

## REQUEST FOR PROPOSALS

### A PROJECT TO PROVIDE A CUSTOMER SERVICE CENTER AND BACK OFFICE SYSTEM FOR RIVERLINK'S OHIO RIVER BRIDGES

ISSUED September 30, 2020

A Project of  
Indiana Finance Authority  
One North Capitol Avenue, Suite 900  
Indianapolis, Indiana 46204

Form M Submitted Questions and Responses

November 12, 2020

#### Key Dates

<u>EVENT</u>	<u>DATE</u>
Industry Forum	September 1, 2020
One-on-One Proposer Meetings	September 2-8, 2020
Mandatory Pre-bid Meeting	October 14, 2020
Last date for Proposer submittal of questions regarding the RFP	November 2, 2020
Last date for IFA responses to timely submitted questions regarding the RFP (if necessary)	November 23, 2020
Proposal due date	December 14, 2020
Notification of initial short-list of Proposers	January 8, 2021
Notification of final short-list of Proposers	February 5, 2021
Proof of Concept by final short-list of Proposers	April, 2021
Due date for Best and Final Offer by final short-list of Proposers	May 14, 2021
Anticipated notification of Preferred Proposer	May 31, 2021
Completion of negotiations	June 30, 2021
Execution of Contract and other Execution Documents by Preferred Proposer	July 1, 2021

**Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.**

The Joint Board anticipates publishing an Addendum incorporating the answers provided to the questions at the end of the question and answer period.

The responses herein provided by the Joint Board Authorized Representatives are intended to provide more clarity to the RFP’s requirements in response to the submitted questions. As noted in Section 5.1.4.1 of the RFP, such responses are not considered part of the Contract Documents, nor are such responses relevant in interpreting the Contract Documents, except as expressly set forth in the Contract Documents. Any official changes to any RFP requirement or provision to the Contract will only be made through an Addendum issued by the Joint Board.

Capitalized Terms not otherwise defined in the responses provided by the Joint Board Authorized Representatives shall have the meanings set forth in the RFP and RFP Documents.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
244	10/31/2020	11/12/2020	VOLUME I INSTRUCTIONS TO PROPOSERS A. Executive Summary (B) Form P. Exceptions		Form P. Exceptions Proposers shall include any Exceptions to the Proposal. Form P, as finalized, shall be appended to the Contract as Exhibit 7 Attachment 3. Exceptions shall include: • Exceptions to the Contract, terms, conditions and KPI’s • Exceptions to requirements While Exceptions are allowed to be submitted, Proposals shall be created based on the information provided within the RFP and any Addendums provided. Exceptions will only be considered after the Proposal review process. Exceptions must be noted with specificity and deviations must not be in conflict with the goals of the RFP outlined in Section 1.3.1.	No. Exceptions are to be discussed/addressed during negotiations but are not assumed to be accepted.

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					Please confirm that the successful Proposer will not be bound by the Contract terms, conditions, KPIs or requirements concerning which the Proposer has properly and timely taken Exception.	
245	10/31/2020	11/12/2020	VOLUME I INSTRUCTIONS TO PROPOSERS 5.1.8. Ownership of Proposal and Applicability of Public Records Act		<p>Additionally, if Proposer accepts the stipend payment offered by IFA, on behalf of the Joint Board, as specified herein, the concepts, ideas and other information contained in its Proposal shall become the exclusive property of IFA, on behalf of the Joint Board, free of all intellectual property rights and claims, without further action on IFA's part.</p> <p>Will the Joint Board grant to TSP2 a non-exclusive, non-transferable, fully paid-up, perpetual, worldwide license to use such "concepts, ideas and other information" for its own business purposes?</p>	The Joint Board does not anticipate granting such request.

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246	10/31/2020	11/12/2020	VOLUME II CONTRACT Section 5 (5.1.3.d)		<p>Except as provided in, pursuant to or as a result of this Section 4.6, Section 4.8, Section 16.1.1(n) or in connection with a Persistent Breach, the Performance Liquidated Damages payable hereunder are the Joint Board's sole monetary remedy for TSP2's failure to comply with certain Key Performance Indicators set forth in this Contract.</p> <p>Q: Section 5.1.3(d) refers to "this Section 4.6" and to a non-existent Section 4.8. Please advise which sections were intended.</p>	Corrected references will be updated and included in an upcoming addendum.
247	10/31/2020	11/12/2020	VOLUME II CONTRACT Section 5 5.1.5.2 (c)		<p>TSP2 acknowledges and agrees that such Performance Stipulated Damages are intended to compensate the Joint Board solely for its damages caused by the failure to meet the Guaranteed Key Performance Indicators specified in Section 4.6.7.2</p> <p>Both Performance Liquidated Damages and Performance Stipulated Damages seem to apply after the Revenue Service Date, and to be intended as a remedy for lost revenue. If they were applied simultaneously, they would therefore result in a double recovery. Please explain when</p>	Damages that trigger multiple KPIs will only be assessed via the KPI associated with the largest dollar amount to most reasonably approximate the Joint Board's damages from TSP2's failure to meet the KPIs, without charging for multiple KPIs.

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					each of these two categories of damages is intended to apply.	
248	10/31/2020	11/12/2020	VOLUME II CONTRACT Section 5 5.1.5.2 (c)		<p>TSP2 acknowledges and agrees that such Performance Stipulated Damages are intended to compensate the Joint Board solely for its damages caused by the failure to meet the Guaranteed Key Performance Indicators specified in Section 4.6.7.2.</p> <p>Section 5.1.5(a) refers to Section 4.6.7.2, which does not exist. Please advise which section was intended.</p>	Corrected references will be updated and included in an upcoming addendum.
249	10/31/2020	11/12/2020	VOLUME II CONTRACT Section 5 5.1.5.2 (c)		<p>TSP2 acknowledges and agrees that such Performance Stipulated Damages are intended to compensate the Joint Board solely for its damages caused by the failure to meet the Guaranteed Key Performance Indicators specified in Section 4.6.7.2.</p> <p>Please explain the distinction, if any, between Key Performance Indicators and Guaranteed Key Performance Indicators.</p>	Guaranteed Key Performance Indicators means the Key Performance Indicators with respect to which Key Performance Liquidated Damages or Key Performance Stipulated Damages are assessed under their respective sections and more particularly defined in Exhibit 2. Since failure to meet any and all Key Performance Indicators in Exhibit 2 would lead to an assessment of either Key Performance Liquidated Damages or Key Performance Stipulated Damages, no true distinction exists between the two terms.

