QUESTIONS FROM INTERESTED TOLL CONSULTANTS EOI

1. What is the estimated cost of the Toll System Upgrade project?

   ANSWER: Estimated costs $5 million - $8 million plus annual maintenance contract.

2. Has the Authority allocated funding for the Toll System Upgrade yet? If so, through which source (budget, CIP, state/federal grant etc)?

   ANSWER: Estimated amount included in preliminary capital budget. All funded by toll revenue.

3. Which vendor provides the incumbent Toll System Upgrade system?

   ANSWER: TransCore.

4. Would it be possible to name the three greatest challenges the Authority is having with the current system?

   ANSWER: 1. Aging system due for replacement; Changing face of customer base; Greater penetration of EZ Pass; Coin machines are obsolete need system with more automation at certain toll plazas.
2. Back office (customer service center) system designed for much smaller number of accounts. Need more robust system than can support a much larger number of customer accounts.

3. Need system that can support more camera interfaces in the toll lanes.

5. Should the Authority decide to proceed past the RFI process, has a time frame been established in which an RFP may be issued?

   ANSWER: Want to select consultant by May 2019; Want to issue RFP to have new system operating within two years.

6. Which other systems will have to integrate or interface with the Toll System Upgrade?

   ANSWER: Integrate VOIP System and Credit Card Processing System. All back-office operations (from whatever source) as well as roadway operations are to be integrated. The State does not provide incumbent vendors for any of the systems.
7. Can the Authority elaborate on any additional drivers behind this acquisition that may not be addressed in the RFP?

**ANSWER:** None. See answer to #4 above.

8. At the point the RFI closes, who is the technical contact and/or project manager for the Toll System Upgrade?

**ANSWER:** Project Manager not yet selected. Director of Toll Division and Customer Service Center (Back-office operations) will be involved. Toll System Consultant chosen will be expected to advise Authority as to members of Toll Collection System Advisory Committee that will be involved in advisory capacity.

9. Have you had any external assistance preparing this RFI?

**ANSWER:** No.

10. Would the Authority consider shifting the Estimated Date or Interviews from Tuesday, April 2, 2019 to a later day in the week? The International Bridge Tunnel and Turnpike Association (IBTTA) is holding their Annual Technology Summit from March 29 to April 2, 2019. Some of our key staff are scheduled to participate in that event.

**ANSWER:** Compressed time frame will not allow that variance.
11. Can the proposal due date be delayed to get a tour of the back-office facility and a typical toll plaza and lane, within the next week or so, if possible?

   ANSWER: Tour not possible in compressed EOI time frame. No admittance to Toll facilities or customer service center (back-office operations) permitted without prior clearance.

12. For the requested Original Copy of the RFP, are electronic signatures acceptable as originals or does the Authority require ink signatures?

   ANSWER: Original copy must have ink signature.

13. Please confirm that the following forms are required at the time of proposal submission:

   a. Proposal Form Information

   b. Purchasing Affidavit

   c. Disclosure of Interested Parties to Contracts

   d. Addendum Agreement

   ANSWER: All required at time of proposal submission.
14. Does the Authority require sub-consultants to sign all requested forms?

**ANSWER:** Sub-consultants providing essential services and approved by the Authority must sign.

15. Please clarify 3.1 General Requirements (Page 7 of the EOI), Item #4 “Quality Control: Describe the specific Program devised for providing technical direction and administrative control to assure conformance to Industry-accepted standards of quality”. Is the Authority referring to conformance of the proposers work or of the selected TCS vendors work?

**ANSWER:** The proposers’ work.

16. Who is the current operator of the Customer Service Center?

**ANSWER:** Parkways Authority employees operate Customer Service Center.

17. Who is the current TCS maintenance provider?

**ANSWER:** TransCore by contract. Parkways also has trained personnel in it’s Toll Equipment Maintenance Department that perform certain preventive maintenance, troubleshooting and certain repairs.
18. Is it the Authority’s intention to continue to maintain the automatic coin machines?

   ANSWER: Need system initially to have coin machines but then adapt to increasing use of EZ Pass (penetration of electronic toll collection) eventually coin machines may need to be phased out.

19. About the bid opportunity for the Technical Consulting Services for Toll System Upgrade. Can you tell me if this is a new contract or if it is a recompete? If it is a recompete, who is the incumbent that currently holds the contract?

   ANSWER: The last bid for Toll System Consultant was in 2007. HNTB was awarded the Consulting Contract. The Toll System upgrade award went to Transcore.

20. State nature of agency.

   ANSWER: The West Virginia Parkways Authority is an independent agency under the WV Dept of Transportation. The Parkways Authority maintains the 88-mile toll road known as the West Virginia Turnpike that runs south from Charleston, West Virginia to its intersection with US 460 (Exit 9) at Princeton, Mercer County, West Virginia.