

Attachment E

Technical Response Guide

**Pay-by-Mail, Violations Processing, Collections, and
Customer Services**

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1 Technical Response Guidelines

1.1 General Instructions

This Attachment to the RFP (hereafter “ Technical Response Guide”) contains instructions and a template for each Proposer to use when submitting their proposal to CTRMA in response to the technical specification requirements contained in CTRMA’s *Pay-by-Mail, Violations Processing, Collections, and Customer Services Request for Proposal* (hereafter “RFP”). Proposers should follow the prescribed format included in this Technical Response Guide.

A Proposer’s response to the RFP should closely follow the prescribed format as outlined here. Failure of a Proposer to follow the prescribed format may result in that Proposer’s score being negatively impacted.

DO NOT INCLUDE ANY PRICING INFORMATION IN THIS Technical Response Guide. Inclusion of any pricing information in the Technical Response Guide may result in the immediate disqualification of the Proposer without evaluation of the Proposer’s proposal.

Proposers should provide clear, concise, and reasonable responses that specifically address the requirements stated in the RFP. Proposers should not in any way “postpone” a response to RFP requirements (e.g. “Proposer ABC would be happy to discuss how we will meet this requirement at a later time” is an example of a postponed response).

1. The Proposer should use the electronic version of this Attachment provided with the RFP to respond to RFP requirements. The Proposer should not make any changes to formatting or text styles in the overall document. It is important that the Proposer not merge any table cells in the document.
2. The Proposer should save their response file as the original filename prefixed with a Proposer Identifier designating the Proposer submitting the proposal (e.g., “Company ABC Technical Specifications Guide FINAL.doc”) where “Company ABC” is replaced with the name of the Proposer (abbreviations are acceptable – a full legal name is not required). All files submitted by the Proposer should use the same Proposer Identifier.
 - **IMPORTANT:** All electronic files must be provided in Microsoft Office-compatible formats.
3. The Proposer shall return the completed Technical Response Guide, with the new file name, as part of its overall written proposal.

1.2 Response Instructions

The Proposer shall respond to requirements contained in the RFP according to the following 3-part procedure. In some instances, the Proposer shall complete all three parts for each section of requirements. In other instances, only the first (Part A) or the first and second parts (Part A and Part B) should be completed for the individual sections. Examples of how to complete the Technical Response Guide are provided following the response instructions below.

Part A: Compliance

The requirements in the RFP contain the expected products and / or services to be provided by the Proposer during the project. It is essential that the Proposer indicate their concurrence with the requirements and that the Proposer will meet the requirement as written. If the Proposer has read, understood, and will comply with a requirement exactly as written, the Proposer should:

1. Check the “Yes, as stated” box in Part A of the respective section. Checking “Yes, as stated” indicates that the Proposer will comply with the requirements as stated in the RFP.
2. If the Proposer proposes to fully comply with the requirement as written in the RFP, the Proposer should not enter any additional information in Part A or Part B of the template.
3. See “Example A” in *Format of Required Responses*” below for an example of this type of response.

Part A: Deployment

For sections that CTRMA deems it is important to understand if what is proposed is currently in production and collecting revenue, the Proposer must indicate yes or no by checking one of the two boxes:

1. Wherever the two options are present, the Proposer is required to check either “Yes, this solution has been deployed by you and collecting revenue”, or “No, this solution will be custom developed for CTRMA”.
2. Checking “Yes...” will require the Proposer to provide the location of any reference as well as a point of contact (POC), as stated in Part C for these sections. CTRMA reserves the right to contact any POCs.

Part B: Compliance with Modification

If the Proposer does not agree to comply with a requirement as stated in a particular section, and / or has one or more proposed modifications to requirement language, and / or has an alternative approach to meeting the requirement as stated, and / or would like to call attention to any value-add features above what is specified, the Proposer should:

1. Check the “Yes, with modification” box in Part A of the respective section. Checking “Yes, with modification” indicates that the Proposer will comply with the requirements in the RFP with modifications to the requirement or through an alternative approach.
2. Copy and paste the relevant requirement(s) from the body of the RFP into the cell in Part B of the template.
3. The Proposer should then make its proposed revision to the requirement language by striking out word(s) and / or inserting new proposed language into the cell in Part B of the template.

