deemed to have accepted such requirements and waived any request for exception.

11. **Question:** (Section 1.2) How are Car/Vanpool vehicles identified if they don't have a transponder?

   **Answer:** Occupancy is only identified manually as having multiple passengers in the vehicle, not specifically as carpools or vanpools.

12. **Question:** (Section 1.2.1) Are the Customer Service Center Volumes on page 7 annual totals?

   **Answer:** Yes, these are annual totals.

13. **Question:** (Section 2.2.1.2) Does the RTMC computer room in Roseville, MN have the required physical security and fire detection and suppression system available?

   **Answer:** Yes.

14. **Question:** (Section 2.3.9.1 Page 36) - Which financial system does the State use to track their financials?

   **Answer:** The system is called SWIFT. More information can be found at https://mn.gov/mmb/accounting/swift/vendor-resources/

   Is there an expectation that the BOS Internal Financial Transactions be uploaded to the State's financial package?

   **Answer:** No, the BOS Internal Financial Transactions do not have to be directly uploaded to SWIFT.

15. **Question:** (Section 2.3.1.1, item 10) Our system doesn't allow decrypting tokenized credit card numbers. It does allow decrypting the last 4 digits of the credit card number and the expiration date. Is this sufficient to meet the requirement?

   **Answer:** Yes, this is sufficient. STATE will amend the Scope of Work to remove the requirement “to view the entire credit card number.” See Addendum #3.

16. **Question:** (Section 2.3.1, page 21) What are the different account types?

   **Answer:** See current Account Types in Exhibit B Business Rules.

17. **Question:** (Exhibit A-Scope of Work & Deliverables Section 1.2.2, page 7, 48) Currently how many Satellite Centers, is the State expecting for contractor to support? At Satellite Center, is the contractor responsible for providing secure Workstation and internet connectivity or self-service Kiosks?

   **Answer:** Currently there are 4 satellite centers. At those satellite centers, contractor will be responsible for ensuring adequate transponder inventory.

18. **Question:** (Exhibit A-Scope of Work & Deliverables Section 1.2, page 5) Currently, it appears like there is no need for the Back-Office System to store roadside ALPR transaction images. Is this expected to change for this project?

   **Answer:** No.

19. **Question:** (Exhibit A-Scope of Work & Deliverables Section 1.2, page 5) Currently, it appears that the State Roadside
System is forwarding fully formed transactions (matched trips) to the Back-Office System. Is this arrangement expected to continue during the duration of this Contract?

Answer: Yes

20. **Question:** (Exhibit A-Scope of Work & Deliverables Section 1.2, page 6) Should the contractor expect to receive zero fare transactions outside the Restricted Hours?

Answer: Yes

21. **Question:** (Exhibit A-Scope of Work & Deliverables Section 2.2.1.1, page 12) If the Contractor proposes State RTMC Computer room for Primary BOS System, does it meet the Class A Tier 3 requirement?

Answer: RTMC meets Tier 2 requirement, but it is acceptable to STATE.

Is there a cost to the Contractor to collocate the Contractor provided and installed Primary BOS System Hardware in the RTMC Computer Room (1 - full rack)?

Answer: No

Will the Contractor be allowed to access the BOS System Rack at the RTMC Center for Emergency purposes (365X24X7) basis and for routine maintenance purposes (scheduled)?

Answer: Yes

22. **Question:** (Exhibit A-Scope of Work & Deliverables Section 2.3.9.4, page 38) We are assuming that the State's payment processor, Authorize.Net's processor/merchant fees are pass through costs to the State and hence these costs will not be included in the Contractor's Price Proposal. Is this a correct assumption?

Answer: Yes, that is correct.

23. **Question:** (Exhibit A-Scope of Work & Deliverables Section 2.4.8.2, page 50) Is the toll free (1-866-397-4334) number owned by the State, so that the Contractor can plan the transition of the toll free number during the Go-Live without requiring a change in ownership?

Answer: Yes

24. **Question:** (Exhibit G-Pre-Award Audit Information Package Section NA, page 1) What is the timeline to submit the Pre-Award Documents? Should it be submitted with the Contractor's Formal Proposal on August 5th? What is the time frame for a State Review/Audit and Approval?

Answer: The pre-award documents will be required after the successful respondent has been notified. The pre-award documents do not need to be submitted as part of the proposal due on August 5th. The Audit process timeline is variable depending on previous experience with the State by the prime and subcontractors and the number of subcontractors and workload of the Audit office.

25. **Question:** (Exhibit A-Scope of Work & Deliverables Section 2.2.5 Item #4, page 18) Interface to Enforcement Agencies-Provide daily account exception lists generated by the BOS to the various MnPASS enforcement agencies. How many external enforcement agencies should the Contractor anticipate? Is there an enforcement agency list that can be shared?

Answer: One enforcement agency, Mn State Patrol.

26. **Question:** (Exhibit A-Scope of Work & Deliverables Section 2.3.6.2 Item #4, page 31) It appears that the legacy
system is encrypting the Credit Card and ACH data in the database. Is this a correct assumption?

**Answer:** Yes, the current contractor is encrypting data in the database.

Can the Contractor propose an external tokenization service provider (possibly authorize.net or an alternative provider) to tokenize the credit cards and ACH information? Will the cost for the tokenization be a pass-thru cost to the State?

**Answer:** Tokenization is acceptable as long as it meets security requirements. This would be a pass through cost identified in the cost proposal.

27. **Question:** (General, Section General, Page NA) Are there any pass-through costs anticipated by MinnPass that the Contractor should not include in their Operations Cost Proposal? Such as:

- Merchant Service Provider Costs (for Credit Card and ACH Processing)
- Payment Gateway Costs
- Credit Card Tokenization Service Costs (if that is proposed by the Contractor)
- Telephone Charges for all incoming/outgoing calls.
- SSL Certificate for the public website
- DNS Service Provider Costs
- Internet Service Provider (if the Primary BOS is installed in the MinnDot RMTC Data Center)
- Paper, Stamps, and Printing Charges

**Answer:** Only paper, stamps, and printing charges should not be included in the cost proposal as part of the operational cost. These would be direct expenses as they are used and passed through to STATE.

28. **Question:** (Main RFP Document, Section Page Limits, page 7) The Page Limit of 75 for Proposal, does it include Sections 1 thru 8 of the "PROPOSAL CONTENT" (with the exception of Section 6 - QMP, and Cost Proposal). We request that this limit be restricted to Sections 4 and 5 of the "PROPOSAL CONTENT". If that is not possible, can the resumes pages be removed from the 75-Page Limit?

Alternatively, can the Proposal page limit be increased to 100 pages?

Please note: There are two Section 7s in the PROPOSAL CONTENT section of the RFP Document. The Cost Proposal Subsection should be Section 8 instead of Section 7.

**Answer:** 75-page limit includes all sections and resumes, with the exception of the QMP and Cost Proposal. Noted of 2 section 7s.

29. **Question:** (Main RFP Document, Section Sample Contract) Is the reference for the Sample Contract referring to the following document numbers in the MnDOT Website - 541578 AND 541579? If not can you please provide the specific links or document numbers since there are a number of documents available on the MnDOT website.

**Answer:** The reference is referring to Document Number 541579. The general terms and conditions have already been incorporated into the Contract High Risk.

30. **Question:** (Exhibit C – Compliance Matrix) Can this document be provided in Word or Excel format?

**Answer:** Yes, this will be posted on the MnDOT website in Excel format.

31. **Question:** (Exhibit D Cost Proposal, Section 4 – Operational Cost) Item 1 - In addition to the labor cost, what costs should this included in this line item - Paper, Stamps, printing, telephone calls, Merchant Fee, etc? Are any of the Pass-Thru costs (see Question 13) to be included in this line item?

