

		State of Florida DOT			
		ITN-DOT-13/14-8001-SM			
		Centralized Customer Service System (CCSS)			
		Questions and Responses - Group 5			
#	Pg	Section	Section Description	Proposer Question	Department Response
1	10	Exhibit A- Volume I - requirement 72	Systems Requirements	Please confirm the current address for each of the Agency data centers that will require a communications link for requirement 72?	<ul style="list-style-type: none"> FTE: 7941 Glades Road, Boca Raton, FL 33434-4115 OOCEA: 4974 ORL Tower Road, Orlando, FL 32807 THEA: 1104 East Twiggs Street, Suite 300, Tampa, FL 33602 MDX: 3790 NW 21st Street, Miami, FL 33142
2	10	Exhibit A- Volume I - requirement 52	Performance Requirements	Please provide the projected traffic growth for each agency for the duration of the project.	The Agencies are not providing forecasted data at this time. The cost drivers in the Price Proposal provide the basis for Contractor payments.
3			General Question	How is the PCI data encrypted in the current system? Is encryption hardware used or is it solely encrypted using software hash algorithms? Are the software algorithms COTS RDBMS based or custom software.	OOCEA and FTE use different encryption algorithms for PCI data security. The Agencies will provide the information to the Contractor after contract award and will work with the Contractor in the coordination of data migration.
4			General Question	Are there any tools (ETL) available for Proposer's use for extracting current system data?	The Proposer should expect to use their own procured ETL for data extraction.
5			General Question	Does the data migration include images? If so are the images stored in the Oracle database or are they stored in a file system with a pointer in the database	The Agencies do not expect a significant migration of images from the legacy systems. Both FTE and OOCEA have a file system with a pointer in the database.
6			General Question	Pg 25 of 87: Contractor shall be responsible for maintaining PDF files of the original correspondence sent to customers. Are there correspondence images to be migrated?	Both FTE and OOCEA have correspondence PDF files in a file system with a pointer in the database. Migration of correspondence will be defined during data migration planning.
7			General Question	Does the current source system (including replicated databases) have a metadata repository or other electronic form of documentation? Above and beyond the Oracle system catalog information.	No.
8			General Question	Are there any scheduled RDBMS upgrades to the current system during the ITN published implementation schedule?	No major database upgrades planned, only periodic patching.
9			General Question	What are the requirements for historical financial data migration?	The CCSS will configure the financial accounts and start fresh at Go Live. The Agencies control the financial system of record (GL). Historical customer account information shall be migrated per the data retention requirements defined in the ITN. Some financial data will also need to be migrated to support year-end financials during the first year of operations. Details regarding the limited financial data migration will be defined during the data migration planning.
10		1.2	Timeline	Will the agency consider extending the deadline for proposals by 30 days?	No.
11		1.2.6	System and User Security	How often are self assessments required, and which are the required standards (PCI DSS, State of Florida, NIST, etc.)?	The frequency of assessment is driven by each requirement. For example, the Payment Card Industry (PCI) defines the requirements for independent annual audits and quarterly network scans. Unless otherwise specified in the requirements, assessments should be completed at a frequency approved by the Agencies during implementation.
12		1.4.2	Interface to Agencies' Host Systems	The requirement states; 'Provide an Interface to the individual Agencies' existing Host systems to obtain and acknowledge 100 percent of all transactions and images in accordance with the ICDs.'. Question: How many host systems for each agency are required for integration? How many interfaces per each host system for an agency?	There is 1 host per Agency. It is anticipated that a single interface that delivers all expected functionality will need to be developed per Agency (unless the Contractor's solution requires additional interfaces in order to deliver the necessary functionality).
13		1.4.3	Interface to Interoperable Agencies	How many interoperable agencies shall we assume for this requirement? Please provide a list of interoperable agencies.	Requirement numbers 191 and 192 specify the interoperable Agencies.
14		1.4.6	Interface to Florida Department of Law Enforcement for Registration Stops	The first paragraph in this section states; "The Agencies currently have an agreement to access FDLE for both Florida and out-of-state ROVs. This Interface is an alternative in Case the information availability from FDLE changes." Question: By when will it be finally known if this interface is required? If the FLDE information availability changes regarding out of state DMVs, then how many out of state DMV's shall we assume for direct interfacing?	The correct reference for the quoted narrative is 1.4.5. This interface provides a backup to FDLE. As stated in the latter part of that section narrative, the Contractor is expected to select a service provider for out-of-state DMV lookups and not necessarily independently create individual DMV interfaces.
