

OBOS RFP – Round 2 Questions and Answers

Proposer Questions			Tampa Hillsborough Expressway Authority		
#	RFP Page	RFP Section	RFP Section Description	Proposer Question	Authority Response
1	N/A	Exhibit C, Form C-5	Key Personnel and Qualifications Form	Is it possible for THEA to provide Exhibit C, Form C-5 Key Personnel and Qualifications Form in Word format?	Yes. The Microsoft Word version has been posted to https://www.tampa-xway.com/doing-business/procurement/ .
2	3	Exhibit B	Price Proposal Form and Instructions	In the RFP pricing instructions, it is stated that "No price escalation will be allowed except as indicated in the Price Proposal Form." However, the Price Proposal Form only mentions escalation for the rates. Could you please clarify how we should address escalation for maintenance costs, such as cloud services and software licenses? Specifically, will the contract allow for these maintenance prices to be adjusted yearly based on the Consumer Price Index (CPI)?	<p>The Price Proposal form, specifically sheets 3-2 through 3-4a, provide proposers the ability to list and price all items needed to support their proposed solution for all years of the Contract. Proposers are expected to estimate and price out, annually, all items necessary for them to complete the required Operations and Maintenance Scope of Work. Estimates provided should be based on the Proposer’s knowledge of the industry and their proposed solution for each subject item.</p> <p>The prices in the Proposer’s Price Proposal submittal shall reflect the amounts that will be paid by the Authority to the Contractor.</p>
3	3	Exhibit B	Price Proposal Form and Instructions	If "No price escalation will be allowed except as indicated in the Price Proposal Form," and this only applies to the rates, to mitigate the risk associated with the rise in costs from third-party providers, would THEA consider acquiring these services on a cost-plus basis? This would involve the providers managing the service and invoicing it to THEA with a fair mark-up.	Per the OBOS RFP, the OBOS Contractor will be responsible for managing all services (e.g. licensing, subscriptions, invoicing, tracking subscriptions, renewals, etc.) necessary for their proposed solution. The Authority will not allow the Contractor to apply any markup for services required in their scope of work.

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4		6.3.4.9	SAT Test	<p>Clarification: The SAT Test will be conducted after the TSCT Test (with the first RTCS Gantry Cut-Over). This would be a D&I Cost. To make it Uniform for all Bidders, can you provide an estimated period as to when the RTCS will be available for the RTCS Integration Test, and when the Toll Site Commissioning Test (TSCT) will be conducted?</p> <p>Can we assume that these are all included in the D&I Pricing Section?</p>	<p style="color: red;">Due to the uncertainty of schedules at this time, the Authority cannot provide Proposers with an estimated period as to when the new RTCS will be available for testing.</p> <p style="color: red;">Yes, costs associated with all formal tests, as outlined within the OBOS RFP, must be included in the Design and Implementation cost.</p>
5	211	Exhibit A	Exhibit A – Project Payment Milestones	<p>In the payment milestones table, each milestone is associated with one or more deliverables or outputs and each milestone is associated with a unique payment %. Does it mean that the % payment will only be approved when all deliverables or outputs are approved? Would it be possible to submit invoices on specific deliverables within the milestone? For example, milestone 6, focused on FAT, also includes the deliverable ‘Transition Plan’. It could make sense to invoice the ‘Transition Plan’ differently from the FAT components.</p>	<p style="color: red;">The Contractor will only be allowed to invoice for, and the Authority will only approve and pay for, a payment milestone once the Contractor completes and has received the Authority’s approval of every deliverable associated with a payment milestone as outlined within Exhibit A – Project Payment Milestones.</p>
6	7,8,9,10	Exhibit B - Price Proposal Instructions, V	OPERATIONS AND MAINTENANCE PHASE PRICE PROPOSAL	<p>Clarification: Follow up to previous question Regarding SAT Test and the RTCS Gantry Test during the D&I Phase. The majority of the RTCS Gantry Cut-Over is assumed to occur after the Go-Live of the OBOS, and possibly during the O&M Period. For each Gantry Cut-Over, the Contractor has to ensure a smooth transition and switch from TOBS to RTCS. However, during the O&M Phase the price forms do not provide a way to capture the RTCS Transition Costs for the 2nd</p>	<p style="color: red;">Yes, all costs associated with all formal tests for all facilities, as outlined within the OBOS RFP, must be included in the Design and Implementation cost as entered into item 11 of sheet “2-1 D&I” within the Price Proposal.</p> <p style="color: red;">All Authority toll facilities will be transitioned to the new roadside toll collection system. There are 16 existing toll plazas, including the reversible express lanes, and a new test plaza</p>