**Answer:** Only paper, stamps, and printing charges should not be included in the cost proposal as part of the
operational cost. These would be direct expenses as they are used and passed through to STATE.

32. **Question:** (Exhibit D Cost Proposal, Section 4 – Operational Cost) Item 1 - If Pass-Thru Costs are to be included in Line Item 1, can MnPass provide baseline quantities for pricing (how many correspondences to print and mail, number of credit card/ach transactions, etc.)?

**Answer:** Only paper, stamps, and printing charges should not be included in the cost proposal as part of the operational cost. These would be direct expenses as they are used and passed through to STATE. Assume $30,000.00 as baseline annual cost for printing and mailing. Approximately 2,750 in 2018.

33. **Question:** Section 3.3 Subcontractor Information is limited to two pages. Is this limitation per subcontractor firm or inclusive of all subcontractors on the team? Additionally, would it be acceptable to provide subcontractor resumes on pages outside of this two-page limit?

**Answer:** The two page limit is per subcontractor firm. The subcontractor resumes must be incorporated into the two pages.

34. **Question:** Are proposal covers, tabs and table of contents included in the 75 page limit?

**Answer:** Per the RFP on page 7, Cover Letter and required forms are not part of the page limit. The proposal cover, tabs, and table of contents will not count towards the 75 page limit for this RFP.

35. **Question:** Can 11" x 17" fold-out pages be included for large graphics to ensure readability and clarity of information?

**Answer:** Yes, 11” x 17” fold out pages can be included for large graphics to ensure readability but will be counted as two pages.

36. **Question:** Can font sizes less than 11 point be used in figures and tables?

**Answer:** Yes, font size less than 11 points can only be used in figures, graphs, charts and tables but must be readable.

37. **Question:** (Exhibit A-Section 1.2.2, page 7) Please confirm that the CSC call volumes are annual numbers

**Answer:** Yes, these are annual totals.

38. **Question:** (Exhibit A-Section 2.1, page 10) Will the Contractor be responsible for rent, utilities, office supplies, etc.? It is indicated later that MDOT will provide the space and cubicles; please detail further Contractor responsibilities in regards to the facilities

**Answer:** The Contractor will not be responsible for rent or utilities, however, it will be responsible for office supplies, copiers, printers, etc.

39. **Question:** (Exhibit A-Section 2.1, page 10) Will Contractor inherent existing Telco facilities, circuits and other networking?

**Answer:** Contractor will inherit the existing telco facilities including phone and networking jacks/connections.

40. **Question:** (Exhibit A-Section 2.1, page 11) Will MnDOT provide us existing staffing levels of the CSC and WICs?

**Answer:** 8

41. **Question:** (Exhibit A-Section 2.3.9, page 36) What is the current GL/financial system of record? Will that remain the same for the duration of the contract?
Answer: The system is called SWIFT. More information can be found at https://mn.gov/mmb/accounting/swift/vendor-resources/. This will remain the same during the contract.

42. Question: (Exhibit A-Section 2.4.19, page 68) Do you have an estimate of the volumes and frequency of collateral printing and mailings that is the Contractor’s responsibility?

Answer: Paper, stamps, and printing charges should not be included in the cost proposal as part of the operational cost. These would be direct expenses as they are used and passed through to STATE.

43. Question: (Exhibit A, P 67 of 108, Section 2.4.15.1, Reciprocity and interoperability Support – General Requirements) This section states that "The Contractor will perform any credit card equity calculations (as appropriate) to settle credit card fees with the E-ZPass group on behalf of State"

Should a separate credit card fee statement be generated for each of the Away Agencies within the E-ZPass Group?

Answer: Contractor shall follow established E-ZPass reconciliation processes regarding credit card fees pursuant to Appendix C, Section 6, Paragraph C of the Operating Agreement.

44. Question: (Exhibit E, P 19 of 108, Section 2, Tag Validation File Specification) When generating a TVL file for the IRIS system, what TVL Home Authority should be indicated for tags received from E-ZPass Group agencies?

Answer: MnPASS tags be in the TVL file for IRIS.

Should a separate TVL file be generated for each of the E-ZPass Group agencies?

Answer: Yes.

45. Question: (Exhibit A, P 49 of 108, Section 2.4.7.3 MnPASS walk-in Center Operations – Walk-In Services Provided) There are several references to non-toll services throughout the RFP. Can you please provide more detail on what is considered to be a non-tolling service?

Answer: Non-toll services in Section 2.4.7.3 refers to supporting the ability for a customer to visit a WIC and receive general STATE DOT information such as maps, brochures, etc.

46. Question: (Exhibit A, P 63 of 108, Section 2.4.13.7 Reporting-Report Types) Transaction Processing and Disposition reports requirement refers to status queues for image review. Can you please elaborate on this image review?

Answer: Provide image reports of the transactions as stated in this section 7.

Should the image review be provided by the system contractor as a part of the new system?

Answer: Yes

47. Question: (Exhibit A, P 13 of 108, Section 2.2.1.2 BOS HOSTING REQUIREMENTS — Hosting Security Requirements) This section states: "4. All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities. The environment will have aggressive intrusion-detection and firewall protection."

Does MnPASS have a preference for the anti-virus, anti-malware and intrusion detection software?

Answer: No preference from State.

48. Question: (Exhibit A, P 19 of 108, Section 2.2.5 System Interfaces) This section states: "4. Interface to Enforcement Agencies - Provide daily account exception lists generated by the BOS to the various MnPASS enforcement agencies."
Question: Does this requirement refer to in-state enforcement agencies? Or is it intended to support in-state and out-of-state agencies? How many agencies are currently supported?

Answer: Currently, there is only one enforcement agency, Mn State Patrol.

49. **Question:** (Exhibit A, P 19 of 108, Section 2.2.5.1 System Interfaces - State's Roadside Tolling System Interface) This section states: "The Contractor will work with State during the design and development of the BOS to develop an interface between the BOS and IRIS. The Contractor will be responsible for documenting the interface requirements in the form of an Interface Control Document (ICD). During the course of the entire contract term, the Contractor will maintain and update the ICD upon any changes affecting the data exchange between State's IRIS and the BOS. The current ICD is provided in Exhibit E."

Question: How are images sent to the BOS?

Answer: Currently there are no cameras in the lanes, therefore there will be no image review required as part of this Contract.

50. **Question:** (RFP Reference Exhibit A, P 21 of 108, Section 2.3.1.1 Customer Account Management – General Requirements) This section states: "2. Customer Communications - Receive and respond to account inquires via walk-in, mail, phone, or Web (including chat or Instant Messaging (IM))." and "3. Customer Disputes - Receive toll charge disputes via walk-in, mail, phone, fax, or Web. Respond to disputes via mail, phone, or Web."

Question: Do you currently use document scanning tools for inbound mail?

Answer: Yes.

51. **Question:** (Exhibit A, P 22 of 108, Section 2.3.1.1 Customer Account Management – General Requirements) This section states: "6. Customer Statements - Produce and notify customers by email that their statements are ready for viewing or download from the Web. Distribute statements by mail to those customers that request a paper statement or a statement on disk or other appropriate electronic media."

Question: What do you mean by providing statement on disk or other appropriate electronic media?

Answer: "or a statement on disk or other appropriate electronic media will be removed." See Addendum #3

52. **Question:** (Exhibit A, P 22 of 108, Section 2.3.1.1 Customer Account Management – General Requirements) This section states: "8. Transponder Management-Perform transponder inventory control, testing, distribution and return tracking."