- **IMPORTANT:** Proposers should ensure that the text of the relevant original requirement is contained in the cell and that strike-throughs and / or additional language inserted by the Proposer is clearly visible in order for the Evaluation Committee to see the original text along with the Proposer’s proposed changes.
 - **IMPORTANT:** In the event that the Proposer proposes changes to a sub-set of requirements in a respective section of the RFP, the Proposer may copy only that portion of the RFP that is relevant to the proposed change (e.g. a paragraph or series of sentences). It is the Proposer’s responsibility to ensure that there is sufficient context regarding their proposed changes. One way of ensuring sufficient context is to include in Part B the original language in the RFP for the sentences immediately before and immediately after the language that the Proposer proposes to change.
 - **IMPORTANT:** If the Evaluation Committee is unable to obtain a clear understanding of the nature and / or impact of Proposer’s proposed changes, the Proposer’s score for that section may be impacted.
 - **IMPORTANT:** If, in the opinion of the Evaluation Committee, the Proposer’s proposed modifications to requirement language and / or alternative approach to meeting the requirement as stated introduce a material deficiency in the Proposer’s proposed solution, the Proposer’s score for that section will be negatively impacted. **CTRMA is under no obligation to accept the Proposer’s proposed changes.**
4. AFTER completing the proposed revision, the Proposer may add a concise explanation concerning the reason(s) for the proposed revision within the cell in Part B. The explanation should be separate and distinct from the marked-up text and be preceded by the Proposer’s proposed changes.
 5. The Proposer should not view the possibility of requesting changes to RFP requirements as an opportunity to re-write major portions of the RFP. CTRMA expects the Proposer to comply with the requirements as written, with changes made only for minor clarifications or if a Proposer will not comply with the requirement as written.

Part C: Describe What or How

Many sections of the Technical Specifications Response Guide require that the Proposer describe how it will meet the stated requirement(s) by either providing a specific product or performing a specific service. For requirements that require this type of response, the Proposer should do the following:

1. Complete the Part A Compliance section according to the instructions provided above.
2. Complete the Part B Compliance with Modification section according to the instructions provided above *if the Proposer is proposing changes to the requirement language*.
3. Review the instructions provided in Part C regarding the information sought by the CTRMA concerning the solution or services proposed by the Proposer.
4. Below the table cells and in the space indicated, provide a concise but complete description of how the Proposer will meet the requirement(s) for the respective sections as stated in the RFP. The description provided by the Proposer should be completely contained within the respective sections with minimal cross-referencing of sections. If additional information is needed to fully explain the Proposer’s approach and description, and this information cannot be provided in the body of the Technical Specifications Response Guide, the

Proposer may provide an appendix to its response and clearly indicate where the additional information is located in the appendix. The Proposer should strive to minimize cross-references and / or referring to appendices whenever possible for readability and conciseness of the overall RFP response.

Note: The text in Part C of each section provides areas that the Authority is particularly interested in assessing. However, this does not mean that other areas of the section are less important. By checking the “Yes, as stated” or “Yes, with modifications” boxes the Proposer is indicating they will meet all of the requirements including those not mentioned in Part C.

1.3 Examples Demonstrating Format of Required Responses

1.3.1 Example A: Compliance

By Checking “Yes, as stated” the Proposer indicates that they will comply with RFP requirement as written for this section of the RFP.

Cross-reference to the section in the RFP describing CTRMA requirements. DO NOT MODIFY.

3.7.7 Lane Controller Start Up

A.	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input checked="" type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
B.	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
C.	<p>No Response Required</p>	

[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

No response is required for Part C for this section in this example.

No response is required for Part B based on the Proposer’s response to

1.3.2 Example B: Compliance With Modification

By Checking “Yes, with modification” the Proposer indicates that they will comply with the requirement as modified in Part B. The Proposer may use this option to describe any value-added

Cross-reference to the section in the RFP describing CTRMA requirements. DO NOT MODIFY.