15		1.4.7	Interface to Lee County Department of Transportation	How many fleet companies shall we assume for interfacing?	The question does not match the section. The Contractor is expected to create a generic interface that could serve any number of fleet companies in accordance with the ICDs provided.
16		1.4.8	Interface to Fleet Companies	How many rental car service providers shall we assume for interfacing?	The question does not match the section. The Contractor is expected to create a generic interface that could serve any number of Rental Car Service Providers in accordance with the ICDs provided.

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17		1.4.9, 1.4.10, 1.4.11, 1.4.12, 1.4.13, 1.4.13, 1.4.14, 1.4.17 up to 1.4.25	Interface to Rental Car Service, Interface to Merchant Service Provider, Interface to Credit Card Update Service Provider, Interface to CCSS Banking Services Provider(s), Interface to Lockbox Service Provider, Interface to Collections Agencies and Collections Agencies Portal, Interface to Florida Association of Court Clerks (FACC), Interface to Print/Mail Service Provider, Interface to Address Standardization Service Provider, Interface to Email Standardization Provider, Interface to Money Services Providers, Interface to Transponder Packaging Contractor, Interface to Transponder Manufacturer, Interface to South Florida Commuter Services, Interface to Annual/Commuter Pass Program Providers	How many of each of the following shall we assume for interfaces to be provided? Merchant Service Provider, Credit Card Update Service Provider, Bank(s), Lockbox Processor, Collections Agencies, Courts, Print/Mail Service Provider, Address Standardization Service Provider, Money Services Providers, Transponder Retail Packager, Airport and Other Parking Service Providers.	<ul style="list-style-type: none"> • Merchant Service Provider - 1 (Cybersource as shown in req.# 211); • Credit Card Update Service Provider - 1 (unless additional providers required by the Contractor to deliver the solution); • CCSS Banking Service Provider - 1 ; • Lockbox Processor - 1; • Collections Agencies - minimum of 2; • Courts - 18 counties; • Print/Mail Service Provider - 1 (unless additional providers required by the Contractor to deliver the solution); • Address Standardization Service Provider - 1 (unless additional providers required by the Contractor to deliver the solution); • Money Services Providers - 3; • Transponder Retail Packager - 1; • Airport and Other Parking Service Providers - initially approx. 6-8 (5 airports and 3 other parking facilities). 	
18		1.5	Performance Management and Monitoring System	The requirement states; "providing automatic alerts for trouble tickets not closed in a specified time". Question: What are various "specified times" depending on priority and severity of trouble tickets?	See Section 4- System Requirements, Table 1-1. For example, a priority 1 ticket is supposed to be closed out within 8 hours. If a priority 1 ticket is not closed within that time, the PMMS generates an alert.	
19		1.5	Performance Management and Monitoring System	The requirement states; "calculating response times, repair times and down time from the data entered by the maintenance staff and automatically generated by the CCSS." Question: If the down time, repair time, etc. is a function of unavailability of external systems, interfaces to external systems, etc., how shall CCSS calculate and attribute downtime to the CCSS execution/maintenance team?	The PMMS needs to have fields for flagging, categorizing and adding comments and explanation of the failures. In the case of failures in systems and processes outside of the Contractor's control, appropriate documentation shall be provided for exclusion of the failure from the calculation of the Contractor's performance requirements. PMMS availability reports shall exclude these flagged failures while providing exception reports listing them.	
20		2.1	General Account Management	The requirement states; "Provide the capability to dynamically add/remove required available data fields in the Account record as Account Attributes are changed. For example, an Account that transitions to a Commercial Account Attribute would require Tax ID and company name, among other data fields". Question: What other new attributes when added will trigger other "required data fields"? Please provide detailed requirements with business rules.	A complete listing of these data fields will be defined during the Design phase of the project. Fundamentally the system shall be able to accommodate these toggle on/off scenarios as per the example provided.	
21		2.1 and 2.2	General Account Management	The requirement states; "Require the Account agreement be acknowledged and a record of that acknowledgment saved in the CCSS prior to establishing a Prepaid Account or when converting to a Prepaid Account." BUT the sentence below figure 2.1 states; "The movement between prepaid and postpaid must be smooth and transparent to the CCSS customer and representatives reviewing the Account. It is not uncommon for a customer to move back and forth between a Prepaid Account and a postpaid Account." If a customer starts out with post paid and because of conditions as depicted in Fig 2.1 her\his account "smoothly" transitions to being a prepaid, how can the requirement (in 255) be met? Shall we assume that the customer agreement is exactly the same irrespective of whether it is Prepaid or post paid and only the first time the acknowledgement is needed and any subsequent transitions between the pre and post paid does not need any acknowledgement. Is this assumption sufficient?	Figure 2-1 has been updated since the draft preliminary ITN document. The figure in the advertised ITN identifies that a customer proactively converts a Postpaid Account into a Prepaid Account. Once the acknowledgement is accepted by the customer it will not need to be acknowledged again should the Account become a Postpaid Account and later be brought back to a Prepaid Account.	