Inventory Management functions such as physical inventory counts, transponder disposals, vendor returns, transponder warranties are to be considered on the broad range of inventory management functionality intended at the BOS level? They are a requirement on the operations section but not included on the system functional requirements.

Answer: Section 2.3.1 states that "The System will provide the following account management functionality..." and then Item 8 is listed. Therefore, the functionality at the BOS level is included in the system functional requirements and should be included in the new System and supported by the Contractor during operations.

53. **Question:** (Exhibit A, P 25 of 108, Section 2.3.1.15 Customer Account Management – Account Status) This section states: "The System will have the ability to assess additional collection fees, as designated by State for accounts sent to collections."

What is the process for State to designate accounts to be sent to collections and how are these accounts sent to collections? Is there an interface for this? Is it manually? What information is received from the department of revenue when customer accounts debts are successfully
collected?

**Answer:** See Exhibit B (Business Rules) under "Collections" section

54. **Question:** (Exhibit A, P 44 of 108, Section 2.4.5.8 Customer Services and Account Management – Refunds) This section states: "The Contractor will issue refunds for credit card payments to the credit card on file."

Should it be possible to issue one refund for multiple processed payments or can they be processed for each individual credit card payment?

**Answer:** Yes, it should be possible to issue one refund for multiple processed payments, however, details should be made available illustrating each individual processed payment that make up the total refund.

55. **Question:** (Exhibit A, P 46 of 108, Section 2.4.6.5 Transponder Management – Transponder Fulfillment) This section states: "The System will track the location of transponders issued to a Retailer."

How many retailers are there at the moment? Does the inventory management solution have to manage retailers' inventory, or are these supported by an existing inventory management solution?

**Answer:** No retailers at this point.

56. **Question:** (Exhibit A, P 51 of 108, Section 2.4.9.1 Customer Communications – Outgoing Customer Communications) This section states: "The Contractor will provide all the necessary equipment and machinery to perform any on-site mailing."

Is on site mailing absolutely necessary, or could a third-party service provider be used?

**Answer:** On-site mailing is not required, but if used, it is the Contractor's responsibility to provide all necessary hardware.

57. **Question:** (Exhibit A, P 54 of 108, Section 2.4.10.3 Payment Processing – Credit Card Processing) This section states: "The Contractor will use point-of-sale credit card terminals at the Walk-In Center."

How many POS are currently in place?

**Answer:** None

58. **Question:** (Exhibit A, P 54 of 108, Section 2.4.10.4 Payment Processing – Payment Posting) This section states: "4. Support the use of multiple payment methods (such as multiple credit cards) for a single payment."

What are the scenarios to pay with multiple payment methods? Does it make sense for account replenishments?

**Answer:** It is the Contractor's responsibility to functionality to support multiple payment methods for a single payment utilizing all allowable payment means, to the extent possible. Allowing multiple payment methods does not make sense for automatic replenishments as those should be made using a primary or secondary credit card.

59. **Question:** (Exhibit A, P 45 of 108, Section 2.4.6 Transponder Management - Transponder Fulfillment)

Included in this section are requirements that are not listed on section 2.3.3, namely manage transponder warranties, recalls and disposals, transponder ordering, transponder replacement, transponder receiving, physical inventory and control, to name a few.

Are these functionalities to be covered by the inventory management functionality of the BOS? Or are they to be performed in another existing system?
**Answer:** Yes, the System functionality required to support the operations should be covered by the Contractor's proposed System. This is not performed by another existing system.

60. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) Is the call center solution required to be on-premises? Or could it be on the Cloud?

**Answer:** The Contractor may host the BOS (call center solution) off-site (including a cloud environment) or co-located at the RTMC as specified in Section 2.2.1.1. However, the Contractor shall support the primary WIC and satellite centers with local staff.

61. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) Where are Agents located? Will the agents and supervisors be located in the same physical building?

**Answer:** CSRs and Supervisors shall be located at the Walk-In Center (2055 Lilac Dr. N, Golden Valley, 55422) and the various satellite centers, as appropriate.

62. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) How many Agents and Supervisors will be at each Location?

**Answer:** Staffing levels are the responsibility of the Contractor.

63. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) How many wallboards are required for each location?

**Answer:** No mention of wallboards in SOW.

64. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) Approximately, how many simultaneous calls do you estimate on average the IVRs will have?

**Answer:** Simultaneous calls occur very rarely.

65. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) What are the rules for distributing calls by the agents you intend to deploy (distribute to the longest available agent, for the last agent that answered the customer, Skill-Based Distribution)? Is there a detailed distribution flow of calls intended for each service?

**Answer:** Call distribution is the responsibility of the Contractor.

66. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) How many outbound services are required?

**Answer:** No requirement stated in RFP

67. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) What type of dialer is required for each Outbound service (Power, Preview, Predictive)?

**Answer:** Do not currently have a dialer.

68. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) For Outbound campaigns, will the loading of DBs be done manually, by uploading .csv or .txt files, or do you intend to load the contacts through a webservice?

**Answer:** Do not currently have a dialer.

69. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) Is a predective outbound (per agent) required? If yes, for how many agents?

**Answer:** Do not currently have a dialer.
70. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) Is voice recording required for all agents?

   **Answer:** Not requirement but our current CSC does currently record agent calls for quality control.

71. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) Is screen recording required for all agents?

   **Answer:** No.

72. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) Is it required to set ClickToInteract Widgets for the website? If yes, what channels (voice, email, chat, CallBack, etc ...)?

   **Answer:** These are not specific requirements, but could be proposed by the Contractor.

73. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) Regarding telecommunications, which provider is currently used? Is it intended to keep communications with the current provider or is a new telecommunications provider acceptable? Do you intend to keep the same external contact phone numbers?

   **Answer:** Currently, the provider is with Comcast. New telecommunication provider is acceptable.

74. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) If you keep the current provider, will the SIP Trunk be delivered over the internet?

   **Answer:** No preference from State.

75. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) For the Contact Center, are you intending on using the softphones included in the Contact Center solution, or do you intend to use physical phones? If you want to use physical phones, do you have a preference for brands and models?

   **Answer:** No preference from State.

76. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) How many PBX extensions are required for back office users who are not part of the contact center team?

   **Answer:** None required.

77. **Question:** (Exhibit A, P 28 of 108, Section 2.3.4 Call Center) For these PBX extensions, if you intend to use physical phones, please specify the phones brand(s) and model(s)?

   **Answer:** N/A

78. **Question:** The RFP allows proposers to submit exceptions as set out in the “Sample Contract” section. How should proposers submit those exceptions? Is there a specific form to be filled out with the submittal or may it be through an exhibit to the proposal?

   **Answer:** Contract exceptions should be submitted in the Proposal as an appendix which won't be counted in the 75 page limit.

79. **Question:** (RFP, P 2 of 24, Scope of Work and Deliverables) This section refers to “future facility addition or expansion to the MnPASS system.”. Would it be possible to specify what facilities are being envisioned?

   **Answer:** Currently, the only expansion of the MNPASS System is the I-35W corridor serving the north metro between Lexington Ave and downtown Minneapolis as detailed in Section 1.2 of the SOW. Other additions may occur during the contract lifecycle, but are not defined as of yet.
80. **Question:** (RFP) Targeted Group, Economically Disadvantaged and Veteran-Owned Small Businesses Preference Form – In case proposers do not meet these goals are they required to fill in such form?