3.7.10 Configuration Files

A.	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated or with modification</u>?</p>	<p>Proposer Response: Check One</p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input checked="" type="checkbox"/> Yes, <u>with</u> modification (<i>Explain Below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
B.	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p>All parameters and settings required to operate the Lane Controller application will be maintained in configuration files. Access to configuration files required to support the Lane Controller operations will be password controlled, and access to these files will be limited to authorized personnel. Lane controller configuration files should be maintained on the Back Office server in the Configuration Management System and downloaded along with the Lane Controller application file; however, authorized personnel will also be able to make changes to the configuration file resident in the Lane Controller while in the field. All Lane Controllers will have default configuration files that allow the lane to start-up automatically.</p> <p><i>Explanation: configuration files are stored in the Configuration Management System which is part of the development / test environment and will be on a separate server from the Back Office application and database servers.</i></p>	
C.	<p>No Response Required</p>	

[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

No response is required for Part C for this section in this example.

Response Required for Part B based on the Proposer’s response to Part A. Note highlighted text to be provided by the Proposer clarifying the Proposer’s proposed solution.

Note explanation for the proposed change in requirements language.

1.3.3 Example C: Describe What or How

3.8.9 Variable Dynamic Toll Pricing Algorithm

A.	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check One</p> <p><input checked="" type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part C</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p> <hr/> <p>Proposer Response: Check One</p> <p><input type="checkbox"/> Yes, this solution has been deployed by you and collecting revenue</p> <p><input type="checkbox"/> No, this solution will be custom developed for CTRMA</p>
B.	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
C.	<ul style="list-style-type: none"> Describe any / all logic, functionality, and / or design criteria anticipated in support of Variable Dynamic Pricing. Include specific information that describes either existing or envisioned Variable Dynamic Pricing functionality that will be delivered in support of this project. If this solution has been deployed by you and collecting revenue, please provide location(s) and any differences from the required solution. <p><i>[Provide a description of what or how for this section. Delete this text when completed]</i></p>	

Cross-reference to the section in the RFP describing CTRMA requirements. DO NOT MODIFY.

By Checking “Yes, as stated” the Proposer indicates that they will comply with RFP requirement as written.

By Checking “Yes...” the Proposer indicates that they have materially deployed the solution they are proposing. If the proposed solution is a custom solution, or has not been actively deployed, check “No...”

No response is required for Part B based on the Proposer’s response to Part A.

Response Required in Part C. Note the information sought by the CTRMA concerning the solution or services proposed by the Proposer.

Narrative information requested in Part C should be provided by the Proposer immediately below the table cells as indicated.

If the Proposer indicated that the solution has been deployed in Part A, additional information is required. For every reference provided as an example, also please provide a point of contact. CTRMA reserves the right to contact any POCs.

1.3.4 Example D: Non-Compliance

3.7.7 Lane Controller Start Up

A.	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input checked="" type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
B.	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
C.	<p>No Response Required</p>	

Cross-reference to the section in the RFP describing CTRMA requirements. DO NOT MODIFY.

By Checking “No, will not meet at all” the Proposer indicates that they will not comply in any way with requirement of this section of the RFP.

[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

No response is required for Part C for this section.

No response is required for Part B based on the Proposer’s response to Part A.

2 Scope of Services for this Procurement

2.1 Program Startup

<p>A.</p>	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated or with modification?</u></p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p> <hr/> <p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, this solution has been deployed by you and collecting revenue</p> <p><input type="checkbox"/> No, this solution will be custom developed for CTRMA</p>
<p>B.</p>	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
<p>C.</p>	<p>Provide a complete description of how the Proposer will accomplish each of the bulleted items.</p> <p>Identify the proposed locations for all equipment, call center, management personnel, and any other required assets. Will the space and hardware be purchased, already owned, or leased/rented?</p> <p>Describe how development work will be accomplished, where, and by whom.</p> <p>How will staffing be sized and procured?</p>	

[Provide a description of what or how for this section. Delete this text when completed]