22		2.1 and 2.0	General Account Management Account Management	Requirement 256 states; "Provide the capability for the auto-creation of a postpaid Account (should one not already exist for that License Plate) based on an Image-Based Transaction." If this is the first time a post paid account is created "automatically", then how shall the system obtain the customer agreement acknowledgement? Please state the process and requirements.	The requirement (now number 269 in the ITN) states "Require the Account agreement be acknowledged and a record of that acknowledgment saved in the CCSS prior to establishing a Prepaid Account or when converting to a Prepaid Account." The acknowledgement of the agreement is not required for Postpaid Accounts.	
23		2.1	General Account Management	While merging accounts, if one is post paid and another is prepaid, what shall be the status of the merged account? How do we extend the business rules for more than two accounts being merged? What happens to the account balance, credits, and\or refunds due? Please provide detailed business requirements and associated business rules.	Requirement number 271 states "Provide the capability (Configurable) to merge or combine Accounts into a Prepaid Account". A Postpaid Account can be merged into a Prepaid Account but not the other way around.	
24		2.1	General Account Management	After what dollar value will an ITOLL at License Plate Level will be considered "excessive" and be flagged as such?	ITolls will be monitored by occurrences (IToll count), not dollar value. The number of ITolls is a configurable value in the system.	

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25		2.1	General Account Management	A bullet in this requirement (about when to flag the account) states: "Account was closed in bad standing". So if a customer account was closed in bad standing, and if the customer was away for some time (for instance, 2 years) and is now back and trying to create a new account (new address etc), do you expect (a) to open new account with exact same account number as old (b) if not, do we link the old account to the new account (c) how does this work if the old account was archived and/or purged?	Accounts that have been closed in bad standing can be reopened but those instances will be handled operationally in accordance to the Standard Operating Procedures developed during the Project and Approved by the Agencies.
26		2.2	Vehicles, License Plates and Transponders	The requirement states; "Provide the capability to restrict Transponders from being assigned to certain Account Types or with certain Account Attributes". Question: What are the business rules?	The example provided with requirement number 315 states that valid Transponders can exist only on Prepaid Accounts and Government Accounts. There are other attributes that would prevent Transponders from being assigned to Accounts such as when an Account is below the Insufficient Balance Threshold. A complete list of attributes will be developed during the Design phase of the project.
27		2.3.1	Commission for the Transportation Disadvantaged Non-Revenue Discount Plan	Should it read; "...was 16 minutes or more they...."? Currently it reads "...was 16 minutes they...."	The Agencies don't understand the question. Requirement number 362 reads "...16 minutes or more...".
28		3.1	Transaction Transfer	Please provide either a list of all participating agencies or provide guidance on how many such agencies should we assume for integration effort. North Carolina is one such agency but they do not intend to provide a list of lane numbers to the Agencies, rather the lane information will be provided in the UFM.	The CCSS Participating Agencies are FTE, OOCEA, MDX and THEA. Interoperable Agencies are SRTA, NCDOT and LeeWay. The Contractor is responsible for working with the Participating Agencies and the Interoperable Agencies during Design to ensure the appropriate information is supplied to ensure data integrity.
29		3.1	Transaction Transfer	The requirement states; "Reject transactions submitted by the Participating Agency based upon a Configurable number of days between the occurrence of the transaction (Transaction Date) and the time it was received at the CCSS. This parameter shall be Configurable for Transponder- Based Transactions (m) and Image-Based Transactions (n)." Question: Please consider a scenario that a participating agency submits a transaction in the required number of days after the occurrence of the transaction. But it was rejected by CCSS and CCSS informed them through a UFM. Now let us imagine that Participating Agency resubmits the same transaction but after appropriate amendments. Is there a limit as to within how many days it must be resubmitted for consideration?	The business rules are expected to be reviewed during the Design phase of the project with multiple scenarios evaluated in order to update the Business Rules and develop Standard Operating Procedures for the CCSS.