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250	10/31/2020	11/12/2020	VOLUME II CONTRACT Section 8 (8.1.1)		<p>Subject to Section 8.1.3, the Joint Board will release the Performance Bond if a separate Warranty Bond is provided.</p> <p>Section 8.1.1 provides for release of the Performance Bond, but section 8.1.3 provides only for a “reduction in the amount of the Performance Bond,” if a Warranty Bond is provided. Considering that the amount of the Warranty Bond is only 10% of the amount of the Performance Bond, the distinction between “release” and “reduction” of the Warranty Bond is significant. Please confirm that the Performance Bond will be fully released when a compliant Warranty Bond is provided.</p>	<p>The use of the word “reduction” is meant to refer to the possible alternative to a compliant warranty bond (such being, as described in Section 8.1.3, a “other security which guarantees performance of the Work required to be performed during the General Warranty Period and which shall also constitute a payment bond guaranteeing payment to Persons performing such Work.”)</p> <p>A fully compliant Warranty Bond provided pursuant to the terms of Section 8.1.3 and in the form attached as Exhibit 5-C would result in the full release of a previously provided Performance Bond.</p>
251	10/31/2020	11/12/2020	VOLUME II CONTRACT Section 8 (8.1.1)		<p>Subject to Section 8.1.3, the Joint Board will release the Performance Bond if a separate Warranty Bond is provided, or if a rider is provided pursuant to Section 8.1.3.</p> <p>Section 8.1.1 of the Contract provides for reduction of the Performance Bond “if a rider is provided pursuant to Section 8.1.3.” Section 8.1.3 makes no reference to a “rider.” Please clarify.</p>	<p>The use of the word “rider” and corresponding “reduction” on the Performance Bond refers to following language in Section 8.1.3:</p> <p>“ .. such other security which guarantees performance of the Work required to be performed during the General Warranty Period and which shall also constitute a payment bond guaranteeing payment to Persons performing such Work.”</p>

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252	10/31/2020	11/12/2020	VOLUME II CONTRACT Section 13 (13.7)		<p>Change Order to Initial Costs. Section 13.7 describes various circumstances (work requested outside the scope of the Technical Requirements Conformance Matrix, changes in Law, court orders, etc.) but does not include a verbal phrase indicating the significance of these circumstances.</p> <p>In light of Sections 13.5.1, 13.6, and 13.9, we surmise that that Section 13.7 was intended to provide for TSP2's entitlement to a Change Order in the circumstances it describes. Please confirm.</p>	Confirmed.
253	10/31/2020	11/12/2020	VOLUME II CONTRACT Section 16 (16.1.1.n)		<p>TSP2 incurs liability to the Joint Board for damages, including Liquidated Damages, in an amount equal to or greater than (but for such limitation) ninety-five percent (95%) of the limitation on TSP2's liability set forth in Section 17.1.1(a) or Section 17.1.2(a), as applicable, of this Contract.</p> <p>Sections 16.1.1(n) and 17.2 appear to be in conflict, in that the former makes it an event of default for TSP2 to reach 95% of its limitation of liability, but the latter only allows an increase in the limitation of liability after the full liability limit</p>	Confirmed. TSP2 would be in default upon reaching 95% of the limitation of liability set forth in Section 17.1.1 or Section 17.1.2, as applicable, and upon such Notice of Default being delivered TSP2 would have five (5) business days from receipt to implement the cure via increasing the limitation of liability.

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					is reached. Please confirm that if a default exists under Section 16.1.1(n), TSP2 will be entitled to increase its liability limits as provided in Section 17.2.	
254	10/31/2020	11/12/2020	VOLUME II CONTRACT Section 20 (20.6.1.)		<p>Exhibit 8 sets forth a list of the “Pre-Existing” Software, including COTS and TSP2’s own Software that it owns or has developed as of the date of this Contract and that it intends to use in connection with the Project.</p> <p>Please confirm that TSP2’s Subcontractors will retain ownership of their Pre-Existing <b>Software</b> under Section 20.6.1 in the same manner as TSP2.</p>	Confirmed.
255	10/31/2020	11/12/2020	VOLUME II CONTRACT Section 20 (20.6.1.)		<p>Exhibit 8 sets forth a list of the “Pre-Existing” Software, including COTS and TSP2’s own Software that it owns or has developed as of the date of this Contract and that it intends to use in connection with the Project.</p> <p>Please confirm TSP2 and its Subcontractors will retain ownership of pre-existing <b>intellectual property</b> that does not constitute “Software”.</p>	By execution of the Stipend Agreement, Work Product not required to be returned to the Proposer shall become property of the Joint Board in consideration of the Joint Board’s agreement to pay the Stipend, but it is not the intent of the Joint Board for this to include items that can be described as intellectual property. See Section 4.7.3 for a more generalized-list of items that can be considered work product for the purposes of that Section and the Stipend Agreement. Furthermore, intellectual property rights and claims are specifically listed in Section 5.1.8 of the Contract as <u>not</u> being property that becomes ownership of the Joint Board.



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256	10/31/2020	11/12/2020	VOLUME I INSTRUCTIONS TO PROPOSERS Section 3.8.2		As per section 3.8.2, the PPEC will use the same quantity estimates for the evaluation of the Variable pricing cost for all Proposers.  What will the quantities for evaluation be?	The evaluation volumes will not be provided.
257	10/31/2020	11/12/2020	Form M Submitted Comments		Is it possible to obtain an extension of time for questions and comments for the Joint Board, to allow for clarifications of answers?	An extension at this time is not being considered
258	10/31/2020	11/12/2020	Volume III Reference Information Documents Section 9: Traffic data		In table "Transaction processing by Month" column Local (w/ or w/o IR), can you indicate if corresponding IRs are included in the count of column Rejected in Image Review (IR)?	The 'Rejected In Image Review (IR)' counts are not included in any other column in the table.  The Local (with or without IR) only include transactions that passed Image Review (and therefore were not rejected)
259	10/31/2020	11/12/2020	Volume III Reference Information Documents Section 9: Traffic data		In table "Transaction processing per Month" column Local (w/ or w/o IR), can you indicate the split between 6C stickers and IAG transponders transactions?	Approximately 73% of the transponder transactions are 6C, the remainder are IAG.
260	10/31/2020	11/12/2020	Volume III Reference Information Documents Section 11: Example Reports		In table 3. Breakdown of Tolls, Fees, Tag Sales (FY 2019). Is the Fee amount provided in line one, gross or net, of Away transactions?	Volume III Section 11 tables are for example purposes only. These are not meant to reflect actual information.

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261	10/31/2020	11/12/2020	Volume III Reference Information Documents Section 11: Example Reports		In table 5. Payments by Location Type, can you please define the terms "Call Center Mail", "Phone (call center)" and "Phone (Customer)"?	Volume III Section 11 tables are for example purposes only. These are not meant to reflect actual information.
262	10/31/2020	11/12/2020	Volume III Reference Information Documents Section 11: Example Reports		In table 5. Payments by Location Type, does "Call Center mail" include Lockbox payments?	Volume III Section 11 tables are for example purposes only. These are not meant to reflect actual information.
263	10/31/2020	11/12/2020	Volume III Reference Information Documents Section 11: Example Reports		Data in Table 5. Payments by Location Type does not allow the proposers to calculate payment processing costs.  Please provide a split of revenue by payment type (cash, check, credit card, debit card, direct debit, etc.) ?	Additional payment data will be provided in an upcoming addendum.
264	10/31/2020	11/12/2020	Volume II Exhibit 12: Draft Flow of Funds		1. What bank does the joint board currently use (e.g. USBank, PNC, Wells Fargo)?	The bank currently acting as the Custodian bank for the Joint Board is US Bank. TSP2 will be required to transfer funds to the Custodian bank pursuant to the terms of the Custody and Revenue Control Manager Agreement daily. TSP2 shall be responsible for setting up operational bank accounts to be named as being held in trust for the Joint Board pursuant to the Trust Agreement. TSP1 has currently set up operational accounts with PNC and Wells Fargo banks but TSP2 will have to establish new ones.
265	10/31/2020	11/12/2020	Volume II Exhibit 12: Draft Flow of Funds		2. What Lockbox provider does the Joint Board currently use?	The lockbox is currently provided by TSP1.

