

Addendum No. 3

Request for Information (RFI)

Customer Service Center

Prospective Respondents: You are hereby notified of the following information regarding the referenced RFI:

ADDITION

1. Add the due time for submissions of written responses to the RFI (page 5 of 9) September 2, 2020 at 11:59:59 PM (local time).

QUESTIONS AND ANSWERS

Following are the answers to questions submitted in response to the above referenced RFP as of August 12, 2020. All of the questions have been listed verbatim, as received by the Pennsylvania Turnpike Commission.

Respondent Questions		Pennsylvania Turnpike Commission (PTC)			
#	Page	Section	Section Description	Proposer Question	Commission Response
1.	N/A	N/A	N/A	Is there a file size limit on RFI response submission?	The Commission's limit is 100 MB per email.

Respondent Questions		Pennsylvania Turnpike Commission (PTC)			
		#	Page	Section	Section Description
2.	N/A	General	N/A	Is there a page limit on RFI response?	While there is no page limit on the RFI response, the Commission appreciates the proposer's ability to convey and articulate information succinctly.
3.	N/A	General	N/A	Are there any issues PTC is trying to resolve in this new procurement?	See the RFI, specifically the Program Background section for more information about the goals of the program.
4.	7	Response Instructions	2. Business and Contracting	For Section 2, is a. supposed to be what PTC is expecting to be answered for b. - i.? If not, can you please explain what you are in looking for in a. compared to the other sub-sections in Section 2 (b. - i.)?	As noted in Section 2, subitem a. is the base question and subitems b. through i. are the specific components to help PTC determine the proper risk allocation and sharing when structuring procurement and contracts for the CSC replacement.
5.	N/A	General	N/A	Can you please further elaborate on the cost-plus-net-fee basis of the current contract? What is cost plus and what is the fee for?	The current contractor is paid for the actual incurred costs for Direct Labor, Overhead, and Direct Costs, together with an amount for Profit. The Commission must approve the budget before the contractor may issue any billings for that Contract Year to the Commission.
6.	N/A	General	N/A	Does PTC want to have the future solution built on PTC's existing technology platforms? If so, what is your desired platform list?	PTC is looking at all options, and the RFI seeks information on offerings that align with the goals of the program.
7.	N/A	General	N/A	Does PTC have any existing business applications that PTC would like to consider to be integrated into the future solution?	PTC has not made any determinations regarding integration of existing business applications. Future RFP requirements would address any business applications that a proposer would be expected to integrate.

Respondent Questions			Pennsylvania Turnpike Commission (PTC)		
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8.	N/A	General	N/A	Does PTC prefer that the future solution be as a third party hosted and managed solution or a part of PTC's connected enterprise business solution?	The PTC has no preference at this time. The purpose of the RFI is to gather more information to understand options and perspectives.
9.	N/A	General	N/A	What are the key business capabilities that PTC includes under the term "CRM"? What specifically do you consider to be outside the scope of CRM? How do you distinguish between CX and CRM?	Understanding there are a range of definitions within the industry, responses are encouraged to clearly define assumptions and what is included when referring to CRM, CX or anything similar.
10.	7	3	Procurement Approach	Does PTC have a clear view of the different procurements that will be necessary to enable this overall program? Can you list each of the anticipated procurements? Are you amenable to the consolidation of multiple procurements under 1 vendor / provider, where applicable?	The number of procurements will be determined as part of further planning efforts which will be informed in part by the responses to the RFI, which is seeking input on the approaches.
11.	8	4	Systems Approach	Are there any components of PTC's current solution architecture (e.g., website / portal; ERP; etc.) that PTC expects to remain as part of your future, to-be solution architecture?	PTC is looking at all options and the RFI seeks information on offerings that align with the goals of the program.
12.	9	6	Security	How is PTC structured to manage governance and compliance for the oversight of PCI related technical controls and processes?	The PTC's current back office vendor is solely responsible for PCI as it relates to the Customer Service Center.
13.	9	6	Security	How is IT asset management currently handled related to systems and networks in scope for PCI?	PTC's current back office vendor handles IT assets, systems and networks and all are within the scope for PCI.