30		3.2	Image Transfer and Processing	Please clarify the intent and purpose behind setting the minimum and maximum number of images.	Each Agency has a different Image capture system and therefore may capture and make available a different number of images.
31		3.3	Transmission Error Identification	Please provide details on the failed image categories, error codes, and exception codes.	This will be defined during the Design phase of the project.
32		3.6	Interoperable Customers on Participating Agency Facilities	What does CCSS do after receiving transaction disposition from the interoperable agencies in requirement #478?	Question applies to requirement number 514. Transactions will be updated in the CCSS with the dispositions provided by the Interoperable Agencies.
33		3.7.4	Filters – Classification Correction List	The paragraph states ; "Transactions for the Transponder IDs and/or License Plates on the Classification Correction List for the Agency that submitted the transaction will be corrected to reflect the Vehicle Class specified by the Classification Correction List. If this results in a change in Vehicle Class an amended UFM will be transmitted to the appropriate Agency". Questions: (1) How far back do transactions need to be amended if the plate classification correction results into change of vehicle class? (2) If during the time period the transactions need to be amended, if the ROV or Account has changed how should this be handled? (3) If Agency A had submitted for correction and we corrected transactions for this agency and also accounted for vehicle class change, now if this same vehicle was also transacting at Plazas operated by another Agency B, do we make changes to the transactions for that Agency since the Vehicle class has changed?	This will be defined during the Design phase of the project.
34		3.8.5	Toll Posted	Please provide details for placing Registration Stop; e.g. to which entity CCSS sends request for a registration stop? How does CCSS triage which entity needs to be sent the request for registration stop?	Registration Stops/Releases are sent to FDLE. Refer to section 1.2.6.
35		4.1	Customer Notifications – Outgoing	What is meant by the term "automatically qualify each notification" here? Is it simply the automatic creation of notifications (based on business rules) or does it mean something else.	Yes, it means automatic creation of notifications based on business rules.

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36		4.6	Express Lane Violation Notices – Postpaid Accounts	Are there any business rules and workflows associated with this flag. Please provide a list of flags and the associated workflows and business rules.	The Department does not understand the question. There are no references to "flags" in this section.	
37		5.1	Payment Processing – General Requirements	The requirement states; "Interface with one (1) or more Merchant Service Provider for the purpose of settling Credit Card, Debit Card and ACH transactions." About how many Merchant Service Providers shall we assume for estimation purposes?	Requirement number 726 states "Interface with the Approved Merchant Service Provider for the purpose of settling Credit Card, Debit Card and ACH transactions." There is only 1 merchant service provider.	
38		5.5 and 5.6	ACH Processing Check/Money Order Processing	Paragraph under 5.5 states; "ACH carries its own set of risks and challenges, which the Contractor will need to address in the Operations Plan. For example, the Contractor will need to address the timing of crediting an Account after an ACH transaction is initiated and how ACH rejections will be processed.", Requirement 755 states; "Provide the configurable capability to convert paper checks to image replacement documents and e-checks (for example, convert a paper check to an ACH).", and Requirement 758 states: "Credit Accounts immediately upon check or money order payment". Question: If paper check is converted to ACH (per 755), and if is credited to account Immediately (per 758) then does it not conflict with the requirement stated under first paragraph of section 5.5?	It is incumbent upon the Contractor to provide a clear ACH solution for the CCSS. The requirements must be met while the narrative that precedes the requirements only provides a framework and context for things that must be considered by the Proposer.	
39		5.6 and 5.7	Check/Money Order Processing Cash Processing	Section 5.6 describes requirements for check/money order processing. Section 5.7 describes requirements for Cash processing. What are the requirements for cashier's check processing and certified check processing?	The requirements for all types of checks are included within section 5.6	
40		5.1 and 5.9 second paragraph	Payment Processing – General Requirements Refunds and Disbursements	Requirement 666 states; "Provide the capability to identify and process overpayments, including but not limited to: -re-assign to an alternate Account; -refund overpaid amounts and -apply overpaid amounts to Account balance. While the second paragraph under section 5.9 states; "Overpayments on Accounts will not be automatically refunded and will be left on the Account to cover for possible future usage or refunded to the customer upon their request. Prepaid Account closings are automatically refunded upon completion of the closing process." Which requirement out of these two takes precedence over the other? Shall we assume that under all circumstances "automatic refund" does not occur unless requested by customer?	The requirement (number 730 in the ITN) addresses the capability for Postpaid Accounts which, unlike Prepaid Accounts, are not automatically refunded.	