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266	10/31/2020	11/12/2020	Form K 5. Monthly Billing Statement		Regarding envelope costs, what percentage of the letters exceed 6 sheets of paper?	Approximately 3% of letters exceed 6 sheets of paper.
267	10/31/2020	11/12/2020	Form K 5. Monthly Billing Statement		Are there any post cards or letter inserts required?	Inserts may be required at the discretion of the JBR.
268	10/31/2020	11/12/2020	Section 10 Volume 3 Received Correspondence		Within the incoming mail volumes provided, are the returned/nixies included?  If the returned/nixies are not included, can you supply the volumes for returned/nixies?	Returned/nixies were not provided. These items will not be included.
269	11/2/2020	11/12/2020			What is the lease amount for both existing Walk Up Center facilities for FY 2020?	Kentucky's Walk-Up Center lease is approximately \$36,250 per year.  Indiana's Walk-Up Center lease is approximately \$43,200 per year.
270	11/2/2020	11/12/2020			How many staff members currently work in the Walk Up Center facilities?	Each Walk-Up Center can accommodate approximately 12 staff members.
271	11/2/2020	11/12/2020			Can the vendor be supplied a monthly breakdown of customer interactions by subject matter?	No.
272	11/2/2020	11/12/2020			What is the average call length?	Call information has been provided in Volume III.
273	11/2/2020	11/12/2020			What is the average monthly call volume for the CSC and Walk Up Centers?	Call information has been provided in Volume III.

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274	11/2/2020	11/12/2020			Have call volumes and customer interactions been impacted by COVID-19? If so, please explain how they have been impacted.	Reduced traffic has caused fewer than normal notices to be mailed. Fewer notices have resulted in fewer customer interactions.
275	11/2/2020	11/12/2020			Due to the impact of COVID-19, will remote agents/workforce be allowed to conduct work on this project?	Yes.
276	11/2/2020	11/12/2020			What percentage of visitors to the Walk Up Center facilities have Spanish as their primary language?	Less than 5% of Walk-Up Center visitors have Spanish as their primary language.
277	11/2/2020	11/12/2020			What communication will the vendor have with other stakeholders in the BOS, CSC, and Walk Up Center facilities?	TSP2 shall develop a communications plan for approval by the JBR. The communication plan will be driven by TSP2's proposed staffing plan and available resources.
278	11/2/2020	11/12/2020			What is the expected transition period between TSP2 and TSP1?	The transition plan from TSP1 to TSP2 will be developed in coordination with TSP1, TSP2, and the JBR.
279	11/2/2020	11/12/2020			What is the monthly volume the vendor has to mail to its customers?	Mailing information has been provided in Volume III.
280	11/2/2020	11/12/2020			What is the required length of the lease agreement for the Walk Up Center facilities?	The initial length of the contract calls for an O&M period of 7 years.

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281	11/2/2020	11/12/2020	Vol. I, Exhibit B, Part 1.C Financial Information (pg. 50)	a. Financial Capacity Information	Subject to the Joint Board's review of a vendor's submitted audited financial records, will the Joint Board accept an appropriate Parent Guarantee in lieu of a performance and payment bond?	No, the required Performance and Payment Bonds under Section 8.1 of the Contract are required regardless of whether a Guarantor is required as part of a Proposal under Volume 1, Exhibit B, Part 1.C.
282	11/2/2020	11/12/2020	Vol. I, Exhibit D., Part 3, Section 1.A (pg. 63)	Section 1.A Initial Detail	Section 1.A Initial Detail states that we shall assume the migration of all legacy data will occur. This will include approximately 6 years of data/information to be migrated, current database size of 4.5TB, and access in the new system to all previous system artifacts. Can the Joint Board please confirm the size of images and other data to be migrated that is not part of the database size of 4.5TB?	Current known sizing information has been provided,
283	11/2/2020	11/12/2020	Form M, Submitted Questions and Responses (10/30)	Form M Response to Question #96 (10/30)	Since tours of the existing Walk-Up Centers will not be conducted, can the Joint Board please provide floor diagrams and photos for the two existing Walk-Up Centers? How many Walk-Up windows are in each location? Do the Walk-Up Centers have bullet-proof glass at the windows and are there security cameras and a panic alarm system?	Four windows are provided at each Walk-Up location. There are security cameras at each location (in vaults, overhead agents, side view agents, lobbies and in Indiana, outside back door). There is no bullet-proof glass.  Current Walk-Up Center floor diagrams will be provided in an upcoming Addendum.

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284	11/2/2020	11/12/2020	Vol. I, 1.3.2, Project Description	Customer Walk-Up Centers	Have any modifications been made to the two existing Walk-Up Centers as a result of the Covid19 virus (i.e. reduced the number of windows, installation of plexi-glass partitions, limits to number of customers that may enter each building, etc.)?	Social distancing measures have been put in place including reduced seating and plexiglass coverings.
285	11/2/2020	11/12/2020	Vol. I, 1.3.2, Project Description (pg. 5)	Customer Walk-Up Centers	Do the two existing Walk-Up Centers meet all Federal, State and local occupancy requirements (i.e. ADA Compliant) and are they satisfactory to the Joint Board?	Yes.
286	11/2/2020	11/12/2020	Vol. I, 1.3.2, Project Description (pg. 5)	Customer Walk-Up Centers	Do either of the two existing Walk-Up Centers have uniformed guards (armed or unarmed)? Are there security cameras and how often does armored car cash pickup currently take place?	Security services are currently provided at the Walk-Up Centers.  Please refer to requirements for armored car services.
287	11/2/2020	11/12/2020	Vol. I, 1.3.2, Project Description (pg. 5)	Customer Walk-Up Centers	It is noted that the current leases for the two Walk-Up Centers expire prior to the expected Go Live date of this Contract (July 1, 2023). Please confirm that the incumbent TSP1 will be responsible for extending the leases as needed until the TSP2 is ready to Go Live and occupy.	Confirmed.
288	11/2/2020	11/12/2020	Vol. III, Exhibit 6-B, Pass-Through Cost Items	Credit card fees	We kindly request that, similar to other Tolling Authorities in the U.S., the Joint Board	Exhibit 6-B with Pass-Thru Costs is being updated; however, that item will not be included