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14.	9	6	Security	Are current-state networks and cardholder data flow diagrams up-to-date and accurate?	Yes.
15.	9	6	Security	What type of payment channels (card-present, ecommerce, phone, and/or mail) are required for credit/debit cards?	The details of these requirements under the future procurements are still to be determined. Responses are encouraged to present information on payment channels that align with the stated goals and information requested.
16.	9	6	Security	For card-present transactions, what/how many locations would be required to have the ability to accept payments? <ul style="list-style-type: none"> Are POS devices already deployed and what is the lifecycle for the current devices Do any of the current POS locations require non-wired network access such as wifi or cellular?	PTC currently does not process card-present transaction. All PTC Transaction are processed as non-card present transactions.
17.	9	6	Security	Does PTC have a tokenized solution or vendor already in place?	No.
18.	9	6	Security	Do the customer service staff have the ability to perform credit card transactions or have the ability to modify card data on behalf of customers?	Yes.

Respondent Questions			Pennsylvania Turnpike Commission (PTC)		
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19.	8	4	Systems Approach	Provide a list of all systems (ERP, CRM, Third-Party, Websites, Home-made APIs etc.) with a brief description of each and identification if the solution is on premise or in the cloud.	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
20.	7	2	Business and Contracting	Provide sample reports, KPIs and key metrics per the listed process area that are important to PTC's. Kindly identify the user base for the reports & dashboards per role (end user or management)	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
21.	7	3	Procurement Approach	Provide sample reports, KPIs and key metrics per the listed process area that are important to PTC's. Kindly identify the user base for the reports & dashboards per role (end user or management)	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
22.	8	5	Financial Services	Provide sample reports, KPIs and key metrics per the listed process area that are important to PTC's. Kindly identify the user base for the reports & dashboards per role (end user or management)	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
23.	9	7	Account Management	Provide sample reports, KPIs and key metrics per the listed process area that are important to PTC's. Kindly identify the user base for the reports & dashboards per role (end user or management)	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
24.	8	4	Systems Approach	What is PTC's data migration and integration expectations (single data warehouse or multiple based on applications)?	Data migration requirement specifics are still to be determined. Where applicable in the RFI, responses are encouraged to present experience and options.

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25.	N/A	General	N/A	How many phone profiles are involved in this project?	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
26.	N/A	General	N/A	How many phone numbers are supported by the Contact Center today?	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
27.	N/A	General	N/A	How many agents?	PTC is seeking information from the industry with the RFI that can optimize efficiency of operations.
28.	N/A	General	N/A	Peak hour call volume count?	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
29.	5		Issuing Office	<p>Electronic versions of the written response (in a searchable format) may be sent via email to RFP-Q@paturndpike.com. One electronic copy (email attachment is acceptable) of the responses must be submitted on or before September 2, 2020.</p> <p>Are there any restrictions on the file size that can be emailed?</p>	See the previous response to question #1.

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30.	5		Issuing Office	<p>Electronic versions of the written response (in a searchable format) may be sent via email to RFP-Q@paturnpike.com. One electronic copy (email attachment is acceptable) of the responses must be submitted on or before September 2, 2020.</p> <p>Is there a time on the due date for submission?</p>	The due date/time is September 2, 2020 at 11:59:59 PM (local time).
31.	8		Systems Approach	What CRM system does the PTC currently use?	The current back office system that includes customer account management is provided by TransCore.
32.	8		Systems Approach	Does the agency integrate with PA DOT as it relates CRM/Tolling systems? If so, does the DOT have any preferred vendors for tools such as CRM that PTC needs to integrate?	PTC does not integrate with PennDOT for customer or tolling systems. PTC and PennDOT do have interfaces to obtain registered owner vehicle information and enforcement activities related to toll collection.
33.	8		Systems Approach	What accounting package(s) does PTC currently use? Does the accounting package currently integrate with statewide government or will it in the future?	The PTC uses SAP.
34.	N/A	General	N/A	When does the current vendor's contract end?	The agreement with the current vendor ends on May 31, 2024.
35.	N/A	General	N/A	Are there any option years on the current contract?	The current agreement end date is based on the prior execution of the first of two available five-year extensions. A second five-year extension option remains available.

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36.	N/A	General	N/A	Does this RFI start a procurement process? If so, are we in a black out period for contacting PTC?	The RFI is part of procurement planning that will help to determine the formal RFP process that would include blackout periods. The process is not currently in a blackout period.
37.	N/A	General	N/A	Will this RFI response be subject to FOIA prior to a potential RFP release?	PTC is subject to and complies with the requirements of the PA Right to Know Law.
38.	N/A	General	Call Data	Can the PTC provide any historical call volume data?	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
39.	N/A	General	Call Data	What is the current average handle time (AHT)?	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
40.	N/A	General	Call Data	Can the PTC provide any historical AHT data?	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
41.	N/A	General	Headcount	What is the anticipated headcount for this opportunity?	PTC is seeking information from the industry with the RFI that can optimize efficiency of operations. Historically, the cost of labor is a significant portion of operating costs so solutions that bring cost effective solutions to optimize headcount are encouraged.
42.	N/A	General	Training	What is the estimated timeline for training?	Details of training requirements will be included in future procurements.