41		5.9	Refunds and Disbursements	The requirement states: "... manual review of eligible refunds before processing the refunds.." What criteria/rules make a refund "eligible" for manual review? Do we trigger/create a case for "eligible" refunds for manual review?	The criteria should be configurable. Standard Operating Procedures will be developed during the design phase.	
42		6.2	Case Assignment and Tracking	Please provide details for the term "action-type" data. What is intended to be stored here?	The "including but not limited" list within this requirement has some of the action types for Cases: creation; closure; reopening; hand-off; placed on hold; awaiting customer action and customer feedback.	
43		6.2	Case Assignment and Tracking	Please define ROV jurisdiction.	It is the state that issued the vehicle registration.	
44		6.2	Case Assignment and Tracking	Is there an interface already in place to transfer information to collection agencies? If so, please provide details.	The Agencies will provide the Collections Agencies. It is the responsibility of the Contractor to provide the interfaces and portal to the Collection Agencies.	
45		7.3	Uniform Traffic Citation (UTC)	Please provide the details of the DHSMV algorithm mentioned in this requirement.	The algorithm will be provided during the Design phase.	
46		7.3	Uniform Traffic Citation (UTC)	Please provide the details of the court interface.	ICDs have been provided for the Miami-Dade, Broward, Hernando and Orange Counties (Refer to Exhibit A Attachment 6 - Interface Control Documents). ICDs for the other FL counties (18 counties in total) will need to be developed by the Contractor during the Design phase of the project.	
47		7.4	Court and E-Citation	Please provide the details of the e-citation ICD. Do all counties use the same ICD? If not, please provide individual details. How many counties will need to be connected.	ICDs have been provided for the Miami-Dade, Broward, Hernando and Orange Counties Refer to Exhibit A Attachment 6 - Interface Control Documents). ICDs for the other FL counties (18 counties in total) will need to be developed by the Contractor during the Design phase of the project.	

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48		7.4	Court and E-Citation	Please provide the details of the court transmittal package	The CCSS will submit the UTC to the court, either electronically as an E-citation or manually as a hardcopy court package based on the jurisdiction requirements of the court. E-citation details for the Miami-Dade, Broward, Hernando and Orange Counties are provided under Exhibit A Attachment 6 - Interface Control Documents
49		7.4	Court and E-Citation	Provide the details of the Hearing Schedules that are submitted electronically.	The Contractor shall work with the courts to determine each court's requirements and capabilities regarding the hearing schedules.
50		7.4	Court and E-Citation	Please provide details of the disposition format.	E-citation details for the Miami-Dade, Broward, Hernando and Orange Counties are provided under the Interface to Courts section of the ICDs Attachment 6.
51		8.1	Quality Review of Notifications and Transaction Processing	Please provide examples of some "specified actions" and associated subset of data that need to be displayed.	Requirement number 1027 provides an example of adding selected license plates to the license plate correction list.
52		8.2	Customer Satisfaction Survey	Please specify if there are any preferred file formats for file export.	It is up to the Contractor to determine the file formats based on the Contractor-provided and Department-Approved third-party software survey solution.
53		9.1	Inventory Definition and Tracking	Please provide examples of "Other Inventory Items".	Reloadable cards, mylar bags and suction cups are examples of "other inventory items".
54		9.1	Inventory Definition and Tracking	Please provide full list of transition restrictions and associated business rules	Transition restrictions will be defined during the Design phase of the project.
55		9.1	Inventory Definition and Tracking	Please provide full list of all statuses that each individual transponder items can have. Also please provide status transition rules/triggers/conditions	Statuses will be defined during the Design phase of the project.
56		9.1	Inventory Definition and Tracking	Please provide full list of "other" inventory items and for each define full list of statuses as well as status transitioning triggers.	The requested information will be defined during the Design phase of the project.
57		9.2	Inventory Fulfillment	Please specify if a Shipping\Packing list needs to be printed (in addition to the Fulfillment Receipt) and sent to customer to indicate partial fulfillment of order. Or should the Fulfillment receipt include only the partial list of items being shipped. Should it also include expected date of fulfillment for remaining items on back order?	The requested information will be defined during the Design phase of the project.
58		9.2	Inventory Fulfillment	Please specify allowable search criteria to search inventory orders.	Search capabilities shall be comprehensive as specified in the Searches section 13 of Volume I.
59		10.1	Self-Service Website	Please specify the "external Interface Portals"	Please refer to the section 1.4 Interfaces.
60		11.2	Contact Center System	Please specify some examples of the "specified criteria" for automated outbound calls.	Two examples of the criteria are customers who drove through a certain location within a period of time and customers that live in a specific Zip code.