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					<p>consider receiving “Net Funds” from the Credit Card Processor(s) and any other 3<sup>rd</sup> party payment processors. We suggest it should not be considered a Contractor pass-through cost item.</p> <p>Reason: The fees are not specific to the maximum value of the credit card transaction. Some cards have a per transaction fee and there are chargeback fees.</p> <p>Additionally, the rates charged by the credit card processor are dependent upon whether or not the card is present (i.e. swiped) and/or security code provided.</p> <p>Lastly, other forms of electronic payment (ex. ApplePay, Google Pay, PayPal, Venmo, etc.) have various rates that might exceed 3% during the contract term.</p>	
289	11/2/2020	11/12/2020	Form G, Pricing, Tab 4A and Vol. III, Exhibit 6-B, Pass-Through Cost Items	Pass-Through Cost Items: <ul style="list-style-type: none"> <li>• WUC Lease</li> <li>• WUC maintenance</li> <li>• WUC Utilities</li> </ul>	<p>We kindly request that the Pass-Through Costs listed for the Walk-Up Centers (WUC) be permitted to be included with the Fixed Operations Costs on Form G (Pricing) Tab 4A with associated Contractor overhead and margin.</p> <p>Reason: The Contractor will incur administrative costs in maintaining the two WUC facilities and paying the associated invoices.</p>	Volume II, Exhibit 6-B with Pass-Thru Costs will be updated; however, that item will not be included.

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				<ul style="list-style-type: none"> <li>• WUC Janitorial services</li> </ul> WUC office supplies	Please consider adding rows to Tab 4A for Kentucky and Indiana Walk-Up Centers for: Lease, Utilities, Facility Maintenance and Supplies.	
290	11/2/2020	11/12/2020	Vol. III, Exhibit 6-B, Exhibit 6-B, Pass-Through Cost Items	Pass-through Cost Items: Postage	In addition to actual USPS postage, would the Joint Board please confirm that this pass-through item may also include the costs of any mail zip code pre-sorting for the most advantageous postal rates and also includes non-USPS services such as UPS and FedEx?	Confirmed.
291	11/2/2020	11/12/2020	Form G, Pricing	Tab 4A, Fixed Operations Costs Details	Would the Joint Board please add rows under the <u>Customer Contact Center</u> heading for Fixed Labor, Lease, Facility Maintenance, Utilities, Janitorial Services and Supplies?	Additional rows will not be included.
292	11/2/2020	11/12/2020	Form G, Pricing	Tab 4A, Fixed Operations Costs Details	It is noted that under the rows for the Kentucky and Indiana Walk-Up Centers there is only hardware and Software Costs. Where should Contractors include the costs for the Walk-Up staffing? We suggest that rows be added to this Fixed Costs schedule to ensure they are not included in the Variable Operations.	Additional rows will not be included.



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293	11/2/2020	11/12/2020	Form G, Pricing	Tab 5A, End of Contract Transition Costs., Details, "Assumes transition occurs after 7 years of operations"	Please confirm that the values entered are to be in <u>2020</u> dollars and that the amounts will be adjusted at the end of the 7 years of operations based on the Federal CPI.	An upcoming Addendum will clarify that the Pricing Proposal amounts should be provided in year-of-expenditure (nominal) dollars (not current year (2020) dollars).
294	11/2/2020	11/12/2020	Form G, Pricing	Tab 6, Costs for Various Pass-Through Cost Items	The Pricing Form requests annual unit pricing for "Cost per Other Mailed Correspondence". Will the Joint Board please provide either a printed example or narrative description for a standard "Other Mailed Correspondence"? Reason: Unit pricing will be different depending upon the number of pages, simplex vs duplex printing and B&W vs color printing.	Correspondence will be addressed with TSP2 during workshops. The Joint Board is open to recommendations based on TSP2s best practices.
295	11/2/2020	11/12/2020	Form G, Pricing	Tab 6, Costs for Various Pass-Through Cost Items	The Pricing Form requests annual unit pricing for "Cost per Transponder Retail Package." Who will responsible for the cost of the 6C sticker tag to be enclosed in the retail transponder package?	The Joint Board will purchase transponders based on inventory levels provided by TSP2.
296	11/2/2020	11/12/2020	Form G, Pricing	Tab 6, Costs for Various Pass-Through Cost Items	Who will responsible for the cost of the 6C sticker tag and E-ZPass transponders issued through the customer service center?	The JBR will purchase the tags that will then be issued. It will be up to TSP2 to recommend when tags are to be ordered.

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297	11/2/2020	11/12/2020	Form G, Pricing	Tab 6, Costs for Various Pass-Through Cost Items	The Pricing Form request that a maximum of \$1.25 be inserted each year for the "Cost per Successful Out-of-State VRI Lookup". How will annual increases in lookup costs from other states and 3 <sup>rd</sup> party sources be accounted for? Will an annual COLA or direct adjustment be permitted?	There are various mechanisms in the contract that will allow for the adjustment of said lookups and other items at the review and approval of the JBR. Should the cost exceed the maximum allowable value, it can be discussed and addressed at that time.
298	11/2/2020	11/12/2020	Form K, Requirements	Req# PAY-006	Regarding the requirement "The BOS shall interface with one (1) or more Merchant Service Providers, for settling Credit Card and ACH transactions": Who are the current Merchant Service Providers for credit card and ACH transactions? Who is the Merchant of Record (i.e. IFA, Joint Board, etc.)? What banking institutions are currently in use for deposits and settlement?	TSP2 will be responsible to providing the Merchant Service Provider.  The bank currently acting as the Custodian bank for the Joint Board is US Bank. TSP2 will be required to transfer funds to the Custodian bank pursuant to the terms of the Custody and Revenue Control Manager Agreement daily. TSP2 shall be responsible for setting up operational bank accounts to be named as being held in trust for the Joint Board pursuant to the Trust Agreement. TSP1 has currently set up operational accounts with PNC and Wells Fargo banks but TSP2 will have to establish new ones.
299	11/2/2020	11/12/2020	Vol. I, Exhibit C, Part 2.D.1.7 Approach to Key Performance Indicators	Complaint and Dispute Resolution	With regards to the requirement to "discuss plans for and approach to communications and complaint and dispute resolution with both the Joint Board Representatives," is this requirement related to CSC customer disputes or contract/KPI disputes?	This requirement is related to Contract/KPI disputes.