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		#	Page	Section	Section Description
43.	N/A	General	Training	Who will conduct training, Nelnet or the PTC?	Historically, the vendor providing operations conducts training, but PTC is open to solutions that meet the goals stated in the RFI.
44.	N/A	General	Scope	Can a proposal be submitted for just the operations element, not including the customer service system for this bid?	See the RFI for requirements for responses to the RFI. The RFI is not requesting proposals, just information based on the questions.
45.	N/A	General	Timeline	Is it assumed that none of the serviced awarded in the procurement would not begin until 2024 at CSG go live?	The timing of services will be defined in future procurements. In general, the current CSC contract (including operations) is scheduled through May 31, 2024, and PTC will seek continuity of operations.
46.	N/A	General	Intended Awards	Does the PTC intend to award multiple awards or a single award for the entire solution?	The number of procurements remains to be determined.
47.	N/A	General	N/A	How many calls into your call center require authentication of a caller's identity?	Under PA statute, all PTC E-ZPass customers who contact the call center must be verified.
48.	N/A	General	N/A	What is your website traffic before a login is required and after login?	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
49.	N/A	General	N/A	How long is an average call center call, including the identification piece?	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.

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50.	N/A	General	N/A	How much time does it take for an agent to authenticate a caller's identity?	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
51.	N/A	General	N/A	Do you have any estimated percentage of repeat callers (customers that call in twice a month or regularly during the year)?	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
52.	N/A	General	N/A	How many outbound calls do you make during the year? What are some of the use cases?	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
53.	N/A	General	N/A	How many of the current call center calls could be contained in the NLU IVR if properly identified?	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
54.	N/A	General	N/A	Please provide the call cost per minute at the call center.	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
55.	N/A	General	N/A	Is the mobile application a possible channel to provide secure access and authentication?	Yes.
56.	N/A	General	N/A	Would you like your call center agents to also handle messaging chats? Or will your workforce be divided by phone vs. messaging?	The requirements of contact methods will be determined in future procurement documents. See the RFI for more information on opportunities for responses to address contact method options and approaches.

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		#	Page	Section	Section Description
57.	N/A	General	N/A	What is the current cost per transaction in operations? Software application development?	PTC will not provide at this time. The scope of the program has been indicated in the RFI for response. Detailed requirements are anticipated in future procurement documents.
58.	N/A	General	N/A	What is the background related to the anticipated volume growth from 2019 to 2024 on page 4?	Growth projections are provided based on PTC traffic projections and translation to work items related to the scope of work in the RFI.
59.	N/A	General	N/A	As stated on page 5, the Pennsylvania Turnpike Commission is looking to find the right solutions. <ul style="list-style-type: none"> a. What tools are currently being used to measure performance b. What results are being achieved from these measures c. What customer service interaction channels are already in place? 	PTC is looking at all options and the RFI seeks information on offerings that align with the goals of the program. Where applicable in the RFI, responses are encouraged to present experience and options.
60.	N/A	General	N/A	How would you characterize your data visualization tools and success?	PTC is looking at all options and the RFI seeks information on offerings that align with the goals of the program. Where applicable in the RFI, responses are encouraged to present experience and options.
61.	N/A	General	N/A	What is the pricing structure for your current operators?	See response to question #5 above.
62.	N/A	General	N/A	What are the current KPIs and SLAs?	See response to question #20 through #23 above.

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		#	Page	Section	Section Description
63.	N/A	General	N/A	Would the Pennsylvania Turnpike Commission consider adding a section that asks for more detail on the customer service options?	Section 5 of the RFI provides opportunity for responses to include additional information that meets the scope of the RFI.
64.	N/A	General	N/A	Can you clarify if the Tolling Operations contract will be separate from the Systems contract?	The PTC has no preference at this time. The purpose of the RFI is to gather more information to understand options and perspectives.
65.	N/A	General	N/A	Is there an opportunity to meet and discuss the Commission's goals and objectives after the RFI and before any RFP?	Please see the Interviews section on page 7 of the RFI.
66.	N/A	General	N/A	What is the current term of the Operations contract?	See response to question #34 above.

All other terms, conditions and requirements of the original RFI dated July 2020, Addendum 1 and Addendum 2 remain unchanged unless modified by this Addendum.