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				Gantry onwards, and corresponding TSCT Tests for the four(4) facilities. Is the Authority expecting these to be priced? If so, does this need to be included in the Maintenance Pricing (Section V)? Can the Authority please provide the number of Gantries/Transitions that will occur? If the Authority does not expect those costs to be included, please update the Pricing instructions accordingly.	that will be constructed with the South Selmon Capacity Project.
7	33-34	Section 4 – SOW, G 1 & 2	Proposal Section 5: Adherence to the Scope of Work and Requirements, Terms and Conditions and Requirements Conformance Matrix	<p><i>"1. The Proposer must complete and submit the Excel version of the Requirements Conformance Matrix which is provided in .XLSX format in Exhibit C, Form C-6. The matrix covers each of the Requirements set forth in the Scope of Work and Requirements. The Authority shall provide shortlisted Proposers Exhibit C, Form C-6 via a OneDrive File Share after posting of the Board Approval of Shortlist on the date and time provided in Table 1-1 Schedule of Events. Note: Proposers are not to modify the technical Requirements listed in the Requirements Conformance Matrix in any way, and must use the worksheets and instructions provided within to complete the matrix. The Proposer shall submit a PDF version of the completed matrix in Section 5 of the Technical Proposal: Adherence to the Scope of Work and Requirements, Terms and Conditions and Requirements Conformance Matrix of the Technical Proposal as a PDF, in addition to submitting the Excel version of the matrix, as directed in the Technical Proposal submittal procedure.</i></p> <p><i>2. Within Section 5 of the Technical Proposal,</i></p>	<p>The Requirements Conformance Matrix is used to note Proposer conformance only with the RFP Scope of Work, and it should only be completed according to the instructions within the Requirements Conformance Matrix form.</p> <p>Proposers may identify and describe any assumptions or exceptions against any portion of the RFP using a separate sheet submitted with their Technical Proposal. Proposers are allowed to provide assumptions and exceptions using any format they prefer so long as it complies with the requirements of the RFP and clearly/specifically denotes the part of the RFP they are making an assumption for or exception to (e.g. section/subsection number, title and page number).</p> <p>Proposers shall submit any assumptions and exceptions in Section 5 of their Technical Proposal: Adherence to the Scope of Work and Requirements, Terms and Conditions and Requirements Conformance Matrix.</p>

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				<p><i>Proposers may identify and describe any assumptions or exceptions against any portion of the RFP. Assumptions and exceptions noted by the Proposer may be considered during the Proposal evaluation process at the sole discretion of the Authority. An “assumption” is a Proposer’s stated expectation or supposition that would require a change to an item within the RFP or the addition or deletion of an item with the RFP.</i></p> <p><i>Note: The Proposer shall identify the specific part (e.g. section/subsection number, title and page number) of the RFP when they identify an exception or an assumption.”</i></p> <p>Clarification: Exhibit C-6 only allows the addition of comments to the Statement of Work Requirements and does not allow the inclusion of the Terms and Conditions Requirements, should we include our comments to the Section 3 - Terms and Conditions in a separate matrix.</p>	
8		Section 4 – SOW Section 5.4		<p><i>"Requirement#381 - ".....For reports and Dashboards that include either IBT or ETC Transactions, the transaction view shall include a link to view the DVAS video."</i></p> <p>Clarification: The ICD with the TOBS or the RTCS does not include a link to the DVAS Video. Is the Authority expecting the Contractor to work with the TOBS and RTCS vendor to provide the unique URL link for each transaction received from them? TOBS/RTCS should also be able to securely stream video by transaction that can be consumed by the OBOS UI.</p>	<p>The requirement for a link to DVAS video within the OBOS has been removed. See Addendum #3.</p>

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9		Section 4 – SOW Section 5.3		<p><i>"Requirement#353 - "..... Tax Collector criteria"</i></p> <p>Clarification: Can you please explain how and where this parameter is to be used by the OBOS System?</p>	<p>This bullet is intended to capture any parameters that need to be stored related to and integration with the Florida Department of Highway Safety and Motor Vehicles (FLHSMV) as described in the OBOS RFP.</p>
10		Section 4 – SOW Section 5.3		<p><i>"Requirement#353 - "..... Fare Table Management"</i></p> <p>Clarification: Can the Authority please confirm how the Fare Tables for the four facilities will be available? Is there Congestion/Dynamic Pricing at any of the Facilities? Is the Authority expecting that the Fare Tables will be loaded through an Excel sheet and not through an interface with TOBS or the RTCS Vendor?</p>	<p>Refer to Scope of Work, Appendix B – RTCS-OBOS ICD Overview. Also refer Appendix H – Fare Table for fiscal year 2025 fares. The Authority’s facilities do not support congestion or dynamic pricing at this time.</p>
11		Exhibit A - Project Payment Milestones		<p><i>"Requirement 525 “During the SAT, the OBOS shall be fully operational and utilizing the RTCS from at least one fully tested RTCS installation.”"</i></p> <p>Clarification: Since the RTCS RFP has not been released and the RTCS Contract has not been executed, the date of the RTCS Integration Test and the Toll Site Commissioning Tests are not known and cannot be determined or controlled by the OBOS contractor. Payment Milestones 12, 14, 15, and the 5% retainage on all Payment Milestones, which encompasses a total of 28.75% of the value of the OBOS Design and Implementation Phase, is dependent on the RTCS contractor and cannot be determined or controlled by the OBOS contractor. This represents a significant risk to the OBOS Contractor.</p>	<p>See revisions to Exhibit A – Project Payment Milestones in Addendum #3.</p>

