

| | Citation of Relevant Section of RFQC | Question | Response |
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| 1 | Section 2.20 "CONFIDENTIAL/PROPRIETARY INFORMATION" (p5) | Prospective Operators' responses to SRTA's Request for Qualified Contractors (RFQC) may contain competitively-sensitive information. To ensure this information is not made available to competitors during the procurement process, will SRTA please consider maintaining the confidentiality of RFQC responses of the "prequalified" firms from public disclosure (exempting them from Open Records requests) until such time as an award has been made or the procurement cancelled? | No. |
| 2 | Appendix A "Schedule of Events" (p8) Prospective Operator RFQC Response Statements Due Date: Friday, August 27, 2010 | To provide ample opportunity to Prospective Operators to review SRTA responses to submitted questions and adjust our qualifications document accordingly, we respectfully request that SRTA consider extending the due date for Prospective Operators' response to the RFQC to Friday, September 3, 2010 (preferably). Alternatively, if an extension until September 3 is not possible, will SRTA please consider extending the due date until August 31st? | No. |
| 3 | Appendix G: "Project Description" (p18) "...the CSC handles over 2.5 million transactions (web-based and phone)..." | Will SRTA please clarify whether these are vehicle toll transactions or whether this refers to customer service representative interactions with customers? Over what time period were the 2.5 million transactions measured? | This information will be included in the RFP procurement documents made available to Qualified Contractors. |
| 4 | Appendix G: "Project Description" (p19) "Project Requirements (Operator)"; Last Bullet: "Revenue Accounting and Auditing (multiple toll facility operators and other 3rd parties)" | Will SRTA please clarify the reference to multiple toll facility operators? Should these other operators be interpreted as interoperable agencies or partners? By other 3rd parties, is SRTA referring to interactions that would occur with other entities such as banks, auditors, DMV's, etc.? | 1. Multiple toll facility operators refers to those public or private entities including SRTA that may operate one or more toll facilities within the State of Georgia. Such toll facilities will be serviced by the SRTA CSC operated by the Operator. 2. Multiple toll facility operators are not interoperable agencies or partners. 3. The Operator will be required to interface with outside entities such as financial institutions, collection agencies, auditors, etc. |
| 5 | 5. Appendix H: "Terms and Definitions" (p23) Maintenance On-line Management System (MOMS) definition (Note – The definition indicates it is "operator provided") | Will SRTA please clarify whether the MOMS system software will be provided as part of the ETCC RITE® Solution, OR does SRTA intend for this software to be provided by the Operator as the definition indicates? | SRTA will furnish the MOMS, which is part of the RITE Solution. See Addendum #1. |
| 6 | General | Will SRTA please clarify whether SRTA will have ownership or licensing rights for the ETCC RITE® Solution as part of a purchase OR has SRTA procured a hosted solution under which the integrator retains ownership and SRTA pays for usage? | This information will be included in the RFP procurement documents made available to Qualified Contractors. |
| 7 | Appendix F: "Prospective Operator Statement Submission Instructions" Second Bullet: "...For the CD submission, each section of the Prospective Operator Statement must be clearly identified." | Will SRTA please clarify if each section is to be provided and identified as separate documents in the CD submission, OR as long as the document clearly identifies each section in the header and/or footer, is it acceptable to submit 1 electronic file which contains all sections merged into a single document? | Either approach is acceptable. |
| 8 | Appendix C, 3 | Can the Prospective Offeror review a current list of CSC employees, including job titles and compensation packages? | This information will be included in the RFP procurement documents made available to Qualified Contractors. |
| 9 | Appendix C, 3 | If the Prospective Offeror can identify savings in the CSC operations by using a smaller staff, can the Prospective Offerors that are asked to submit proposals reduce the current staffing levels? | The PO is encouraged to provide staffing levels commensurate with the workload required to accommodate the requirements of the CSC. The PO is encouraged to identify savings but must also comply with the requirements of Appendix C, Number 3. |
| 10 | Appendix C, 3 | Do current CSC employees belong to a union? | No. |
| 11 | Appendix C, 3 | Has SRTA already run a background check on current employees? | The Operator should rely on its own customary processes. |
| 12 | Project Requirements (Operator), Contractual Requirements | Does SRTA have a sample contract that the Prospective Offerors can review? | The Contract will be included in the RFP procurement documents made available to Qualified Contractors. |
| 13 | Project Requirements (Operator), Contractual Requirements, Third Bullet | Whose "transition costs" are being referred to? | This information will be included in the RFP procurement documents made available to Qualified Contractors. |
| 14 | General | Will the pricing and mark-up remain the same as the current contract? | There is no current contract. |