61		11.2	Contact Center System	If upon call back the customer does not pick up the receiver, what action should be taken by CCSS?	The response action is a level of detail that is to be defined during the creation of the Standard Operating Procedures for the CCSS.
62		11.2	Contact Center System	Please provide specific details of all Telephony KPIs in an NFR volume (in the KPI section).	Please refer to Exhibit A Volume IV - Performance Requirements.
63	231	14.4.7		1530 "Provide all Interoperable Agency and Participating Agency Reports described in Appendix E Report Specifications. The Interoperable reports provided in the System shall be updated and modified to be in compliance with the Interoperable Agency Interface Specifications." Please provide the specifications.	Refer to Exhibit A Attachment 6 - Interface Control Documents; Interface to Interoperable Agencies; Second Amendment to the Interagency Electronic Toll Collection Interoperability and Reciprocity Agreement.
64	237	14.6		Will the Reconciliation Files from external Entities that have the same line of business (e.g. Rental Car Companies) be in the same standard format?	Yes.
65	3	1.1.2 - Exhibit A Volume II	Management Reporting	The reports described under that section have already been covered under section 14. Could you please confirm?	This section provides additional details to the required management reporting. This section should be used in conjunction with Section 14 in Vol. I.
66	28	2.8.5 - Exhibit A Volume II	Financial Reporting	The reports described under that section have already been covered under section 14. Could you please confirm?	This section provides additional details to the required management reporting. This section should be used in conjunction with Section 14 in Vol. I.
67	170	Telephony Systems	Exhibit A - Volume 1	What current public phone numbers for FTE, MDX, OOCEA and THEA (beyond SunPass TN's 888 TOLL FLA & 888 TAG TOLL) will eventually be routed to CCSS? What are the call volumes, and what call treatment will be required?	The Agencies' public phone numbers that will be routed to the CCSS will be provided during the Design phase of the project. Call volumes can be found in Exhibit A, Attachment 2 - Agency Volume and Operations Information. Standard Operating Procedures including call scripts and handling procedures will be defined during the Design phase of the project.

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68	171	Exhibit A - Volume 1 Page 171	Telephony Systems	Is there a regulatory requirement to capture and save screen recordings or are the recordings used for some other purpose, such as agent analytics and monitoring? What is the expectation for Screen Recording volume? 20% or 100%?	Refer to requirement number 1225. 100% of calls and associated screens shall be recorded. Synchronized replay of selected conversations and screen captures shall be allowed with the Credit Card and Bank account information redacted.
69		1.4.10 1.4.13 1.4.19 1.4.20		How does FTE currently handle following services? Please provide the ICDs and interface details. • Interface to Merchant Service Providers • Interface to Lockbox Service Provider • Interface to Address Standardization Service Provider • Interface to Email Address Standardization Service Provider	<ul style="list-style-type: none"> • Merchant Services Provider: Refer to Interface to Merchant Services Provider section under Exhibit A Attachment 6 - Interface Control Documents • Lockbox Service Provider: The Agencies will retain the existing Lockbox Service Provider. ICD to the Lockbox is to be developed by the Contractor. • Address Standardization Service Provider: Service and ICD to be provided by the Contractor. • Email Address Standardization Service Provider: Service and ICD to be provided by the Contractor.
70				Is department open to re-usability of existing asset (code) for interfaces to minimize impact on partners ? If yes, would code be shared with CCSS provider ?	Proposers should not anticipate the reuse existing code.
71	Exh A Vol. I P153 of 252	9.1 Inventory Definition and Tracking Requirement 1050	Provide the capability to track Individual inventory items by location at end of day, including but not limited to: • multiple individual Retailers	<p>Question a: Will the Agencies please provide a detailed description of the current reconciliation process?</p> <p>Question b: Is the reconciliation to be performed at the Retailer level (e.g., Publix, CVS, etc.) or is the reconciliation to be performed by the individual Retail store, (e.g., Publix Store 508, CVS Store 207)?</p> <p>Question c: If by store, what interface is available to support this function?</p>	The CCSS receives from the Transponder Packaging Contractor information about what was shipped to the Retailers (Publix, CVS, etc). This is what this bullet in this requirement is intended to track (shipments to retailers). It is up to the Retailers to distribute to their retail stores and the CCSS has no tracking over that distribution nor what each individual store sold.