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				We request a reconsideration of the Payment Milestones and retainage structure to be completely under the control of the OBOS Contractor.	
12		Section 4 - SOW	Appendix J - Key Performance Indicators	<p><i>"In case of production system failure and transfer of production to the DR site, the Recovery Point Objective (RPO) shall not exceed 5 seconds."</i></p> <p>Clarification: Can the Authority please clarify if the Recovery Point Objective (RPO) of 5 seconds is the requirement for the Cloud Service Provider configuration or if this is the final RPO of the entire OBOS disaster recovery process? If this is the Cloud services requirement, is the intent to establish an RPO of 5 minutes by the Cloud Services provider or is it truly 5 seconds? Achieving an RTO of 5 seconds involves a substantial increase in costs compared to an RTO of 5 minutes, primarily due to the need for continuous high-performance resources, real-time data replication, and low-latency networking which will drive up costs during normal operations.</p>	<p>Per Appendix J – Key Performance Indicators, the Recovery Point Objective (RPO) is 5 seconds, and the Recovery Time Objective (RTO) is 4 hours.</p>

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13	36	Section 4 – SOW, Section 4.7	Backup and Restore	<p><i>"The Contractor shall provide for a periodic backup of all data and all System Software to both an off-premises location and the Authority provided On-premises location."</i></p> <p>Clarification: Can the Authority please confirm if the periodic backup of all data and all system software to the Authority provided at On-premises location is required for the Cloud solution? There is a significant cost to data egress from Cloud Service Providers and would the Authority consider backing up to a Cloud Service Provider account in the same region as the Proposed system?</p>	<p>Proposers that have proposed a fully cloud-based solution are not required to use the Authority provided, on-premises/on-site storage array. See Addendum #3.</p>
14	36	Section 4 – SOW, Section 4.7	Backup and Restore	<p><i>"In addition to the above replication Requirements, the Primary Production Database shall be stored in a secondary off-site database and in the Authority on-site storage array. This storage may be accomplished via replication, snapshots or other techniques recommended by the Contractor."</i></p> <p>Clarification: Can the Authority please confirm if the replication of the Primary Production Database must be made to an Authority on-site storage array for the Cloud solution?</p>	<p>No, Proposers that have proposed a fully cloud-based solution are not required to use the Authority provided on-premises/ on-site storage array. See Addendum #3.</p>
15		Section 1.9 & Exhibit E	Bonds for Design and Implementation Phase	<p><i>"Both a Payment and Performance Bond, satisfactory to the Authority, and on the forms as provided in the RFP, shall be required from the successful Proposer for, among other, the following purposes: a) to guarantee System Acceptance, as required in these Procurement Documents and pursuant to Section 3.1.10.1, System Acceptance of the Design and</i></p>	<p>The Authority agrees to a reduction in the Design and Implementation Phase Performance Bond at Go-Live. See revisions made to Section 1.9 Payment and Performance Bond Requirements in Addendum #3.</p>

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				<p><i>Implementation Phase, including all applicable warranties; b) to guarantee the payment of all labor, materials, or supplies used directly or indirectly in the prosecution of the Work provided for in the Contract; c) to ensure stability and the meeting of the provided performance metrics of the system throughout the Operations and Maintenance Phase of the Project; and d) to comply fully with the requirements of Florida law.</i></p> <p><i>The cost associated with obtaining and renewing the Performance and Payment Bonds shall be included in the Total Contract Amount within the Proposer's Price Proposal. The surety of the Bonds shall have a resident Agent in the State of Florida, meet all the requirements of the laws of Florida and the regulations of the Authority, and have the Authority's Approval. The Bonds shall have a surety that remains acceptable to the Authority throughout the duration of the Contract. In the event that the surety executing the Bonds, although acceptable to the Authority at the time of execution of the Bonds, subsequently becomes insolvent or bankrupt, or becomes unreliable or otherwise unsatisfactory due to any cause that becomes apparent after the Authority's initial Approval of the company, then the Authority may require that the Proposer, at the Proposer's expense, immediately replace the Bonds with similar Bonds drawn on a surety company that is reliable and acceptable to the Authority.</i></p> <p><i>a. Bonds for the Design and Implementation Phase:</i></p>	