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300	11/2/2020	11/12/2020	Form G, Pricing	Tab 3, Variable Operations	<p>Tab 3, Variable Operations Costs requests annual unit pricing for the following:</p> <ol style="list-style-type: none"> <li>1. IOP Transactions from Away Agencies and Transponder-based ORB Transactions</li> <li>2. Posted ORB VTolls</li> <li>3. Posted Image-Based ORB Transactions</li> <li>4. Image-based ORB Transactions that cannot be posted to an Account</li> <li>5. Monthly Billing Statement that are paid in full (prior to Collections)</li> </ol> <p>Can the Joint Board please provide the associated volumes for the items above for calendar 2018, 2019 and YTD 2020?</p> <p>Can the Joint Board please provide volumes estimates for the items above for the seven (7) operational years under this Contract?</p>	Volumes have been provided in Volume III. As to future volumes, information only documents have been provided, including a Traffic and Revenue study. TSP2 is not entitled to rely on the projections made in this document.
301	11/2/2020	11/12/2020	Form M Submitted Questions and Responses, #165 (10/30)	Page 8, response #165	Please confirm that answer #165 on page 8 of the Joint Board responses to bidder questions (10/30) should be answer #65.	Confirmed.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
302	11/2/2020	11/12/2020	Form M Submitted Questions and Responses, #69 (10/30)	Answer #69	The Joint Board's answer to question #69 states "All provided public facing services should be local. For example, the payment lock box address must be local as does the mailing return address, but the mail house location and tag fulfillment location does not." Please confirm that certain local CSC employees may perform their duties in a "work from home" environment as long as proper PCI and security standards are in place.	Confirmed
303	11/2/2020	11/12/2020	Form K, Requirements	CSC-031	"TSP2 shall follow the Custody and Revenue Control Manager Agreement to comply with it." Please clarify why this specific requirement is highlighted in green on Form K.  Please provide a copy of the Revenue Control Manager Agreement.	The Custody and Revenue Control Agreement is in Volume II, Section 6.

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304	11/2/2020	11/12/2020	Vol. III, Section 10: CSC Data	Monthly CSC Phone Calls (Calls Answered)	Please clarify/provide the number of <u>IVR-handled</u> calls and <u>CSR handled</u> calls for each month.	This data will be provided in an upcoming Addendum.
305	11/2/2020	11/12/2020	Vol. III, Section 10: CSC Data	Monthly CSC Phone Calls (Calls Answered)	Please provide the hourly distribution of monthly CSR handled calls by operational hour (8am – 6pm, Monday – Friday).	This data will be provided in an upcoming Addendum.
306	11/2/2020	11/12/2020	Vol. III, Section 10: CSC Data	Outbound Mailing	In addition to the monthly statistics for invoices, violations, collections and final action notices sent, can the Joint Board please provide volumes for other mailed and emailed correspondence?	That information is unavailable.
307	11/2/2020	11/12/2020	Vol. III, Section 10: CSC Data	Outbound Mailing	For the volumes provided for 1 <sup>st</sup> Invoices sent, 2 <sup>nd</sup> Invoices sent, Violations sent, Collection Notices Sent and Final Actions sent, please confirm that these represent physical mailings and none are done via email or other electronic means.	Confirmed
308	11/2/2020	11/12/2020	Vol. III, Section 10: CSC Data	Outbound Mailing	Please provide the number of Monthly Billing Statements sent via mail, email or other method in 2018 and 2019.	This data will be provided in an upcoming Addendum.
309	11/2/2020	11/12/2020	Vol. III, Section 10: CSC Data	Received Correspondence	For the monthly information provided for Received Correspondence (paper and email), can the Joint Board please provide further detail to	No other information will be provided. Time taken to respond is driven by KPI requirements

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					the type of Correspondence (i.e. account maintenance, transponder request, etc.)? Today, in general, how long does the average Received Correspondence take to process?	
310	11/2/2020	11/12/2020	Vol. III, Section 10: CSC Data	Received Correspondence, Monthly Average Customer Disputes and Administrative Hearing Requests	For the 2018 and 2019 volumes provided for Monthly Average Customer Disputes, can the Joint Board please provide the breakout of how many were received by mail vs. email? Today, in general, how long does the average Customer Dispute take to process?	That data is unavailable.
311	11/2/2020	11/12/2020	Vol. III, Exhibit 6-B	Pass-Through Cost Items	Regarding "Mailed Correspondence other than <u>Monthly Billing Statement</u> ": Please confirm if "mailed correspondence" <i>includes</i> : 1 <sup>st</sup> invoices sent, 2 <sup>nd</sup> invoices sent, violations sent, collection notices sent and final actions sent.	Confirmed.

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312	11/2/2020	11/12/2020	Vol. III, Exhibit 6-B	Pass-Through Cost Items, Section 8. Transaction Flow, and CSC statistics	Based upon the diagram in Volume III, Section 8. Proposed Transaction Flow, it is not clear when the 1 <sup>st</sup> invoices sent, 2 <sup>nd</sup> invoices sent, violations sent, collection notices sent and final actions sent are scheduled or actually sent. Based on the current Business Rules, please provide a transaction flow with "send at" days indicated for these.	Please refer to the business rule link provided in Volume III.
313	11/2/2020	11/12/2020	Form K, Requirements	Image Processing IMP-001 thru IMP-033	Can the Joint Board please provide the monthly number of image-based transactions that needed review (both OCR and manual) for 2018 and 2019? Please provide: the monthly number of transactions that were able to be identified via OCR; the number of transactions needing manual review; and, of those transactions needing manual review, the number of transactions which were processed and rejected.	Number of video transactions have been provided. Today, OCR is not used to process transactions.
314	11/2/2020	11/12/2020	Form K, Requirements	Master Staffing Plan, IMI—075 thru IMI-081	Can the Joint Board please provide the current staff count (FTE) by position for both the CSC and the Walk-Up Centers?	Specific staffing will not be provided.
315	11/2/2020	11/12/2020	Vol. III, Exhibit 6-B, Pass-Through Cost Items	Pass-Through Item:	For competitive analysis, will the Joint Board consider requiring bidders to provide a	No.

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				Out of state lookup costs, up to \$1.25 per successful lookup	listing--by state--of their proposed Out of State lookup costs both for AET and violation-related?	
316	11/2/2020	11/12/2020	Form M Submitted Questions and Responses, answer #18 (10/20)	Form G Pricing, Tab 3, Variable Operations Costs, Answer to question #18 (10/20)	<p>The answer to question #18 (10/20) states:            “The Variable Operations price per month is based upon the total volume each month and will drive the tier level at which to invoice for that particular month. The tiers are not cumulative. Invoicing for the particular month and item will only be at the level at which the volume dictates.”</p> <p>Will the Joint Board please provide the annual volumes that will be used to evaluate the pricing information provided on Form G Pricing, Tab 3, Variable Operations Costs?</p>	No.
317	11/2/2020	11/12/2020	Form M Submitted Questions and Responses, answer #36 (10/20)	Form G Pricing, Tab 3, Variable Operations Costs, Answer to Question #36	<p>The answer to bidder question #36 (10/20) states: “No total pricing summary tab will be provided.” It is also noted that Tab 3 variable operations does not contain evaluation volumes. For consistency of evaluating vendor proposals, would the Joint Board please provide the evaluation volumes it will be using to determine the annual Variable Operations pricing?</p>	No.