72	Exh A Vol. I P158 of 252	9.9. Retailers	The CCSS and the Transponder Packaging Contractor receive Transponder shipments from the Transponder Manufacturer. Retailers place Transponder orders from the Transponder Packaging Contractor, which sends the CCSS a manifest with details of Transponders shipped to the Retailers.	Question: When the Transponder Packaging Contractor receives a shipment of transponders from the Transponder Manufacturer, do they count and verify each individual transponder as received (to ensure that all transponders ordered were delivered) or do they just count the number of boxes?	The Transponder Packaging Contractor is responsible (among other things) for the packaging of transponders that will be shipped to retailers. During that process, each individual transponder is counted and verified.
73	Exh A Vol. I P158 of 252 Exh A Vol. II p12 of 33 P158 of 252	9.9. Retailers 1.4.1 Service Provider Selected and Paid for by the Agencies	The CCSS and the Transponder Packaging Contractor receive Transponder shipments from the Transponder Manufacturer...The Transponder Packaging Contractor invoices the CCSS for packaging and shipping costs... Transponder Packaging Contractor;	Section 9.9 indicates the Transponder Packaging Contractor is to invoice the CCSS for packaging and shipping costs. Section 1.4.1 in Volume II states that the Transponder Packaging Contractor is a service paid for by the Agencies. Question a: If the Transponder Packaging Contractor invoices the CCSS for these services, is it a pass-thru expense to the Agencies? Question b: If that is not the case and these expenses are to be paid by the Contractor, it would not be possible for bidders to estimate the cost of these services without relevant historical data. Will the Agencies please provide historical transponder shipping quantities as well as packaging and shipping cost?	The Transponder Packaging Contractor invoices the Department. The Contractor's responsibility is to review and valid the invoice against the work completed by the Transponder Packaging Contractor.
74	Exh A Vol. I P164 of 252	10.1.4 Vehicles, License Plates and Transponders Requirement 1165	Provide the capability for an optimized and streamlined customer experience, via the Self-Service Website, for customers to view, manage and update vehicles, License Plates and Transponders on Accounts with a large number of vehicles such as Commercial, Fleet and Rental Car Accounts.	rental car accounts currently exist?	Yes.
75	Exh A Vol. II P5 of 33	1.2 CCSS Operations Organization Requirement 17	The Contractor shall use best efforts to hire employees from the Agencies' existing customer service center whenever possible, notwithstanding any existing employee contracts that would prohibit such hiring.	Bidder agrees that it is critical to the on-going success of the SunPass program to hire and retain as many personnel as possible with the institutional knowledge of the current program. In order to retain those personnel, it is crucial to minimize any potential impacts that may occur when switching employers. Question: To assist with retention of the existing staff, will the Agencies please provide an average pay rate by position type for the current staff?	The Department is not providing this information.

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76	Exh A Vol. II P14 of 33	2.1 Account Management Requirement 70	After a pre-established timeline has expired, the Contractor shall issue refunds using the same channel the customer used to pay the money, in accordance with the CCSS Business Rules.	Question: Will the Agencies please provide an estimate of the number of refunds that occur on a daily, weekly, or monthly basis?	The Department is not providing this information.
77	Exh A Vol. II P14 of 33	2.1 Account Management Requirement 71	The Contractor shall provide customer Notification (email or U.S. mail depending on customer and Agency preference), ...	Question a: Will the Agencies please designate preferences for each of the bullets in requirement 71? Questions b: Will the Agencies please provide historical volume for each of the bullets in requirement 71?	Correspondence volumes can be found in Exhibit A, Attachment 2 - Agency Volume and Operations Information.
78	Exh A Vol. II P16 of 33	2.2 Discount Plans and Non-revenue Requirement 75	Non-revenue plans are considered a 100 percent discount, and the Contractor shall obtain Approval for the current and future issuance of all non-revenue plans.	Question a: Will the Agencies please provide bidders with the number of non-revenue accounts and transponders currently in use? Question b: Will the Agencies please describe the current authorization process?	The Department is not providing this information.
79	Exh A Vol. II P18 of 33	2.4.1 Incoming Customer Communication Requirement 95	Customers may contact the Contractor regarding issues the Contractor does not control, including but not limited to: debris on the roadway, Toll collector conduct, cash Toll payment issues or general tolling questions. The Contractor shall collect the required information and handle the issue in accordance with the Operations Plan. The Contractor shall create a Case and track the issue until it is resolved or handed off to the appropriate responsible party for resolution according to the Operations Plan.	Question: Will the Agencies please provide historical volumes for these types of customer contacts?	The Department is not providing this information.