2.2 Systems to Support Operation

<p>A.</p>	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p> <hr/> <p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, this solution has been deployed by you and collecting revenue</p> <p><input type="checkbox"/> No, this solution will be custom developed for CTRMA</p>
<p>B.</p>	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
<p>C.</p>	<p>Address all aspects of this section, including:</p> <p>Describe the proposed hardware necessary to accomplish the Scope of Services in detail, including block diagrams, sizing, processing and expansion capabilities.</p> <p>Describe how the systems will be secured, including all physical security and electronic security. Describe all IT standards that will be met, including PCI DSS.</p> <p>Describe how mail-in payments will be processed and secured.</p> <p>Provide a description of all software modules necessary to accomplish the Scope of Services, including the publisher/developer of the software, and the functions of the module.</p> <p>Describe how the system will be protected from outages, including power outages, communication failures, hardware failure, and software failures.</p> <p>Describe how the system would be expanded to process additional volume from additional roadways or toll authorities.</p>	

[Provide a description of what or how for this section. Delete this text when completed]

2.3 Data Interfaces

<p>A.</p>	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p> <hr/> <p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, this solution has been deployed by you and collecting revenue</p> <p><input type="checkbox"/> No, this solution will be custom developed for CTRMA</p>
<p>B.</p>	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
<p>C.</p>	<p>Address all portions of this section, including:</p> <p>A list of all of the interfaces that the Proposer anticipates will be necessary to accomplish the Scope of Services. For each interface, indicate whether the Proposer has deployed this exact interface, a similar interface, or has not deployed this interface for previous clients. Also indicate the nature of the data going in each direction over the interface.</p> <p>Describe how the Proposer will obtain registered owner information from each of the 50 United States.</p>	

[Provide a description of what or how for this section. Delete this text when completed]

2.4 Plate-Based Account Program

<p>A.</p>	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
<p>B.</p>	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	

C.	<p>Address each aspect of this section, including:</p> <p>How the Proposer will establish the plate-based account system that will meet the requirement of this Scope of Services and Business Rules.</p> <p>What database management system will be utilized?</p> <p>How will the system implement the business rules concerning customers fluctuating between prepaid and postpaid?</p>
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[Provide a description of what or how for this section. Delete this text when completed]

2.5 Transaction Processing

A.	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
B.	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
C.	<p>No response required for this section.</p>	

[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

2.6 Image Processing

A.	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
B.	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
C.	<p>Describe the hardware, software, and processes that the Proposer would use to perform image review in order to determine the plate number, jurisdiction, and plate type.</p> <p>Describe how the solution would meet the key performance indicators related to image review.</p>	

[Provide a description of what or how for this section. Delete this text when completed]

2.7 Pay By Mail and Violation Processing

<p>A.</p>	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p> <hr/> <p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, this solution has been deployed by you and collecting revenue</p> <p><input type="checkbox"/> No, this solution will be custom developed for CTRMA</p>
<p>B.</p>	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
<p>C.</p>	<p>Describe in detail how the Proposer’s system will meet the requirements of this section, including:</p> <p>What data elements will be stored in order to accomplish the requirements of this section?</p> <p>How will the printing and mailing of bills, notices, and other correspondence be accomplished?</p> <p>Include a flowchart illustrating how the system will process transactions, toll bills, and violation notices.</p> <p>Include an example of toll bills and violation notices from previous projects.</p> <p>How the Proposer will meet the skip tracing requirement.</p>	

[Provide a description of what or how for this section. Delete this text when completed]

2.8 Customer Service

<p>A.</p>	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p> <hr/> <p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, this solution has been deployed by you and collecting revenue</p> <p><input type="checkbox"/> No, this solution will be custom developed for CTRMA</p>
<p>B.</p>	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
<p>C.</p>	<p>Describe how the Proposer would determine staffing in order to meet the Scope of Services and KPI’s. How will peak periods or other events that impact call volumes be handled?</p> <p>What IVR system will be used to provide the necessary services? What are the functions and features of the system?</p> <p>How, and for how long, will CSR’s be trained?</p> <p>Provide ideas for lowering the Authority’s violation rates both by way of deterrent (collections), encouraging violators to become TxTag account holders (customer service), and establishing prepaid plate-based accounts for customers who are resistant to using a toll tag but willing to establish an automated way of paying their tolls.</p>	

