



April 29, 2021

### Questions and Responses

1. Will accounts 6 months and newer be transitioned to the selected vendor (is this what NET RMA refers to as “Phase Two?”), or will the incumbent vendor continue to work these accounts?

Answer: NET RMA will issue an addendum changing the time to accounts one year old and older. Phase Two will include bringing the remainder of accounts to this contractor for processing.

2. Will commissions be applied to both tolls and admin fee?

Answer: Proposers are required to price both tolls and fees. In Appendix C see Note B.

3. If there are any exceptions to the Agreement, should they be submitted with the proposal?

Answers: Proposers can note exceptions to the Agreement as part of their proposal. NET RMA typically conducts contract negotiations with the best value proposer once approved by the Board.