No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
					Totals are also necessary to determine the required annual performance bond estimates. We also kindly request that a summary tab be added for overall price evaluation and bond value determination.	
318	11/2/2020	11/12/2020	Form G, Pricing, Tab 2A, BOS Admin Detail	Form G, Pricing, Tab 2A, BOS Admin Detail	Who is responsible for inbound (800) number costs? There are no line items for annual communication costs in Form G.	The JBR will cover this cost as a Pass Thru Cost. An updated Volume 2 Exhibit 6-B will be provided in an upcoming Addendum.
319	11/2/2020	11/12/2020	Form G, Pricing, Tab 2A, BOS Admin Detail	Form G, Pricing, Tab 2A, BOS Admin Detail, network activity costs	Who is responsible for networking and communication costs? There are no line items for these activities in Form G.	Networking and communication costs will be included in Pass-Thru Costs. An updated Volume 2 Exhibit 6-B will be included with an upcoming Addendum.
320	11/2/2020	11/12/2020	ORB_Volume I_20200929	1.3.2 Project Description	Would it acceptable to you to have the vendor deliver CSC operations from the vendor's USA based existing delivery centers, from a State which is not Kentucky or Indiana?	No.
321	11/2/2020	11/12/2020	ORB_Volume I_20200929	1.2 Existing Riverlink system	What is the approximate no. of concurrent user sessions on the back-office system?	The number of concurrent user sessions will be largely driven by TSP2 staffing. JBR volumes have been provided in Form K.
322	11/2/2020	11/12/2020	ORB_Volume I_20200929	K-2. Approach to Data Migration	What will be the number of data objects that needs to be migrated? Can you please help in providing understanding of the source and target systems for Data Migration?	Data migration will be addressed with TSP2 after NTP. However, TSP2 will be required to provide a plan for an assumed approach.

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323	11/2/2020	11/12/2020	ORB_Volume I_20200929	K-2. Approach to Data Migration	How will we receive the data? Can we assume you will provide data in .csv/vendor recommended format from relevant Legacy source systems or data extraction will be part of SI Scope from legacy systems ? please provide the number of source systems to be considered for migration?	Data migration will be addressed with TSP2 after NTP. However, TSP2 will be required to provide a plan for an assumed approach.
324	11/2/2020	11/12/2020	ORB_Volume I_20200929	K-2. Approach to Data Migration	What are the expectations on historical data load? If historical data needs to be preserved and brought into to-be system, can you please help with the no of years of historic data and data size?	Data migration will be addressed with TSP2 after NTP. However, TSP2 will be required to provide a plan for an assumed approach.
325	11/2/2020	11/12/2020	ORB_Volume I_20200929	K-2. Approach to Data Migration	Is there any preference for tools (ETL/BI/Data warehouse etc)?	No.
326	11/2/2020	11/12/2020	ORBForm KReq20200929_172 1945876	Section 16 - Reporting	We understand that - development of 75 reports - financial, transactional, operational, and KPI reports, and related data models required to build these reports. Please confirm. Can you please clarify if below are part of 75 reports or these are different ?  Roadside Traffic Transactions , Invoices, Account Management, Payments , Financials Dashboard	Confirmed.  The listed reports are not included in the 75 reports.

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327	11/2/2020	11/12/2020	ORBForm KReq20200929_172 1945876	Section 16 - Reporting	Can you please help with the current state Reporting architecture detailing the Data sources, Data Loading process (ETL), tools/tech stack and Data Warehouse/Database and its approx. size ? Are there any pain points in reporting landscape? What are the top 5-10 Reporting modules/Dashboards being used today ?	Reporting will be addressed during workshops with JBR and TSP2.
328	11/2/2020	11/12/2020	ORBForm KReq20200929_172 1945876	Section 16 - Reporting	How is BI reporting currently managed by you? Do you have any BI reporting tool in place that needs to be leveraged for new reports? Are there any real time reports/dashboard being used today, please help with the details like what is the data source for these real time reports.	No BI tool is in use today.
329	11/2/2020	11/12/2020	ORBForm KReq20200929_172 1945876	Section 16 - Reporting	"Reporting Data is required to be fetched from multiple data sources (e.g. RTCS, BOS, phone system, customer satisfaction survey, etc.) and reporting application interface for Authorized Users to run and view reports." Can you please provide details around the data sources? (Structured, unstructured, real time, etc.)	All of the sources listed will be provided by TSP2 and under their control.

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330	11/2/2020	11/12/2020	ORBForm KReq20200929_172 1945876	Section 16 - Reporting	What is the current database/data warehouse used for Reporting? Is vendor required to build a new data warehouse or we can leverage the existing one? What will be the approximate number of entities/tables and files?	The current reporting system is Tableau. TSP2 will be required to provide their own reporting solution and cannot leverage the existing system for this.
331	11/2/2020	11/12/2020	ORBForm KReq20200929_172 1945876	Section 16 - Reporting	In case of new data warehouse, is reporting data warehouse migration part of the scope? What is the current volume of data in the existing reporting database? Do you have the Data Model and documentation available of the source/target Database?	Project data is anticipated to be migrated over from TSP1 to TSP2. Exact specifics will be addressed after TSP2 has had a chance to review what information is available, what best practices dictate, and what the JBR approves. Available documentation can be provided to TSP2 at a later date.
332	11/2/2020	11/12/2020	ORBForm KReq20200929_172 1945876	Section 16 - Reporting	Please clarify this scope item - "TSP2 shall provide a daily operations report detailing the various operational aspects of the system."	TSP2 reporting scope will be addressed through workshop sessions with TSP2 and the JBR.
333	11/2/2020	11/12/2020	ORB_Volume III_20200929	Section 10 - CSC Data	Kindly share details on the: 1. Current headcount of CSC & WUC operations 2. Volumetric Data, TAT and AHT for Outbound Calls 3. TAT and AHT for e-mails 4. Intraday arrival pattern for calls	Additional information outside of what was provided in Volume III will not be provided.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
334	11/2/2020	11/12/2020	ORB_Volume III_20200929	Section 10 - CSC Data	Kindly share details on TAT and AHT for the following activities: 1. DMV Lookup Request Sent 2. DMV Lookup Request Received 3. # 1 Invoices Sent 4. # 2 Invoices Sent 5. # Violations Sent 6. # Collections Notices Sent 7. # Final Action Sent	Additional information outside of what was provided in Volume III will not be provided.
335	11/2/2020	11/12/2020	ORB_Volume III_20200929	Section 10 - CSC Data	Do the volumetric of the following activities overlap with one another including emails and telephonic call volumes? : 1. DMV Lookup Request Sent 2. DMV Lookup Request Received 3. # 1 Invoices Sent 4. # 2 Invoices Sent 5. # Violations Sent 6. # Collections Notices Sent 7. # Final Action Sent	Additional information outside of what was provided in Volume III will not be provided.
336	11/2/2020	11/12/2020	ORB_Volume I_20200928	1.3.2 Project Description	Is TSP2 expected to rebadge/rehire the existing CSC & WUC employees? Also, please share the existing team size for CSC and WUC.	TSP2 is not expected to rebadge/rehire any existing staff. Current sizing will not be provided.