[Provide a description of what or how for this section. Delete this text when completed]

2.9 Customer Relationship Management (CRM)

<p>A.</p>	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p> <hr/> <p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, this solution has been deployed by you and collecting revenue</p> <p><input type="checkbox"/> No, this solution will be custom developed for CTRMA</p>
<p>B.</p>	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
<p>C.</p>	<p>Describe how the Proposer would determine, based on customer input, how well the PBM program is meeting customers’ needs and expectations while seeking opportunities for improvement.</p> <p>What aspects of CRM has the Proposer employed in the past? Describe any measurable impacts of those initiatives.</p>	

[Provide a description of what or how for this section. Delete this text when completed]

2.10 Payment Channels and Processing

<p>A.</p>	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
<p>B.</p>	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
<p>C.</p>	<p>Describe all payment channels that the Proposer has deployed in other projects, including approximate volumes of usage for each.</p> <p>What retail channels would the Proposer employ for the regions involved with this project? How many retail locations would be available to customers? What fees would be involved?</p>	

[Provide a description of what or how for this section. Delete this text when completed]

2.11 Customer Service Center (CSC)

A.	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
B.	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
C.	<p>No response required for this section.</p>	

[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

2.12 Collections

A.	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
B.	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
C.	<p>Provide a flowchart showing the process which the Proposer would use to pursue Collections activities in compliance with this section and the Business Rules.</p> <p>Describe any innovative or proactive methods that the Proposer would use to increase financial recovery.</p>	

[Provide a description of what or how for this section. Delete this text when completed]

2.13 Remittance of Funds

A.	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
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B.	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>
C.	<p>No response required for this section.</p>

[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

2.14 Legal Action Support

A.	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
B.	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
C.	<p>Describe how the Proposer would support the Court Packet, Liaison, and Habitual Violator requirements.</p>	

[Provide a description of what or how for this section. Delete this text when completed]

2.15 Reporting

A.	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
B.	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
C.	<p>No response required for this section. See section 2.18.6 for Reporting Requirements.</p>	

[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

2.16 Compliance, Quality, and Performance

A.	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
B.	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
C.	<p>Describe the Proposer’s program for monitoring quality of CSR interactions with customers. Describe how the Proposer would measure performance relative to all of the key performance indicators. What data will be required for each KPI measurement?</p>	

[Provide a description of what or how for this section. Delete this text when completed]

2.17 Project Milestones and Deliverables

A.	<p>Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?</p>	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
B.	<p>Proposer’s proposed revision to the requirement language (if applicable)</p> <p><i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i></p>	
C.	<p>Provide a detailed schedule, taking into account the milestones, development cycles, and review cycles. All tasks should have predecessor and successor relationship (except NTP and Project Completed).</p>	

[Provide a description of what or how for this section. Delete this text when completed]

2.18 Required Project Management Plans

2.18.1 Project Management Plan

A.	Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?	Proposer Response: Check <u>One</u> <input type="checkbox"/> Yes, <u>as stated</u> <input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>) <input type="checkbox"/> No, will <u>not</u> meet <u>at all</u>
B.	Proposer’s proposed revision to the requirement language (if applicable) <i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i>	
C.	Provide a complete draft of the Project Management Plan with the proposal. Indicate the level of staffing necessary to accomplish the Scope of Services, including the development/start-up phase and during operations. Clearly delineate what tasks will be completed by the Contractor and which tasks will be accomplished by any subcontractors. Present a list of potential risks that the Proposer will plan to mitigate, and what mitigation activities will be employed.	

[Provide a description of what or how for this section. Delete this text when completed]

2.18.2 Detailed Design Document

A.	Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?	Proposer Response: Check <u>One</u> <input type="checkbox"/> Yes, <u>as stated</u> <input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>) <input type="checkbox"/> No, will <u>not</u> meet <u>at all</u>
B.	Proposer’s proposed revision to the requirement language (if applicable) <i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i>	
C.	No response required for this section.	