**Answer:** Proposers are not required to fill in the Targeted Group, Economically Disadvantaged and Veteran-Owned Small Business Preference Form. Prime contractors who meet this qualification must fill out the form, in order to get preference. All Responders must sign and include in the scanned forms a copy of the following statement from the RFP page 5.

b. **Solicitation of Targeted Group Business (TGB) Firm Statement:** Responders must provide the following statement and signature:

I hereby recognize that an 8.2% TGB goal has been established for this RFP in accordance with the Special Provisions posted with the RFP. I understand that MnDOT’s Office of Civil Rights is required to clear the successful responder’s attainment of the goal, or Good Faith Efforts made to attain the goal, before a contract can be awarded. I understand that failure to meet the goal, or show a Good Faith Efforts to meet the goal, will deem the successful responder as non-responsive, resulting in rejection of the proposal.

81. **Question:** (RFP, P 4 of 24, Forms) Subcontractors’ forms – from the list of forms identified in the RFP, which are the forms to be filled in by subcontractors?

**Answer:** The forms should be completed by the prime.

82. **Question:** Certification of Nondiscrimination – When and how is this certification done by Proposers?

**Answer:** There isn’t a form by which the prime is required to sign certifying nondiscrimination. This is certified as part of signing the contract, if chosen to enter into a contract.

83. **Question:** (General) The amount of time between the date State responds to bidder inquiries and the proposal due date is only 2 weeks. Considering that, and the amount of time it requires to produce the proposal documents, we don’t feel there is sufficient time for proposers to analyze State’s answers, adjust technical content and pricing, and submit the final proposal. As a result, proposers will likely have to shortcut their typical bidding process significantly which could be detrimental to MnDOT from a price and responsiveness perspective.

A. Due to the significant number of requirements and the obvious importance to MnDOT of acquiring the most cost efficient operations solution, we respectfully request that State please consider extending the Proposal Due Date 3 weeks to August 26, 2019?

**Answer:** Yes to extend to August 26th

B. In conjunction with the Schedule extension, will MnDOT please consider allowing a second round of questions and answers? (This would allow bidders an opportunity to submit question that might surface as the result of MnDOT’s first responses, additional information that is provided by MnDOT, and new questions that might be identified as bidders work on their technical responses ultimately leading to more responsive proposals.)

**Answer:** No to 2nd round of questions/answers.

84. **Question:** (SOW 2.4.3, P 41, Revenue Collection, Traffic Analysis, and Management) Does MNDOT currently use a 3rd party collection agency? If yes, will the State please provide the name of the company?

**Answer:** Yes, it's handled through Department of Revenue.

85. **Question:** (SOW 2.3.4, P 28, Phone System and IVR System)
Question 1: What phone and IVR system is currently being used?

**Answer:** Cisco phone and Transcore IVR system.

Question 2: Is the current system cloud based?

**Answer:** No.

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**86. Question:** (SOW 2.4.6.5, P 46, Transponder fulfillment “The System will track the location of transponders issued to a Retailer.”)

Question 1: Does MNDOT currently provide retail sales of transponders?

**Answer:** No.

Question 2: If yes, will the State please provide the name of the participating retailers?

**Answer:** N/A.

Question 3: If there is a retail transponder sales program, is the contract held by MNDOT, the current operator, or another party?

**Answer:** N/A.

Question 4: If the Contractor is required to ship transponders to retailers, will the State please confirm that shipping expenses will be reimbursable by the State as a pass-through?

**Answer:** N/A.

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**87. Question:** (SOW 2.4.13.7, P 63, Transaction Processing and Disposition)

Question 1: Understanding MnDOT doesn’t currently have photo/video enforcement, does the State anticipate adding this capability over the next 10 years?

**Answer:** STATE does not anticipate incorporating photo/video enforcement during this Contract term.

Question 2: Will the State please provide the transponder penetration rate?

**Answer:** 61,000 transponders for 3.1 million population in the Twin Cities Metro.

Question 3: Will the State please provide an estimate for lost transactions due to failed transponders?

**Answer:** Unknown.

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**88. Question:** (SOW 2.4.13.7, P 62, Report Types)

Question 1: Are the reports included in Exhibit F a complete representation of the full reporting capabilities of the current system?

**Answer:** No. See attached report “MnPASS Express Lanes” presented at the monthly update meeting.

Question 2: Does the current system meet all the requirements indicated in this scope of work?
Question 1: Will the State please provide the floor plan along with square footage for the existing customer service center?

Answer: See attached layout of the existing CSC.

Question 2: Is the furniture and equipment in the existing customer service center owned by MNDOT or the current contractor?

Answer: The furniture is owned by STATE. The equipment used by the current Contractor is owned by the Contractor.

Question 3: Will any of the furniture or equipment be available to the new contractor?

Answer: The existing furniture will be available to the new Contractor. All necessary equipment will be the responsibility of the new Contractor to provide.

89. Question: (SOW 1.2.2 P 7 Existing Customer Service Center and SOW 5.4.6 P 88 Acquisition/Installation/Setup of Equipment, Materials, Assets, and Facilities)

Question 1: Will the State please provide a full sampling of system generated reports to include all daily, monthly, and ad-hoc reports currently used by MNDOT?

Answer: Yes, see attached report “MnPASS Express Lanes” presented at the monthly update meeting.

Question 4: Is the current operator required to maintain a “reports manual for user reference” document”?

Answer: No.

Question 5: If yes, will the State please provide for the last 12 months?

Answer: N/A.

90. Question: (SOW 5.1, P 78, Project Schedule and Milestones) MnDOT indicates a preference that all functionality be completed by June 30, 2020. When does the contract(s) expire for the current BOS provider and system operator?


91. Question: (SOW 5.3, P 84, Project Deliverables - General) The statement of Work (SOW) indicates that all major document deliverables will require a draft, a final draft, and a final submission. Further, the State is requesting a minimum 10 business days be allocated for review and approval of each deliverable.

Answer: N/A.

Question 1: Please clarify this point, i.e., is the State requesting an allocation of 10 business days to review each submission, subsequently allocating 30 business days in total for the State to review a deliverable 3 times to accommodate the “draft”, “final draft”, and “final submission” of project deliverables?

Answer: Yes, that is correct.

Question 2: If so, will the State consider reducing the amount of review time for each subsequent submittal to support the project schedule? E.g. 10 days, 5 days, 3 days.

Answer: Yes, State will consider reducing the amount of review time as recommended by proposer.
92. **Question:** (SOW 5.3.4 P 86, Record Keeping)
   Question 1: Does the State require the electronic archival system to be on site in the CSC?
   **Answer:** No, however pursuant to Section 4.8.2 "Records will be easily retrievable…"

   Question 2: Can Contractor use a 3rd party provider and archive off-site?
   **Answer:** This is an acceptable solution.

93. **Question:** (RFP 5, P 4 MnDOT Participation)
   Question 1: What is the currently level of MnDOT participation?
   **Answer:** MnDOT administers the contract and approve MnPASS business rules. Contractor is responsible for day-to-day business operations.

   Question 2: Does MnDOT have a roles and responsibilities matrix they can provide to clarify their current participation with the CSC operations and BOS Contractors?
   **Answer:** No such document exists.

   Question 3: Will MnDOT please explain what is meant by “… to be provided by MnDOT and details of cost allowances for this participation?”
   **Answer:** MnDOT provides minimal services outside of contract administration.

94. **Question:** (Exhibit B, P 1, Account Access Verification) Is there any flexibility to separate the phone number from account name and address so that the phone number alone can be 1 of the 3 methods of verification?
   **Answer:** This can be discussed further in the business rules workshop during the design phase with the selected Contractor.

95. **Question:** (Exhibit B, P 4, Account Closure) Are accounts closed automatically after a certain period of time without activity or only through a formal written request?
   **Answer:** Accounts are not closed automatically. MnPASS is working on a new business rule which includes a series of steps that MnPASS will have to go through before deciding on closing the account as noted below.