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				<p><i>The Design and Implementation Phase Payment Bond and the Design and Implementation Phase Performance Bond must each be in the amount of not less than 100 percent of the total contract amount for the Design and Implementation Phase of the Project. The Design and Implementation Phase Payment and Performance Bonds shall be provided at the time specified in Section 1.22.4 below.</i></p> <p>Clarification: As a potential cost saving measure would the Agency please consider partially reducing the Design and Implementation Phase payment and performance bond at Go Live and fully retiring the bond at the end of System Acceptance Test, instead of having the bond remain valid through the applicable warranties. Also, since the Operations and Maintenance Phase bond includes the applicable warranty period, it seems excessive to also maintain the Design and Implementation Phase payment and performance bond through the warranty period.</p>	
16	Pricing Sheets	IV	DESIGN AND IMPLEMENTATION PHASE PRICE PROPOSAL	<p>This states that upon Go-Live, O&M pricing begins. However, there are Implementation costs that are to be considered after Go-Live.</p> <p>Are these costs to be included in D&I sections of Pricing Sheets based on the below language:</p> <p>“During the Design and Implementation Phase, for all Work related to the Design and Implementation Phase up to and including System Acceptance, the Authority will pay the Contractor the price identified in the Price Proposal for the Design and Implementation</p>	<p>Yes, all costs associated with the Design and Implementation Phase of the Project must be captured in the Design and Implementation cost.</p>

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				Phase, less retainage. ”	
17	Pricing Sheets	5 Labor Rate Card	5 Labor Rate Card	Can the Proposer enter more roles than the 5 Additional Roles provides in the Rate Card and that flow to O&M (Labor) tab	Only the five (5) additional roles may be added and flow through to the rest of the Price Proposal form.
18	45/385	1.21.2.1	Price Proposal Submittal Requirements	Although the question was asked previously, given that no pricing assumptions are allowed – how should proposers price in “risk, uncertainty, or potential cost increases” regarding current national or global government actions or inactions without burdening the Authority with unnecessary costs?	Proposers are expected to estimate and price out all items necessary for them to complete the required Operations and Maintenance Scope of Work. Estimates provided should be based on the Proposer’s knowledge of the industry and their proposed solution for each subject item. The prices in the Proposer’s Price Proposal submittal shall reflect the amounts that will be paid by the Authority to the Contractor.
19		Appendix J	KPI # 8	The Key Performance Indicator requires returning the report within ten seconds of request submission. This is a higher benchmark than industry standard. Will the Authority consider increasing the return threshold to better align with industry benchmarks?	See revisions made to Appendix J – Key Performance Indicators in Addendum #3.
20	25 of 84	3.3.1	Submittal Reviews and Approval	May the Authority’s review (Req. # 166 & 167) be split across the two review/revisions cycle iterations noted in Req. # 165?	No.

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21	25 or 84	3.3.1	Submittal Reviews and Approval	Does Req. #168 apply to first reviews only, or does it also prohibit new documents being submitted during the comment resolution period? <i>For example: The Authority submits comments back to the Contractor on v1.0 of the PMP. May the Contractor submit v1.0 of the Software Development Plan or must they wait for Approval of the PMP first?</i>	Requirement #168 applies to all document reviews and all submittals. The Contractor may submit several submittals at the same time. The Requirement states a Contractor's schedule cannot reflect a single review period for the Authority for simultaneous submittals.
22	26/385	B. Proof of Bonding Capacity	B. Proof of Bonding Capacity	In this section, the requirement is to provide Performance and Payment bonds in the amount of \$10 million. However, this doesn't specify how bonding will be required for the actual project. Shall it be 100% for the D&I and then 100% of each year's annual O&M fee?	Refer to Section 1.9, Payment and Performance Bond Requirements in the OBOS RFP. See Addendum #3 for revisions to performance bond requirements.
23	36/385	E. Proposal Section 3: Approach to Scope of Work	E. Proposal Section 3: Approach to Scope of Work	Given that hardware refreshes usually occur after 7 years, how should the Proposer price this in given uncertainty and the inability to make pricing assumptions?	Proposers should use the Price Proposal form to include costs for any necessary hardware refreshes in the O&M Year where the costs are anticipated to occur.
24	Payment Milestones	Exhibit A	Payment Milestones	Please Clarify Payment Milestone sequence as Payment Milestone 4 has no deliverable/Value but appears to incorporate milestones 5-12.	There is not a milestone payment associated with Milestone #4. Milestones #5-#12 denote the sequencing of milestones with their associated payment percentage.