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337	11/2/2020	11/12/2020	ORB_Volume I_20200930	1.3.2 Project Description	Kindly share details in the context of CSC & WUC Set-up: 1. Support roles expected to be provided (Team Leader, Quality Analyst, Management Information System, Subject Matter Expert, Trainer, etc.) 2. Span Ratio expected for the said support roles - Team Leader: Agent or Quality Analyst: Agent etc.	Required staffing has been provided in Form K. Outside of those staff, TSP2 can organize how they choose.
338	11/2/2020	11/12/2020	ORB_Form_K_Req_20200929	Req #CSC-005	"TSP2 shall provide Customer Service Representatives for various marketing events throughout the year. Marketing events shall not exceed 480 hours total over the course of one (1) calendar year" 1. What would these marketing events entail? 2. What are the CSC agents expected to deliver for these Marketing Events? 3. Where in pricing template should this component be priced?	CSC-005 requirement's intent is to have dedicated hours for Project events throughout the year that TSP2 will attend on behalf of the Joint Board. For example, attending the State Fairs. It is expected that at these events, customers will be able to pay tolls, set up accounts, manage accounts, and obtain transponders unless some other scope is agreed to by the Joint Board in advance.  The TSP2 will be required to decide how to staff those events.
339	11/2/2020	11/12/2020	ORB_Form_K_Req_20200929	Req #CSC-026	"TSP2 shall provide personnel in the CCC and WUC facilities during all hours of operation that are fluent in Spanish". What percentage of calls/emails transactions will be in Spanish?	Less than 5% of Walk-Up Center customers speak in Spanish.

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340	11/2/2020	11/12/2020	ORB_Form_K_Req_20200929	Req #CSC-095	1. What percentage of calls should be recorded and retained? 2. What is the retention duration/period for the recorded call?	Expected volumes have been expressed in Exhibit 2 KPIs.
341	11/2/2020	11/12/2020	ORB_Volume I_20200929	1.2 Existing Riverlink system	What is the current identity management and access control (authentication) system for agents?	Currently, staff are required to have badges.
342	11/2/2020	11/12/2020	ORB_Form_K_Req_20200929	Req #CSC	Is ACD - Automatic Call Distribution functionality or contact centre functionality required?	No.
343	11/2/2020	11/12/2020	ORB_Form_K_Req_20200929	Req #CSC	Is Screen recording required? If yes, then what is the retention period required to be considered?	No.
344	11/2/2020	11/12/2020	ORB_Volume I_20200930	Section 1.0, 1.3	We understand that TSP2 shall coordinate and interface with the existing TSP1 roadside system. For this, we assume that you will facilitate us to get the necessary interface API's and Protocols from TSP1 to integrate with BOS. Please confirm.	The current TSP1 ICD has been provided in Volume III.
345	11/2/2020	11/12/2020	ORB_Form_K_Req_20200929	Req #MSS - 020	How is security currently being monitored? Is there any recommended SIEM solution. If yes, please share the following details: i) What is the % or number of Log sources / devices	No, there is not a recommendation today. TSP2 should recommend to the JBR.

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					integration that you would forecast during the next 3 years? Provide a yearly or quarterly break up? ii) What is the log retention period? Please state both Online and Offline storage requirements?	
346	11/2/2020	11/12/2020	ORB_Form_K_Req_20200929	Section 20 - Privacy and Information Security	Is there any specific compliance requirement for cloud environment other than PCI- DSS and PII?	No.
347	11/2/2020	11/12/2020	ORBForm GPricing20200929_1721945876	6 Various Pass-Throughs	Please clarify on the line item "Cost per Transponder Retail Package(2)" as to what is expected to be filled here.	This is the cost of the transponder retail package.
348	11/2/2020	11/12/2020	ORB_Volume I_20200929	General	Can the BOS system be developed, supported from offshore location?	Yes
349	11/2/2020	11/12/2020	ORB_Volume I_20200929	General	What is the support time window for BOS?	The contract for O&M is 7 years with 3-year renewals.
350	11/2/2020	11/12/2020	Use of Intellectual Property (IP)	Use of IPs	We hope there are no constraints with regard to use of our IP as part of the solution to address specific requirements. Please confirm.	Confirmed.  By execution of the Stipend Agreement, Work Product not required to be returned to the Proposer shall become property of the Joint Board in consideration of the Joint Board's agreement to pay the Stipend, but it is not the intent of the Joint Board for this to include items that can be described as intellectual property. See Section 4.7.3 for a more generalized-list of items that can be considered work product for the purposes of



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						that Section and the Stipend Agreement. Furthermore, intellectual property rights and claims are specifically listed in Section 5.1.8 of the Contract as <u>not</u> being property that becomes ownership of the Joint Board.
351	11/2/2020	11/12/2020	ORB_Volume I_20200929	Form P	Please confirm if exceptions to Volume II - Contract can be included in this Form or if there is any other deviation sheet required.	Please include in provided Form P.
352	11/2/2020	11/12/2020	ORB_Volume I_20200929	Form E	Form E. Personnel Work Assignment Form and Commitment of Availability. Are any exceptions allowed at a later stage (e.g. during contract) supported by a valid reason (e.g. resource is no longer with the organization) and if we can address it through an equivalent or a better profile?	Yes.
353	11/2/2020	11/12/2020	ORB III Section 11 CAFR	#5 Payment types	How many lockboxes will be used to process all the payments and what is the current PO Box address for each lockbox? Is the Board open to moving all lockboxes to another location?	TSP2 will be required to provide the lockbox.
354	11/2/2020	11/12/2020	ORB III CAFR	#5 Payment types	Can you provide the lockbox procedures for each location?	TSP2 will be required to provide the lockbox.

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355	11/2/2020	11/12/2020	ORB III CAFR	#5 Payment types	How many banks will be used for deposit processing?	The bank currently acting as the Custodian bank for the Joint Board is US Bank. TSP2 will be required to transfer funds to the Custodian bank pursuant to the terms of the Custody and Revenue Control Manager Agreement daily. TSP2 shall be responsible for setting up operational bank accounts to be named as being held in trust for the Joint Board pursuant to the Trust Agreement. TSP1 has currently set up operational accounts with PNC and Wells Fargo banks but TSP2 will have to establish new ones.
356	11/2/2020	11/12/2020	ORB III CAFR	#5 Payment types	If multiple banks are being used, does each lockbox have its own banking relationship or does the remittance provider need to split each lockbox's deposit across multiple banking relationships?	TSP2 will be required to provide the lockbox.
357	11/2/2020	11/12/2020	ORB III CAFR	#5 Payment types	What is the total number of payments received at the lockbox today?	Additional payment information will be provided in an upcoming Addendum.
358	11/2/2020	11/12/2020	ORB III CAFR	#5 Payment types	Does each lockbox require a daily transmission of all check images received on a daily basis?	This is not required outside of listed time frame requirements.
359	11/2/2020	11/12/2020	ORB III CAFR	#5 Payment types	Does each lockbox require online exception decisioning capabilities?	This is not required. Responses should be based on TSP2 recommendation.
360	11/2/2020	11/12/2020	ORB III Section 10 CSC Data	Monthly statistics (print & mail)	Are volume totals provided on inclusive of both emailed and mailed documents?	Yes.