   **Escheat Program**

   A. Closed Accounts
      - Accounts with a positive balance that cannot be refunded due to expired Credit Card on file will be transferred to MnDOT Finance within 60 days of the Account Close Date. Customer Service Manager will ensure all promotional credits are removed from the account before the account is transferred to MnDOT Finance.
      - Account Balances will be debited to zero upon transfer to MnDOT Finance.

   B. InActive Accounts
      - Customer Accounts will be review each July for transaction activity during the previous three (3) Fiscal years.
      - Accounts with no transactions during the previous three (3) FY will be contact to determine the status of the account.
      - Customers contacted will be encouraged to begin utilizing their transponders or to close their account if there is no longer an advantage in keeping the account open. Accounts will be updated with current personal
information to include Credit Card and we will request the return of their transponders, with a note to close the account, if the account is to be closed. Accounts will remain open and active until transponders are returned.

- Those accounts that we are unable to contact by either telephone, email, or US Mail will be closed and refunds processed. Closed accounts with a positive balance, that cannot be refunded, will be handled in accordance with paragraph A above.

96. **Question:** (SOW 2.4.10 P 53, Payment Processing)

Question 1: Will the State please clarify that only debit/credit cards are accepted and that cash or check payments are not accepted in person or through the mail for the settlement of customer transactions?

**Answer:** Cash and check payments are not allowed.

Question 2: Additionally, are all mailed payments sent to the CSC or to a bank lockbox for processing?

**Answer:** Currently a lockbox is not used. The System should have the ability to interface with a lockbox service.

97. **Question:** (SOW 2.4.11.5, P 57, Accounts Payable – Due to Interoperable Agencies) This section indicates the Contractor will identify and resolve exceptions by correcting transactions based on user-configurable processing rules that may vary by exception type, customer type, transaction type, or other parameters defined by State. Additionally in SOW Section 2.3.10, the State only requires interoperability with E-ZPass Group agencies/states.

Question 1: Will the State please provide a list of the processing rules by state as indicated in 2.4.11.5 as well as clarify the system requirement for reciprocity and interoperability as it relates to E-ZPass?

**Answer:** In the last paragraph, the word "State" means Minnesota DOT, not other states. Processing rules are defined in the Business Rules and this SOW. Reciprocity and Interoperability requirements for E-ZPass transactions can be found at https://www.e-zpassiag.com/interoperability/86-interoperability/operating-reciprocity-agreements/331-operating--reciprocity-agreements.

Question 2: Are there processing rules for all 50 states?

**Answer:** In the last paragraph, the word "State" means Minnesota DOT, not other states. Processing rules are defined in the Business Rules and this SOW. Reciprocity and Interoperability requirements for E-ZPass transactions can be found at https://www.e-zpassiag.com/interoperability/86-interoperability/operating-reciprocity-agreements/331-operating--reciprocity-agreements.

Question 3: Are there processing rules for Canadian agencies?

**Answer:** In the last paragraph, the word "State" means Minnesota DOT, not other states. Processing rules are defined in the Business Rules and this SOW. Reciprocity and Interoperability requirements for E-ZPass transactions can be found at https://www.e-zpassiag.com/interoperability/86-interoperability/operating-reciprocity-agreements/331-operating--reciprocity-agreements.

98. **Question:** (RFP Reference – SOW 3.3, P 71, Third Party Warranties) This paragraph references transponder reader warranties. It seems that this equipment was likely purchased under another contract and the warranties related to these items would be managed through that agreement. Will MnDOT please clarify the State’s expectation of the BOS and Operations contractor as it relates to transponder readers?

**Answer:** STATE will remove the reference to transponder readers from this Scope of Work in Addendum #3.

99. **Question:** (RFP Reference – SOW 3.2, P 70, Software Warranties)

Question 1: Can the contractor assume the software and firmware is considered to be “in good working order in the sole judgement of State” as long as it continues to perform as accepted at “Final Acceptance” (as defined in SOW 5.8)
by State?

**Answer:** Yes, as long as the software and firmware "meets or exceeds the requirements of this RFP" as indicated immediately following.

Question 2: Please explain State’s performance expectation to achieve “in good working order in the sole judgement of State”.

**Answer:** Yes, as long as the software and firmware "meets or exceeds the requirements of this RFP" as indicated immediately following.

100. **Question:** (RFP Reference – SOW 5.6, P 93, Data Migration Plan)

Question 1: Does State have an End of Term Transition Plan from the current contractor that details how the current Contractor will support Data Migration and other transitional issues?

**Answer:** Yes, there is a Transition Plan from the current contractor.

Question 2: Will State provide the plan for this RFP response?

**Answer:** The Transition Plan will be provided to the selected Contractor after NTP.

Question 3: If not, at what point during the BOS and operations implementation will State provide this plan?

**Answer:** The Transition Plan will be provided to the selected Contractor after NTP.

101. **Question:** (RFP Reference – Contract 4, P 3, Consideration of Payment “Allowable direct costs include project specific costs listed in Exhibit __.”). Each of the pricing options in Section 4 “Consideration of Payment” contains the referenced statement, but no exhibit is listed for allowable direct cost. Will the State please provide this exhibit?

**Answer:** This contract is purely meant as a sample what the final contract would look like. No Exhibit designation is listed at this time because it is a template. Direct costs would be listed in the contract, once the successful bidder is awarded and MnDOT chooses to enter into a contract with the bidder.

102. **Question:** (RFP P 2, Anticipated Term) This section states that the term is 5 years with no contract extensions. In the event the State is satisfied with the services provided, it seems that it would be much more convenient for the State if optional contract extensions were included in the term. In addition, there are requirements that system warranty and maintenance services be provided for 10 years. Will the State please consider including term extensions at the end of the 5 years to be exercised solely at the State’s option?

**Answer:** The term was set at 5 years to allow STATE to incorporate future technology changes in the next procurement. No extensions will be considered at this time. State law doesn't allow us to go past 5 years. The combined contract and amendment(s) cannot exceed five years, unless otherwise provided for by law (Minnesota Statutes §16C.06, subdivision 3b(b))

103. **Question:** (RFP. P3, Proposal Content 21. Proposal Content)

This section requires Responders to complete the Compliance Matrix provided as Exhibit C. This exhibit has only been provided in PDF format. Will the State please consider providing the Compliance Matrix in native file format?

**Answer:** Yes, this will be posted on the MnDOT website in Excel format.

104. **Question:** (RFP. P5, 7. Cost Proposal “The responder must include a total project cost along with the following: A breakout of the hours by task for each employee.) There does not appear to be a form to provide this information as part of the Cost Proposal. In order to ensure all Responders are providing uniform information that can be
appropriately evaluated by the State, will the State please provide a form for Responders to complete as part of their Cost Proposal?

**Answer:** Contractor can submit their own format.

105. **Question:** (RFP. P5, 7. Cost Proposal “The responder must include a total project cost along with the following: Identification of anticipated direct expenses. “ There does not appear to be a form to provide this information as part of the Cost Proposal. Will the State please provide a form for Responders to complete as part of their Cost Proposal?

**Answer:** Contractor can submit their own format.

106. **Question:** (RFP. P5, 7. Cost Proposal “The responder must include a total project cost along with the following: Identification of any cost information related to additional services or tasks. This should be included in the cost proposal, but clearly identify it as additional costs and not made part of the total project cost.) Responders to complete as part of their Cost Proposal?

**Answer:** This form is already included in Appendix D as Tab 6 - Additional Tasks.

107. **Question:** (Exhibit A – SOW, P 11 Staffing and Services – 3rd paragraph “The Contractor will also staff and operate the Call Center/Walk-In Center and provide support for special events such as promotional events or opening of new MnPASS corridors.”) Will the State please provide an estimated frequency of promotional events?