[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

2.18.3 Business Rules

A.	Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?	Proposer Response: Check <u>One</u> <input type="checkbox"/> Yes, <u>as stated</u> <input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>) <input type="checkbox"/> No, will <u>not</u> meet <u>at all</u>
B.	Proposer’s proposed revision to the requirement language (if applicable) <i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i>	
C.	No response required for this section.	

[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

2.18.4 Requirements Traceability Matrix

A.	Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?	Proposer Response: Check <u>One</u> <input type="checkbox"/> Yes, <u>as stated</u> <input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>) <input type="checkbox"/> No, will <u>not</u> meet <u>at all</u>
B.	Proposer’s proposed revision to the requirement language (if applicable) <i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i>	
C.	No response required for this section.	

[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

2.18.5 Quality Management Plan

A.	Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?	Proposer Response: Check <u>One</u> <input type="checkbox"/> Yes, <u>as stated</u> <input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>) <input type="checkbox"/> No, will <u>not</u> meet <u>at all</u>
B.	Proposer’s proposed revision to the requirement language (if applicable) <i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i>	

C.	No response required for this section.
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[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

2.18.6 Standard Reporting Proposal

A.	Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p> <hr/> <p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, this solution has been deployed by you and collecting revenue</p> <p><input type="checkbox"/> No, this solution will be custom developed for CTRMA</p>
B.	Proposer’s proposed revision to the requirement language (if applicable) <i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i>	
C.	<p>Provide a complete draft Standard Reporting Proposal covering all topics described in this section of the RFP, including but not limited to:</p> <ul style="list-style-type: none"> - Samples of all proposed standard reports - Selection criteria for each report - A Reports Manual with the required information for each report 	

[Provide a description of what or how for this section. Delete this text when completed]

2.18.7 Disaster Recovery Plan

A.	Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?	<p>Proposer Response: Check <u>One</u></p> <p><input type="checkbox"/> Yes, <u>as stated</u></p> <p><input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>)</p> <p><input type="checkbox"/> No, will <u>not</u> meet <u>at all</u></p>
B.	Proposer’s proposed revision to the requirement language (if applicable) <i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i>	

C.	Provide a complete description of the disaster recovery site, recovery timeframes, and how communications will be handled during an outage of the primary site.
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[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

2.18.8 Transition Plan

A.	Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated or with modification</u>?	Proposer Response: Check <u>One</u> <input type="checkbox"/> Yes, <u>as stated</u> <input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>) <input type="checkbox"/> No, will <u>not</u> meet <u>at all</u>
B.	Proposer’s proposed revision to the requirement language (if applicable) <i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i>	
C.	Provide a description of how the Proposer would accomplish transition to their system, including a high level timeline of the important steps in the process.	

[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

2.18.9 Data Migration Plan

A.	Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated or with modification</u>?	Proposer Response: Check <u>One</u> <input type="checkbox"/> Yes, <u>as stated</u> <input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>) <input type="checkbox"/> No, will <u>not</u> meet <u>at all</u>
B.	Proposer’s proposed revision to the requirement language (if applicable) <i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i>	
C.	No response required for this section.	

[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

2.18.10 Testing Plans

A.	Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?	Proposer Response: Check <u>One</u> <input type="checkbox"/> Yes, <u>as stated</u> <input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>) <input type="checkbox"/> No, will <u>not</u> meet <u>at all</u>
B.	Proposer’s proposed revision to the requirement language (if applicable) <i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i>	
C.	No response required for this section.	

[No Proposer response required for Part C of this section. Proposer’s should delete this text.]

2.19 Closeout and Transition

A.	Will the Proposer meet requirements as stated in the referenced section of the RFP <u>as stated</u> or <u>with modification</u>?	Proposer Response: Check <u>One</u> <input type="checkbox"/> Yes, <u>as stated</u> <input type="checkbox"/> Yes, <u>with</u> modification (<i>Explain below in Part B</i>) <input type="checkbox"/> No, will <u>not</u> meet <u>at all</u>
B.	Proposer’s proposed revision to the requirement language (if applicable) <i>[Copy original requirement in this cell and show proposed revision to the requirement language. Delete this text when completed]</i>	
C.	No response required for this section.	

[No Proposer response required for Part C of this section. Proposer’s should delete this text.]