80	Exh A Vol. II P22 of 33	2.6 Hearings and Court Requirement 141	The Contractor shall provide Toll Enforcement Officer(s) (TEO) to attend court Hearings on behalf of the Agencies.	Question a: Will the Agencies please provide historical volumes for court hearings for each applicable jurisdiction? Question b: Will the Agencies please provide current court schedules where toll cases are heard for each applicable jurisdiction?	The historical volumes would not be beneficial to the Proposer because of the combining of accounts from the multiple agencies that are participating in the CCSS and because of the change in business rules associated with the progression of transactions to Uniform Traffic Citations.
81	Exh A Vol. II P24 of 33	2.7 Transponder Management Requirement 152	The Contractor shall activate Transponders upon Customer Account setup or customer request for additional or replacement Transponder(s), then mail Activated Transponder(s) in shielded bags to customers. Walk-in customers shall be given an active Transponder upon confirmation of Account creation.	Question: Understanding it is the responsibility of the Contractor to provide shielded bags to shield transponders; will the Agencies please clarify whether all transponders (including sticker tags) must be mailed in shielded bags? (We have noted that transponders offered for retail sale do not include shielded bags.)	Shielded bags are not required for sticker transponders.
82	Exh A Vol. III P38 of 80	1.4.1 Records Requirement 192	The Contractor is responsible for data retention and purging of all electronic and physical documents handled by the Contractor, in accordance with the Agencies' retention policy.	This requirement is extremely difficult for bidders to price without some indication as to volume of documents that must be physically stored and the duration which documents must be stored. Question: In order for bidders to properly estimate the square footage required to store physical documents, will the Agencies please provide an estimated volume of the documents received and physically archived in the last twelve months?	Correspondence volumes can be found in Exhibit A, Attachment 2 - Agency Volume and Operations Information.
83	Exh A Vol. III P50 of 80	3.1 Installation Program Requirement 235	The Contractor shall provide and build-out a secure facility, in a separate location that is geographically removed from the primary CCSS, and Approved by the Agencies, to mitigate the risk of natural or manmade disasters or incidents affecting both locations, as required to house the Disaster Recovery Equipment and Operations as described in these Requirements.	Building out a facility to house disaster recovery equipment seems reasonable. However, building out a facility that could house the entire operations staff seems extremely cost prohibitive. Question: Can an existing facility be used for operational disaster recovery?	Proposers may propose to use an existing facility, however the Agencies are not offering their existing facilities at this time.

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84	Exh A Vol. IV P3 of 25	1.2 Performance Reporting Requirement 13	Performance reporting and any associated adjustments related to Performance Requirements shall begin on the first day of operations and shall continue for the duration of the Contract.	Question: Will the Agencies please consider negotiating a reasonable ramp up of penalties?	No.
85	Exh A Vol. IV P24 of 25	4.2.8 Resolve Customer Requests Requirement 64 2nd bullet	If a customer request requires input or approval from the Agencies to resolve the issue, the Contractor must assign the customer request (as a Case) to the Agency within one (1) Business Day. Once the Agency returns the Case with resolution the Contractor's clock starts again.	There is no required timeframe for return to the Contractor for items escalated to the Agencies. It is possible that numerous escalated issues could be returned to the Contractor on one day. Question a: Will the Agencies please revise this requirement to state that cases will flow back to the Contractor in roughly the same volumes they escalate to the Agencies? Question b: If not, will the Agencies please consider extending the time the Contractor has to process Agency returned cases in the event the volume is higher than normal?	The Department will not consider a change to the requirement.
86	Exh A Att 2 Last Page	Agency Volume and Operations Information	Transponder based vs. Image based Toll by Plate transactions	It is noted that THEA and MDX have a significantly higher volume of Toll-By-Plate transactions in relation to transponder transactions than the other Agencies. This is likely due to the fact that these agencies have begun to close their systems removing manual toll collection and going all electronic. As MDX moves their remaining roads to all electronic, one would expect their percentage to move closer to THEA which is about 20% Toll-By Plate to total transactions. (MDX is currently at about 11.5% Toll-By-Plate and FTE is at about 4.2% Toll-By-Plate to total transactions.) Toll-By-Plate transactions are significantly more expensive over their life cycle than transponder transactions. Question a: When are the remaining MDX roadways scheduled to go all electronic? Question b: When are the Florida Turnpike segments scheduled to go all electronic?	Projection figures shown already take into account AET for MDX and FTE. The pricing has been structured to compensate the CCSS Contractor independently for prepaid and postpaid transactions.