**Answer:** Very infrequent. Anticipating once a year.

Question 2: Will the State please provide an estimated employee count required to support a typical promotional event?

**Answer:** No more than one.

108. **Question:** (Exhibit A – SOW, P 12, 2.2.1.1 Data center Hosting Requirements “…The State RTMC computer room is available under the co-located environment option.”) Will the State please confirm that State provided co-location space will be free of charge to Contractor?

**Answer:** Rent and utilities for the co-located space will be covered by STATE.

109. **Question:** (Exhibit A – SOW, P 13, 2.2.1.1 Data center Hosting Requirements “The Contractor will ensure the BOS Host System and supporting data center resources are sized appropriately to meet operational growth projections for the next ten years.) Growth projections were provided for certain data points through 2025. Will the State please provide an extended projection to include 10 years of operation?

**Answer:** This Contract term is for 5 years and will not be extended. STATE will not provide additional projections.

110. **Question:** (Exhibit A – SOW, P 14, 2.2.1.2 Hosting Security Requirements “9. The Contractor will provide fire detection and suppression system, physical security of, and infrastructure security for the proposed hosting facility. The environmental support equipment of the Contractor website hosting facility. The second sentence in bold does not seem to be complete. Will the State please clarify?

**Answer:** This statement is an error and will be removed. See Addendum #3.

111. **Question:** (Exhibit A – SOW, P 18, 2.2.1.8 Disaster Recovery and Business Continuity “The Contractor will separately price the secondary failover solution in their cost proposal. The details of the proposed disaster recovery and failover solution will be clearly defined in the proposal.”) This section requires that the secondary failover solution be
priced separately in the Cost Proposal. However, the Cost Proposal form does not seem to accommodate pricing separately. Will the State please revise the Cost Proposal form to include separate pricing for the secondary failover solution?

Answer: See addendum #3. See revised Exhibit D.

112. **Question**: (Exhibit A – SOW, P 43, 2.4.5.2 Account Applications) This section requires Contractor to print and maintain printed applications to be available at various locations, but there is no indication as to how the Contractor will be reimbursed for these expenses.

Question 1: Will these be pass-through expenses to the State or should they be priced as part of this Proposal?

Answer: Printing is a pass through cost and should not be priced as part of this Proposal.

Question 2: If the cost must be priced, will the State please provide relevant information to be used as the basis for pricing, i.e., number of pages, color vs. black and white, forecasted annual quantities, etc.?

Answer: Printing is a pass through cost and should not be priced as part of this Proposal.

113. **Question**: (Exhibit A – SOW, P 43, 2.4.5.3 Account Updates “3. Process returned mail and address updates through a certified service, in addition to providing timely updates of forwarding address information obtained through the USPS.”)

Question 1: Will the State please confirm that any cost associated with processing address updates through a certified service will be reimbursed to the Contractor?

Answer: Postage is a pass through cost and should not be priced as part of this Proposal.

Question 2: If that is not the case, will the State please provide historical data regarding certifications so Contractors can accurately estimate the cost?

Answer: Postage is a pass through cost and should not be priced as part of this Proposal.

114. **Question**: (Exhibit A – SOW, P 44, 2.4.5.8 Refunds “1. The Contractor will process refunds to account holders.”) Will the State please confirm that check refunds will come from a State account?

Answer: Yes, check refunds will be issued from a STATE account.

115. **Question**: (Exhibit A – SOW, P 46, 2.4.6.3 Transponder Receiving) Will the State please confirm that transponder testing equipment will be supplied by the State?

Answer: Yes.

116. **Question**: (Exhibit A – SOW, P 46, 2.4.6.5 Transponder Fulfillment)

Question 1: Will the State please provide current retail outlets and number of locations?

Answer: See answer to Item #86.

117. **Question**: (Exhibit A – SOW, P 48, 2.4.6.10 Transponder Performance Monitoring “The Contractor will provide a cost estimate as part of this submittal to perform a complete transponder replacement of the entire inventory, including transponders in circulation. The Contractor will send appropriate notifications about tag replacement and dispose of any returned tags.”) Will the State please clarify the specific costs that should be part of this proposal, i.e., labor only? Transponders and labor? Postage? Etc.?
Answer: Labor only

Question 2: Will the State please clarify where on the price form this information should be provided?

Answer: Part of operational cost

118. Question: (Exhibit A – SOW, P 50, 2.4.8.1 General Requirements.) This section requires the Contractor to staff to handle peak and high call volume periods. Will the State please provide statistics for the top 10 call center volume and walk in center volume days and hours for 2018?

Answer: Statements, expiring credit cards, replenish account, transponder exchange

119. Question: (Exhibit A – SOW, General)

Question 1: Does the State currently use a mail house for standard customer communications such as invoices and statement mailings?

Answer: No

Question 2: Will the State please provide historical volume data for USPS mailings?

- Invoices
- statements
- Customer Communication
- Other

Answer: Assume $30,000 annual allotment.

120. Question: (Exhibit A – SOW, General) How is postage to be invoiced to the State?

Answer: Postage is a pass through cost and should not be priced as part of this Proposal.

121. Question: (Exhibit A – SOW, General)

Will the State please provide statistics regarding historical incoming mail volumes?

- Payments/checks
- Returned mail / Nixies
- Customer complaints
- Customer communication
- Other

Answer: Average 5 incoming pieces of mail per day

122. Question: (Exhibit A – SOW, P 52, 2.4.9.3 Incoming Customer Correspondence “The Contractor will run returned mail without an updated address through a skip-trace process to locate a best-known new address.”

Question 1: Will the State please describe the current skip-trace process?

Answer: There's no skip-trace process.

Question 2: Is a third party service provider necessary?

Answer: No

Question 3: If necessary, how will skip-tracing service fees and expenses be priced and/or invoiced to the State?
123. **Question:** (Exhibit A – SOW, P 52, 2.4.9.4 Complaint Tracking and Resolution) Will the State please provide historical information regarding number of complaints received by the Customer Service Center?

**Answer:** Average 1.5 per day or Average 3.5 per day if complaints about website are included.

124. **Question:** (Exhibit A – SOW, P 53, 2.4.10 Payment Processing) Will the State please provide historical data regarding number of payments received and the channel they were received?

- Walk-in
- Auto replenish
- Web
- Call center
- IVR
- Mail
- Retail
- Interoperable agencies

**Answer:**
- Walk-in & Call center: 4,041
- Auto replenish: 98,753
- Web & IVR: 12,206
- Mail: 0
- Retail: 0
- Interoperable agencies: 0

(Calendar year 2018)

125. **Question:** (Exhibit A – SOW, General)
Will the State please provide historical information regarding interoperable transactions?

- On State facilities
- On Interoperable partner facilities

**Answer:** Currently, the MNPASS system is not interoperable, so no data is available.

126. **Question:** (Exhibit A – SOW, P 68, 2.4.19 Collateral Material “The Contractor will print and distribute all collateral material, as designated by State.”)

Question 1: Will the State please confirm that Contractor will be reimbursed for printing expense?

**Answer:** Printing is a pass through cost and should not be priced as part of this Proposal.

Question 2: If not, will the State please provide historical data and statistics regarding collateral material?

**Answer:** Printing is a pass through cost and should not be priced as part of this Proposal.

127. **Question:** (SOW 1.2, P5 Description of existing MnPASS system – SOV are required to have either…….) Does the State anticipate requiring registration for all users in the future? NOTE: This makes lanes easier to manage, however, it could also impact staff counts in the future.