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361	11/2/2020	11/12/2020	ORB III Section 10 CSC Data	Monthly statistics (print & mail)	Will the print & mail provider be sending both physical mail as well as emailed documents?	This is not required. Responses should be based on TSP2 recommendation.
362	11/2/2020	11/12/2020	ORB III Section 10 CSC Data	Monthly statistics (print & mail)	Can a quantity of both physically mailed documents and emailed documents be provided?	This data will be provided in an upcoming Addendum.
363	11/2/2020	11/12/2020	ORB III Section 10 CSC Data	Monthly statistics (print & mail)	Will print & mail provider be producing and mailing refund checks? Could you provide the monthly volume of checks mailed?	This is not required. Responses should be based on TSP2 recommendation.  No volumes will be provided.
364	11/2/2020	11/12/2020	ORB III Section 10 CSC Data	Monthly statistics (print & mail)	Please confirm print & mail Service Level Agreement – 3 business days from receipt of data files?	Confirmed.
365	11/2/2020	11/12/2020	ORB III Section 10 CSC Data	Monthly statistics (print & mail)	Can an average number of sheets per mail package be provided?	No.
366	11/2/2020	11/12/2020	ORB III Section 11 CAFR	#6 Top 25 Debtors	How many collection accounts are sent monthly to collection agency?	There is no third-party collection agency today.
367	11/2/2020	11/12/2020	ORB III Section 11 CAFR	#6 Top 25 Debtors	What is the average balance of the accounts that are sent to collection agency?	There is no third-party collection agency today.
368	11/2/2020	11/12/2020	ORB III Section 11 CAFR	#6 Top 25 Debtors	Can you share the historical collections rate achieved annually?	This is a newly defined process for the TSP2.

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369	11/2/2020	11/12/2020	ORB III Section 11 CAFR	#6 Top 25 Debtors	Do you anticipate any variation of these statistics over the next 12 months?	No, but TSP2 is not entitled to rely on the information only documents provided.
370	11/2/2020	11/12/2020	ORB III Section 11 CAFR	#6 Top 25 Debtors	Do you prefer to use multiple collection agencies, or would you consider consolidating to one agency?	Will be considered by the JBR.
371	11/2/2020	11/12/2020	ORB III Section 11 CAFR	#5 payment types	Can you confirm what the payment type "Agency" noted volume contains?	These are interoperable payments received.
372	11/2/2020	11/12/2020	Customer Service Operations Volume I	CSC Operating hours	The Walk Up Centers operating hours were from 8 am – 6 pm Monday through Friday. Please provide the operating hours for the CSC facility.	Walk Up Center hours are 8 am – 6 pm ET Monday through Friday.
373	11/2/2020	11/12/2020	Volume III, Section 8	Transaction Flow	Please provide a list of annual number of out-of-state transactions by state that qualify for registered owner lookup	Volumes have been provided in Volume III.
374	11/2/2020	11/12/2020	Volume III, Section 8	Transaction Flow	Please provide a list of states that do not currently provide registered owner information.	List of required states have been provided in Form K.
375	11/2/2020	11/12/2020	Vol. I. Form Q (page 69 (PDF page=62)	Form Q	May Form Q contain Value Adds that are included in our price?  May Form Q contain Value Adds that are easily included in our proposal at an additional price? We will identify any	Yes.  Yes.

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					Value Adds that require an additional price.	
376	11/2/2020	11/12/2020	General	Existing data center	Can we have postal location details of existing data center for last mile communication between TSP2 CSC systems and existing datacenter (assuming Host systems are at current datacenter)	The current TSP1 system resides in Muncie, Indiana.
377	11/2/2020	11/12/2020	Volume - 1 Exhibit C, Section K-2	Approach to Data Migration	What is the current back office application and IPS database (e.g. Oracle 12c, MySQL 7 etc.) and its version?	Microsoft SQL Server 2019 is in use.
378	11/2/2020	11/12/2020	Volume - 1 Exhibit C, Section K-2	Approach to Data Migration	What is the current data warehouse or reporting datastore and its version if applicable	Tableau is the current data reporting tool.
379	11/2/2020	11/12/2020	Form K, 20. Global System Requirements	Privacy and Information Security	Are there any Regulatory / Compliance restrictions preventing product support and System operations support from outside US	No.

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
380	11/2/2020	11/12/2020	Form M Response 102		<p>Form M Submitted Questions and Responses  October 29, 2020: RiverLink follows the longer of the two States' retention policies.  Indiana  <a href="https://www.in.gov/iara/3266.htm">https://www.in.gov/iara/3266.htm</a>  Kentucky  <a href="https://kdla.ky.gov/records/retentionschedules/Pages/default.aspx">https://kdla.ky.gov/records/retentionschedules/Pages/default.aspx</a></p> <p>We have carefully reviewed the authority's response to question #102 regarding data retention policies and the URLs provided to both the Indiana and Kentucky data retention policies.</p> <p>To properly size storage and labor efforts, we would like to understand the volume of records to be transferred from the current system to the new system. There is an indication that the data is 4.5TB in size. It does not specify if this amount includes the existing transaction image files. Please provide a breakdown of this data.</p>	<p>Data archiving and purging requirements will follow the longer of the two States' retention policies. The data sizing provided in Volume III does not include images and will be dependent on the data migration plan of TSP2.</p>

No.	Date Received	Date Responded	Document and Section Number	Category	Comment(s)	Reserved for Joint Board Representative Response
381	11/2/2020	11/12/2020	RFP Vol. II Section 2.1.3.4. and Exhibit 6-B		Please clarify the timing and triggers related to the commencement of reimbursement for the various Pass-Through Cost (PTC) Items.	<p>An upcoming Addendum will update the RFP to clarify the following:</p> <ul style="list-style-type: none"> <li>• Unless a Pass-Thru Cost Item has a “natural” reimbursement commencement trigger (e.g., credit card fees trigger is when credit card fees related to customer payments are paid for by TSP2),</li> <li>• the reimbursement commencement trigger for Pass-Thru Cost Items (e.g. CSC utilities) is <u>Go-Live Readiness</u>, except,</li> <li>• the reimbursement commencement trigger for any Pass-Thru Cost Item related to any existing Walk-Up Center (e.g., Walk-Up Center utilities) is if/when TSP2 assumes the existing Walk-Up Center lease.</li> </ul> <p>Also, note that if any Walk-Up Center facility or the CSC facility is a facility shared with any other project, the related Pass-Thru Cost Items will <u>not</u> be reimbursed.</p>
382	10/30/2020	11/12/2020	Volume I – Chapter 1.5.1	Technical	<p>“Limited Parallel Testing”</p> <p>In the proposed schedule is included a task called Limited Parallel Testing, what is its scope?</p>	<p>The scope of the limited parallel testing includes testing the major functions of the system using live data in parallel with the operations of the existing BOS to help ensure the new BOS is ready understanding that there are limitations involved with parallel testing functionality such as those related to payments and noticing. This limited parallel testing will be a part of the User Acceptance testing and Volume 1 and Form K will be updated accordingly in an upcoming Addendum.</p>