**Answer:** STATE does not anticipate a registration program during this Contract term.
128. **Question**: (SOW 1.2.2, P7 Existing Customer Service Center - “The customer service center contractor is responsible for supporting these satellite centers by restocking their transponders and providing call-in support”)

   Question 1: Do the CSC volumes include call-in support contacts received from the satellite centers?

   **Answer**: Volumes shown are for the entire MNPASS program.

   Question 2: If not, can the State please provide?

   **Answer**: Volumes shown are for the entire MNPASS program.

129. **Question**: (SOW 1.2.2, P7 Customer Service Center Volumes) Will the State please provide a breakdown of reasons for contact for each contact method? NOTE: Resolutions times may vary depending on contact type.

   **Answer**: Create account, close account, account maintenance (currently not tracked by contact method)

130. **Question**: (Exhibit A – SOW 1.3, P 9 MnPass Roadside System) Will the State provide access to the Roadside System and Sub Systems to the Contractor? NOTE: This is helpful when resolving customer inquiries with rate or traffic related questions.

   **Answer**: STATE will work with the Contractor to resolve customer inquiries that involve roadside Systems and Sub-Systems. No direct access to those Systems will be provided beyond what is specified in this RFP.

131. **Question**: (Exhibit A – SOW 1.3, P 9 MnPass Roadside System)

   Question 1: Please confirm only fully formed trips and priced trips are sent to the back office for posting.

   **Answer**: Yes, that is correct.

   Question 2: Is there any exception processing the back office will need to accommodate?

   **Answer**: No

132. **Question**: (SOW 2.2.5.4.1, P 20 Support for EZPASS Interoperability) Question 1: Has the State defined their business rules for IAG interoperability?

   **Answer**: STATE's business rules regarding E-ZPass interoperability will need to be defined in business rules workshops as part of the design phase of this Contract.

   Question 2: Will all E-ZPass customers be charged to use MnPASS facilities regardless of HOV occupancy status?

   **Answer**: No, E-ZPass customers will be able to use the lanes for free if they meet the occupancy requirement during tolling hours.

133. **Question**: (SOW 2.2.5.4.1, P 20 Support for EZPASS Interoperability) Will the Contractor be responsible for any E-ZPass Group cost outside of BOS development, testing, and implementation? E.g. direct cost invoiced from E-ZPass for implementation support.

   **Answer**: No

134. **Question**: (SOW 2.3.2, P 27, Transaction Processing) Does the BOS need to display origin and destination (entry/exit) of posted trips?

   **Answer**: Yes
135. **Question:** (SOW 2.3.4.2, P 28, IVR System) Will IVR be required to provide origin and destination (i.e., entry/exit) when reviewing recent account activity and providing 5 latest account transactions.

**Answer:** No

136. **Question:** (SOW 2.3.10.3, P 39, Tag Status File) Without violation enforcement how are trips/transactions handled when a transponder has been denied reciprocity?

**Answer:** Please refer to the current E-ZPass Reciprocity Agreement Section IX, Paragraph 3(c).

Question 4: Further clarification on transaction/trip processing may be necessary in order to determine system scope.

**Answer:** Noted.

137. **Question:** (SOW 2.4.6.10, P 48, Transponder Performance Monitoring) With current business rules, it would appear that monitoring transponder performance would have limitations. N/A

Question 1: Has the State considered requiring all users including HOV vehicles to register with an account?

**Answer:** STATE does not anticipate a registration program during this Contract term.

Question 2: Has the State considered requiring a 1 to 1 vehicle to transponder?

**Answer:** STATE does not anticipate requiring a 1 to 1 relationship during this Contract term.

Question 3: Will the roadside system flag trips as plate based to indicate potential transponder performance issues? This would allow faster and more accurate identification of failing and improperly mounted transponders.

**Answer:** No

138. **Question:** (SOW 2.3.1.15, P 25, Account Status) This section states, “The System will prevent toll transactions from posting to an account if there is an insufficient or negative balance.”, but there are numerous references to negative account balances in this section and other sections.) Will the State please clarify if the system should allow the posting of transactions that will bring the account balance into a negative state?

**Answer:** The System will prevent transactions from posting to a negative balance, but an account can go negative. Once the account is negative, however, no transactions should post to that account.

139. **Question:** (SOW 2.3.6.1, P 30, General Requirements) This section states, “The Contractor will perform an annual modernization of the websites to capture advances in technology or adapt to changes in business including streamlining steps for establishing an account and/or account look-up and review. During the annual review of each website, the Contractor will solicit recommendations from State regarding desired changes. The Contractor will make regular updates to the websites at the direction of State.”) Because the level of effort required to make the website changes cannot be determined in advance, will the State please clarify if the contractor will be compensated via a change order for performing this work?

**Answer:** Yes depending on the level of effort.

140. **Question:** (SOW 2.3.6.2, P 32, Security 8. The System will support changes to a password/PIN after logging in to gain access to account information on the website; the System will store six months of passwords to prevent reuse of a previously used password for System access (Note: the password/PIN must be changed on the initial log in using a one-time temporary password).) Item number 5 in this section indicates that the customer is required to establish a password when establishing an account. If the password is already set (ie – customer enrolled via website), why would there be a need to change the password upon the initial log in?
**Answer:** The requirement in #8 is specifically when using a "one-time temporary password" generated in #6. The user will not have to change their password created in #5.

141. **Question:** (SOW 2.4.2, P 41, Financial Management 5. Compile information to allow State to manage bad debt collection activities in accordance with State's policy and the MnPASS system business rules. Is the BOS required to provide functionality that facilitates debt collection activities or interface to a third party debt collector?

**Answer:** The BOS is required to "Compile information to allow State to manage bad debt collection activities in accordance with State's policy and the MnPASS system business rules." There is no requirement to interface with a third party debt collector.
1. **Introductions** (David)
2. **Monthly Operational & Financial Summary**
   - **Tolls** (Mike)
   - **Customer Service** (Katie)
3. **State Patrol Enforcement** (Paul)
4. **MnPASS Updates** (David)
5. **MnDOT Updates** (MnDOT)
6. **Next Confab:** Thursday, July 18th
   10:00 a.m. Golden Valley
All MnPASS Transactions
383,209
May 2019

Toll Transactions
278,316
73%

Non-Toll Transactions (free)
104,893
27%
All Transactions  **383,209**  
May 2019

<table>
<thead>
<tr>
<th>Non-Toll Transactions (Free)</th>
<th>Toll Transactions</th>
<th>73%</th>
<th>Tolling Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOV Mode</td>
<td>99,780</td>
<td>26%</td>
<td>Tolling Hours</td>
</tr>
<tr>
<td>MnPASS (SOV) Mode</td>
<td>4,488</td>
<td>1.2%</td>
<td>Tolling Hours</td>
</tr>
<tr>
<td>Not Posted to an Account</td>
<td>625</td>
<td>0.2%</td>
<td>Anytime</td>
</tr>
<tr>
<td>Trips</td>
<td>May 2019</td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>----------</td>
<td>------</td>
<td></td>
</tr>
<tr>
<td>I-394</td>
<td>149,901</td>
<td>↑ 11%</td>
<td></td>
</tr>
<tr>
<td>I-35W</td>
<td>75,234</td>
<td>↓ -11%</td>
<td></td>
</tr>
<tr>
<td>I-35E</td>
<td>53,181</td>
<td>↑ 16%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>278,316</td>
<td>↑ 5%</td>
<td></td>
</tr>
</tbody>
</table>

Compared to May 2018
### Toll Revenue May 2019

<table>
<thead>
<tr>
<th>Highway</th>
<th>Revenue (May 2019)</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>I-394</td>
<td>$208,068</td>
<td>↑ 12%</td>
</tr>
<tr>
<td>I-35W</td>
<td>$197,256</td>
<td>↑ 12%</td>
</tr>
<tr>
<td>I-35E</td>
<td>$83,761</td>
<td>↑ 33%</td>
</tr>
</tbody>
</table>

**Total Revenue**: $489,085  ↑ 15%

**Compared to May 2018**
# Monthly Financial Summary

**May 2019**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Toll Revenue</td>
<td>$487,717</td>
</tr>
<tr>
<td>Net Fees</td>
<td>$12,527</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$500,244</strong></td>
</tr>
</tbody>
</table>
# Phone Performance

## May 2019

<table>
<thead>
<tr>
<th>Metric</th>
<th>Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Received</td>
<td>795</td>
</tr>
<tr>
<td>Speed of Answer</td>
<td>97%</td>
</tr>
<tr>
<td>Performance Standard:</td>
<td>85% answered in less than 3 minutes</td>
</tr>
<tr>
<td>Average Wait Time</td>
<td>22 seconds</td>
</tr>
<tr>
<td>Performance Standard:</td>
<td>Less than 3 minutes</td>
</tr>
<tr>
<td>Abandoned Call Rate</td>
<td>3%</td>
</tr>
<tr>
<td>Performance Standard:</td>
<td>Less than 10%</td>
</tr>
</tbody>
</table>
Customer Interactions
May 2019

- Calls: 795 (67%)
- Emails: 195 (16%)
- Chats: 130 (11%)
- Walk-ins: 70 (6%)
Active as of May 31, 2019

| Accounts  | 46,214  | ↑1%  |
| Tags      | 60,674  | ↑1%  |

Compared to April 30, 2019
## Tag Inventory

<table>
<thead>
<tr>
<th></th>
<th>Inventory</th>
<th>Average Monthly Usage</th>
<th>Will Run Out By</th>
<th>Order More By</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Switchable</strong></td>
<td>8,116</td>
<td>503</td>
<td>Oct 2020</td>
<td>Apr 2020</td>
</tr>
<tr>
<td><strong>Sticker</strong></td>
<td>3,949</td>
<td>241</td>
<td>Oct 2020</td>
<td>Apr 2020</td>
</tr>
<tr>
<td><strong>License Plate</strong></td>
<td>913</td>
<td>5</td>
<td>Jul 2034</td>
<td>Jan 2034</td>
</tr>
</tbody>
</table>

As of 6/4/2019

While these numbers represent our best estimates, they are based on historical demand for tags. Future demand may vary from historical demand, resulting in changes to the dates we expect to run out of inventory.
<table>
<thead>
<tr>
<th>Shift Coverage</th>
<th>Total Coverage</th>
<th>394</th>
<th>35W</th>
<th>35E</th>
<th>OT Shifts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Shifts</td>
<td>132</td>
<td>44</td>
<td>44</td>
<td>44</td>
<td>394</td>
</tr>
<tr>
<td>Shifts Worked</td>
<td>110</td>
<td>27</td>
<td>43</td>
<td>40</td>
<td>0</td>
</tr>
<tr>
<td>Shift Percentage</td>
<td>83%</td>
<td>61%</td>
<td>98%</td>
<td>91%</td>
<td>0</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MnPASS Activity Summary</th>
<th>Reporting Month</th>
<th>Previous Month</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total # of Veh Stops</td>
<td>964</td>
<td>1193</td>
<td>5181</td>
</tr>
<tr>
<td>Total # of Citations/Warnings</td>
<td>742</td>
<td>768</td>
<td>733</td>
</tr>
<tr>
<td>MnPASS Violations</td>
<td>All Total</td>
<td>C</td>
<td>W</td>
</tr>
<tr>
<td>Isth 394</td>
<td>17-4</td>
<td>17</td>
<td>20</td>
</tr>
<tr>
<td>Isth 35W</td>
<td>298-76</td>
<td>284</td>
<td>67</td>
</tr>
<tr>
<td>Isth 35E</td>
<td>156-26</td>
<td>149</td>
<td>22</td>
</tr>
<tr>
<td>Total # DBL line</td>
<td>All Total</td>
<td>C</td>
<td>W</td>
</tr>
<tr>
<td>Isth 394</td>
<td>8-9</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Isth 35W</td>
<td>2-22</td>
<td>2</td>
<td>17</td>
</tr>
<tr>
<td>Isth 35E</td>
<td>5-20</td>
<td>5</td>
<td>17</td>
</tr>
<tr>
<td>Type of Violation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speeding citations and warnings</td>
<td>94</td>
<td>139</td>
<td>760</td>
</tr>
<tr>
<td>Distracted citations and warnings</td>
<td>6</td>
<td>23</td>
<td>128</td>
</tr>
<tr>
<td>DAR, DAS, DAC, No DL</td>
<td>81</td>
<td>64</td>
<td>307</td>
</tr>
<tr>
<td>DWI</td>
<td>1</td>
<td>1</td>
<td>13</td>
</tr>
<tr>
<td>Warrant Arrest</td>
<td>12</td>
<td>4</td>
<td>25</td>
</tr>
<tr>
<td>Stop No Action Taken</td>
<td>53</td>
<td>43</td>
<td>168</td>
</tr>
<tr>
<td>Crashes written</td>
<td>22</td>
<td>12</td>
<td>141</td>
</tr>
<tr>
<td>Other notable violations</td>
<td>Current</td>
<td>Previous</td>
<td>YTD</td>
</tr>
<tr>
<td>Weapons</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Texting While Driving</td>
<td>10</td>
<td>15</td>
<td>58</td>
</tr>
<tr>
<td>Felony Narcotics</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Marijuana THC</td>
<td>5</td>
<td>2</td>
<td>15</td>
</tr>
<tr>
<td>Drug Paraphernalia</td>
<td>1</td>
<td>2</td>
<td>7</td>
</tr>
<tr>
<td>Fleeing Police</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Driving – Cancelled Inimical to Public Safety</td>
<td>0</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>Unusual Event and Comments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Theft=1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Littering=1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unauthorized use of a motorvehicle=1</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
MnPASS Updates

• Average Tolls
• Telematics Tags
• Escheat Program
  ▪ Closed Accounts
  ▪ Inactive Accounts
• Business Rules
## Average Tolls

### May 2019

<table>
<thead>
<tr>
<th>Road</th>
<th>EB&amp;WB</th>
<th>NB&amp;SB</th>
<th>NB &amp; SB</th>
</tr>
</thead>
<tbody>
<tr>
<td>I-394 EB&amp;WB</td>
<td>$1.39</td>
<td>$2.62</td>
<td>$1.58</td>
</tr>
<tr>
<td>I-394 EB</td>
<td>$1.47</td>
<td>$2.91</td>
<td>$1.66</td>
</tr>
<tr>
<td>I-394 WB</td>
<td>$1.30</td>
<td>$2.06</td>
<td>$1.50</td>
</tr>
<tr>
<td>All Roads Combined</td>
<td>$1.76</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**MnPASS**
# Average Tolls Past 12 Months

<table>
<thead>
<tr>
<th>Road</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jun</td>
<td>Jul</td>
</tr>
<tr>
<td>I-394</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$1.29</td>
<td>$1.25</td>
</tr>
<tr>
<td>I-35W</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$1.49</td>
<td>$1.51</td>
</tr>
<tr>
<td>I-35E</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>$1.35</td>
<td>$1.32</td>
</tr>
</tbody>
</table>

All Roads Combined: $1.61
Telematics Tags
tied to customer accounts
1,289
As of May 31, 2019
Last Telematics read was on November 14th, 2018
Escrow Program
Business Rules
MnDOT Updates
Next Confab:

Thursday, July 18th
10:00 a.m.
Golden Valley